

Appendix 5 - Inpatient Satisfaction Questions 2012/13

1. Are you satisfied with the standard of cleanliness during your hospital stay?
2. Have you been kept informed of your progress during your stay in hospital?
3. Are you satisfied with the amount of information you received about your condition?
4. Did your family or someone close have enough opportunity to speak to a doctor?
5. Were you involved as much as you wanted to be in decisions about your care and treatment?
6. If you wanted to talk about your worries or fears did you find a member of staff to speak to?
7. When you had important questions to ask a nurse, did you get answers you could understand?
8. When you had important questions to ask a doctor, did you get answers you could understand?
9. Are you satisfied with the amount of information on medication side-effects you received?
10. Are you satisfied with the communication between the staff on the ward and you and your relatives?
11. On admission did a member of staff show you where the toilets were?
12. On admission did a member of staff ask if you required assistance with toileting?
13. Did you get enough help from staff to eat your meals?
14. Have you observed all staff washing / cleaning their hands before each contact with patients?
15. Were you given enough privacy when discussing your condition or treatment?
16. Were you given enough privacy when being examined?
17. If you were ever in pain, do you think the ward staff did everything they could to help control your pain?
18. Did you have confidence and trust in the nurses treating you?
19. Did you have confidence and trust in the doctors treating you?
20. On reflection, did you get the nursing care that mattered to you?
21. If a friend or relative needed treatment would you recommend this ward?
22. Would you recommend this hospital to a relative or friend?
23. Overall, how would you rate your experience in this hospital?
24. Please add any comments you feel would help the ward to improve their service.