

Primary Investigation Team - Patient Experience

Dear Patient

Within the Primary Investigation Team Clinic, we are constantly striving to improve the services that we provide and, in order to do this, we would like to know about your experience. We would therefore be most grateful if you could take the time to complete the following questionnaire.

If you have any questions - If you have any questions, please call the helpline number
Tel: _____ – where a member of the Quality Governance Team will be able to help.

Your participation in this survey is voluntary - If you choose not to take part in this survey it will not affect the care you receive from the NHS in any way. If you do not wish to take part, or you do not want to answer some of the questions, you do not have to give us a reason

Your privacy will be respected - Any information you give us will be treated in the strictest confidence. By returning the questionnaire in the Freepost envelope, it will be delivered to a central department and staff who have treated you will not see individual responses.

Thank you for your help with this matter.

1.. Were you offered a key worker assigned to your care? (A key worker e.g. nurse practitioner is someone who takes a key role in co-ordinating your care and is available to you should you need information and advice. The nurse practitioner – key worker – is available throughout your treatment and follow-ups at the Chesterfield Royal and can also be contacted when you are receiving your radiotherapy/chemotherapy at Weston Park)

- Yes
- No

If no, did you feel that you needed further advice and support?

- Yes
- No

2. Would you have found it useful to receive a follow-up call/meeting with the nurse practitioner the day after you received your diagnosis?

- Yes
- No

Please comment:.....
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3. Do you feel that your needs were met by staff, whether physical/emotional/practical/psychological or spiritual?

- Yes
- No

If yes, did you find this support helpful?

- Yes
- No

4. Did you receive information on the physical/emotional/practical/psychological or spiritual

support available?

- Yes
 No

If yes, did you find this information helpful?

- Yes
 No

5. Did you receive information on any financial support/benefits advice which might be available?

- Yes
 No

If yes, did you find this information helpful?

- Yes
 No

6. Did you receive any written information about your condition?

- Yes
 No

If yes, did you find the written information helpful?

- Yes
 No

7. Were you offered a written summary of the consultation in which your diagnosis and treatment options were discussed? (This would usually be in the form of a copy of the letter sent to your GP)

- Yes
 No

please go to question 8

please go to question 11

8. With regard to receiving a written summary about your care and treatment, please indicate how much you agree or disagree with the following statements:

	Strongly agree	Agree	Disagree	Strongly Disagree	Not Applicable
The letter was the right length	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The content of the letter was easy to understand	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The letter missed out the important issues	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The letter kept me up to date with what was being said	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I felt more involved in my care and treatment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The letter contained complicated language and jargon	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I understood what was happening when I had seen the doctor	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The letter included details about my medication	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The letter included details of any follow-up arrangements required	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

9. Do you have any comments that you would like to make about the written summary you received?

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10. Do you have any suggestions as to how the written summary could be improved?

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Further comments

11. Was there anything particularly good about the care and treatment you have received at the hospital?

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12. How do you think we could improve the care and treatment we provide to the patients attending the Primary Investigation Clinic?

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13. Do you have any further comments that you would like to make?

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Thank you for taking the time to complete this questionnaire.
Please return in the freepost envelope provided.