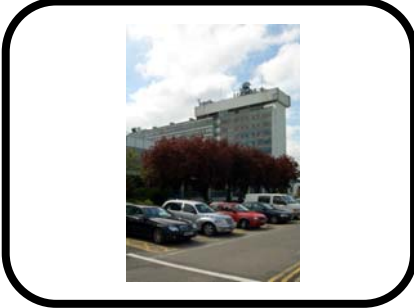




Easy Read Patient Experience Questionnaire



Dear service user / carer,

If you have been into Hillingdon Hospital lately would you be able to tell us about your experiences on this questionnaire?

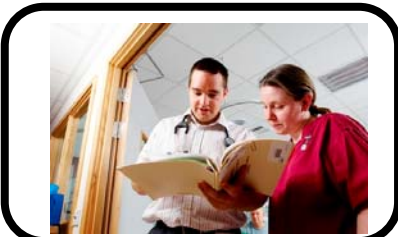


Your feedback is very important to us and could really help us to make things better in the hospital and make sure staff are trained properly.



Do you have a patient passport? *Please tick answer*

Y ✓	<input type="checkbox"/>	N ✗	<input type="checkbox"/>	Don't know ?	<input type="checkbox"/>
--------	--------------------------	--------	--------------------------	-----------------	--------------------------



If yes: Did staff read your patient passport? *Please tick answer*

Y ✓	<input type="checkbox"/>	N ✗	<input type="checkbox"/>	Don't know ?	<input type="checkbox"/>
--------	--------------------------	--------	--------------------------	-----------------	--------------------------



Did staff help you in the way that you told them to in the passport? *Please tick answer*

Y ✓	<input type="checkbox"/>	N ✗	<input type="checkbox"/>	Don't know ?	<input type="checkbox"/>
--------	--------------------------	--------	--------------------------	-----------------	--------------------------



Do you think the hospital passport helped to improve your patient experience? *Please tick answer*

Y ✓	<input type="checkbox"/>	N ✗	<input type="checkbox"/>	Don't know ?	<input type="checkbox"/>
--------	--------------------------	--------	--------------------------	-----------------	--------------------------



Were staff friendly and helpful? *Please tick answer*

Y

N

Don't know

Please write any comments or ideas you have about the passport.



What was good about your hospital experience?



What could be better?



Do you have any other comments or ideas?



Please give this form to the nurse looking after you or the learning disability nurse. Or post to Anna Fernandez, Head of Safeguarding, Hillingdon Hospital, Field Heath Road, Uxbridge UB8 3NN.

Thank you to Ealing Hospital NHS Trust and Support for Living, Ealing for allowing us to replicate their questionnaire