

Before we start could you please tell us some things
When were you in hospital

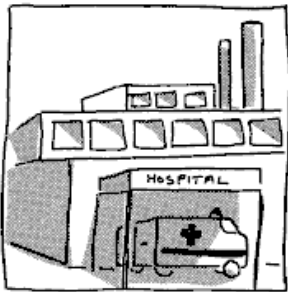


24th July – 1st October 2008

How long for?



Which Hospital



If you were able to get out of bed, could you get about the ward easily?

Yes	No
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If you have been in hospital did hospital staff talk to any other staff who might support you (like PAs , Community Nurse, Social Worker) to make sure they knew everything about your needs

Yes	No
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Did you feel staff were doing everything they could for you ?

Yes	No
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Did you feel safe when you were in hospital

Yes	No
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If you did , what made you feel safe ?



If not , what made you feel like you weren't safe ?



Did you know where everything in the ward was e.g. toilets

Yes	No
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Was the hospital clean ?

Yes	No
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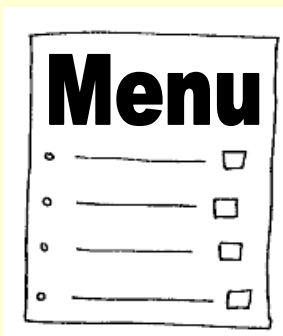
Do you think hospital staff cared about keeping everything clean?

Yes	No
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Was was the food good?

Yes	No
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Did you get food that you asked for?

Yes	No
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If you have been in hospital

Did staff treat you well ?

Yes	No
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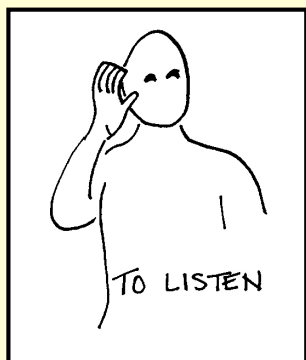
Did they treat you just the same way as other patients?

Yes	No
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Could you understand what staff said to you

Yes	No
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Did staff listen to you?

Yes	No
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Did staff explain why they were doing things like giving you medicine ?

Yes	No
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When staff came to see how you were did they look at your records?

Yes	No
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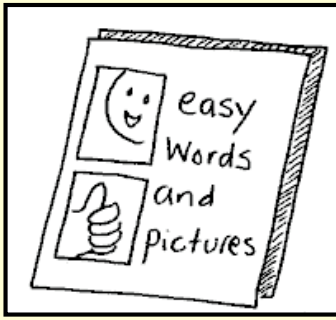
When you were in hospital did you feel people could talk to you and other people wouldn't hear you if you didn't want them to ?

Yes	No
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Did you feel that staff kept secret whatever you said to them?

Yes	No
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Did you have easy to understand information about the care or treatment after you left hospital ?

Yes	No
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If you do not read were you supported to understand what was going on ?

Yes	No
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Were you offered information in a different way like on tape or CD?

Yes	No
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If you had to have treatment like an operation were you asked for your consent ?

Yes	No
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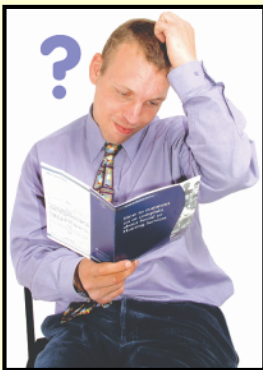
Have you been asked about what you thought of your time in hospital by hospital staff ?

Yes	No
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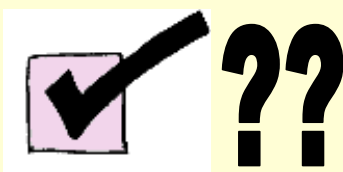
If you were asked, was what you said written down?

Yes	No
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If you didn't like something would you know how to make a complaint ?

Yes	No
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If you made a complaint , did hospital staff make things better?

Yes	No
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Did hospital staff tell you what they had done?

Yes	No
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