

## Service user questionnaire

Please return this to us in the envelope provided within 10 days

We would be grateful if you would complete this questionnaire about your psychiatrist,

Dr \_\_\_\_\_,

who would like you to complete this form so that he or she can better improve and develop the quality of care he or she provides.

### Notes:

Your name is not required, and your psychiatrist will not be able to identify your personal responses and nobody will know if you decide not to complete the questionnaire.

Other service users will also be completing this form about your psychiatrist. He or she will receive the feedback from these service users in a combined way.

The envelope in which you seal the questionnaire is addressed to the team that will analyse the results.

The number on the outside of the envelope is to identify the psychiatrist and does not refer to you.

The questionnaire and envelope will be destroyed once the results have been analysed.

Please try to be as honest as you can when you fill in the questionnaire.

**Please do not put anything other than the completed questionnaire into the envelope.**

ID no: 0000. This ID number is to identify the psychiatrist you are assessing and cannot be linked to you



Please rate your psychiatrist's behaviour by ticking only one box for each question		Very Low	Low	Mode rately Low	Mode rately High	High	Very High	Don't know or N/A
1	Is friendly and easy to approach							
2	Listens well to what I say							
3	Provides useful information when I need it or ask for it							
4	Speaks clearly so that I can understand							
5	Keeps appointments and is on time							
6	Is warm, genuine and understanding							
7	Offers me reassurance when I need it							
8	Shows respect for me							
9	Always values my opinions							
10	Includes my opinions when making decisions with me							
11	Considers my personal safety when offering advice or making decisions about my case							
12	Asks me about my points of view							
13	Makes information easy for me to understand							
14	Takes into consideration my responsibilities as a parent and the needs of my dependents/ children or other family members							
15	Remains calm under pressure and eases difficult situations							
16	Asks the opinions of my carers and/or relatives							
17	Is sensitive and clear when giving information (including bad news) to my carers/relatives							