



# Module 1

## Patient Questions

**THIS DOCUMENT IS FOR  
GUIDANCE ONLY.**

Actual Questionnaires will be provided early October.  
Please **DO NOT** fill this out

**Please note:** Questions to be included in older people's services only are in **bold**. Questions not to be included in older people's services are in CAPITALS

## Part 1: The ward

1. Is there enough space on the ward?
2. Is it usually excessively noisy during the day?
3. Is it usually excessively noisy during the night?
4. Does the temperature often feel too hot?
5. Does the temperature often feel too cold?
6. Is the ward homely and comfortable in respect of lighting and appropriate décor and music?
7. Do you have somewhere secure to store your belongings, for example, money or jewellery?
8. Can you get to your belongings whenever you want?
9. Do you have to share space with members of the opposite sex when you don't want to?
10. IS THERE EVER ANY TROUBLE ON THE WARD BECAUSE OF PATIENTS GETTING DRUNK?
11. IS THERE EVER ANY TROUBLE ON THE WARD BECAUSE OF PATIENTS TAKING ILLEGAL DRUGS?

## Part 2: Respect, privacy, dignity, choice

1. Does the ward respect your religious and cultural needs e.g. religious festivals, diet?
2. During your stay on the ward, have you been cared for in a dignified manner?
3. Do you have privacy when you are being given your medication?
4. Have you ever asked for your medication to be reviewed?  
*If 'no', go to question 5, below. If 'yes':*
  - a. did this happen?
5. Are your personal preferences respected e.g. in relation to food and drink choices, going to bed, clothing?
6. Do you have opportunities to go outdoors/leave the ward?
7. Are you able to speak to staff when you need to, for example if you are concerned or upset?
8. Are your concerns taken seriously and acted upon?
9. When you were admitted to the ward:
  - a. were you asked what you would and would not wish to happen if your behaviour became severely challenging/violent?
  - b. were you asked about your trigger factors, early warning signs of severely challenging/violent behaviour and other vulnerabilities, and how these should be managed?

### Part 3: Being given information

1. Have you been given enough information about why you have been admitted to the ward?
2. Have you been given enough information about how the ward is run, for example, visiting times, complaints procedure, ward rounds?
3. Are you satisfied with your involvement in decisions about your care (e.g. treatment and medication)?
4. Have you been given information about how to get advice or help from someone who does not work here, for example, an advocate?
5. Have you been put under close observation during your admission to the ward?  
*If 'no', go to Part 4, below. If 'yes':*
  - a. was the reason explained to you
  - b. were you told how long it was likely to be maintained?

### Part 4: Things to do

1. Are there daily opportunities for you to take part in group interaction and/or recreation?
2. Are there daily opportunities for physical activity/exercise?
3. Do you think that there is an adequate choice of therapies available during the day?
4. Do you think that there is an adequate choice of activities available during the day?
5. Do you think that there is an adequate choice of activities available in the evening and at weekends?

### Part 5: The way that violence has been dealt with on the ward

1. Do you think that staff deal effectively with severely challenging/violent behaviour:
  - a. between patients?
  - b. towards staff from patients?
2. Would you feel comfortable to confidentially report an incident of staff abuse towards a patient?
3. Do you think that staff resort too quickly to using medication when managing severely challenging/violent incidents?
4. Do you think that staff resort too quickly to using hands-on restraint when dealing with severely challenging/violent incidents?
5. Do you think that staff resort too quickly to using seclusion when managing severely challenging/violent incidents?
6. *If you answered 'yes' to any of questions 3, 4 and 5 above, why do you think this happens?*

## Part 6: Experiences of violent behaviour on the ward

1. During your stay on the ward, have you personally been made to feel upset/distressed by a patient's severely challenging/violent behaviour?
2. During your stay on the ward, have you personally been threatened or made to feel unsafe?
3. During your stay on the ward, have you personally been physically assaulted?
4. If you answered yes to any of questions 1, 2 or 3, did staff give you the opportunity to talk about your experience?
5. Can you think of anything that 'triggers' severely challenging/violent behaviour on the ward?
6. Has anyone given you advice on what to do if you see or hear about someone behaving in a way that is severely challenging/violent, for example, how to summon help?

## OPTIONAL

The following two questions are optional and you do not have to answer them. However, if you do, they will help us to understand more about the needs of people who have filled in this questionnaire across the country.

1. What is your gender?    Male    Female
2. What is your ethnic group?  
White:                            British  
    Any other White background (*please specify*)  
Mixed:                            White and Black Caribbean  
    White and Black African  
    Any other Mixed background (*please specify*)  
Asian or Asian British:    Indian  
    Pakistani  
    Bangladeshi  
    Any other Asian background (*please specify*)  
Black or Black British    Caribbean  
    African  
    Any other Black background (*please specify*)  
Chinese or other ethnic group  
    Chinese  
    Any other (*please specify*)  
Any other                        *Please specify your ethnic group*