



National Clinical Audit Family and Carer views on the quality of hospital care

This questionnaire is part of a National Clinical Audit which aims to improve the quality of care that hospitals provide to people who have confusion or memory problems. We invite carers (family members or key workers) who visit the person with memory problems during their admission to **this hospital** between **September 2022 and January 2023** to share views about the care received and communication you have had with hospital staff. This information will be used to help hospitals improve standards of care by highlighting things that are done well and areas that need improvement. We welcome any feedback and reports summarising this will be published in 2021.

After you have completed the questionnaire, please use the attached postage-paid envelope to send it directly back to the Project Team at the Royal College of Psychiatrists. Please make sure you have posted the questionnaire by **3 January 2023**, if we get a response after this date we may not be able to include your responses in our report. This questionnaire is also available online at www.CARERQ.org.uk.

The postcard attached to the questionnaire offers the opportunity to be entered into a prize draw to win one of five £50 vouchers for a high street store of your choosing. **Please return postcards separately and do not put these in the prepaid envelope.**

Confidentiality:

- This questionnaire is completely anonymous and hospital staff will not see your responses.
- By completing and returning this form, you consent to the use of your answers in the national audit, including in our reports. Further information about how we use data can be found in our privacy notice on our website (www.nadcarer.uk).
- If you decide that you would prefer not to fill in the questionnaire, this is fine and will not in any way affect the care provided to the person you care for.
- This is not a complaint form, the project team will look at all the responses but because we don't ask for your name, we will not be able to follow up your individual concerns or complaints. If you would like to make a complaint, please speak to the service or your local Patient Advice and Liaison Service (PALS) who will be able to offer confidential advice on making a complaint.
- If you tell us about a risk of harm to a patient, we may need to contact the hospital straight away.

If you have any questions about the National Clinical Audit, please contact the Project Team:

Address:

NAD Project Team (CCQI)
Royal College of Psychiatrists
21 Prescot Street
London
E1 8BB

Telephone:

020 3701 2681
(9am to 5pm)

Email:

nad@rcpsych.ac.uk

Website:

www.NADCARER.uk

This questionnaire is also available in Bengali, please ask the staff on the ward for a paper copy of the questionnaire.

এই প্রশ্নপত্রটি বাংলা ভাষায়ও পাওয়া যায়। দায়া করে ওয়ার্ডের কর্মীদের কাছ থেকে এই প্রশ্নপত্রের কাগজ কপি চেয়ে নিন।

This questionnaire is also available in Gujarati, please ask the staff on the ward for a paper copy of the questionnaire.

આ પ્રશ્નાવલી ગુજરાતી ભાષામાં પણ ઉપલબ્ધ છે, કૃપા કરીને પ્રશ્નાવલીની કાગળની નકલ માટે વોર્ડ પરના સ્ટાફને કહો.

This questionnaire is also available in Punjabi, please ask the staff on the ward for a paper copy of the questionnaire.

ਇਹ ਪ੍ਰਸ਼ਨਾਵਲੀ ਪੰਜਾਬੀ ਵਿਚ ਵੀ ਉਪਲਬਧ ਹੈ, ਵਿਰਯਾ ਕਰਕੇ ਵਾਰਡ ਵਿਚਲੇ ਸਟਾਫ ਵੱਲੋਂ ਪ੍ਰਸ਼ਨਾਵਲੀ ਦੀ ਕਾਗਜ਼ ਦੀ ਇਕ ਕਾਪੀ ਮੰਗੋ।

This questionnaire is also available in Urdu, please ask the staff on the ward for a paper copy of the questionnaire.

یہ سوالنامہ اردو زبان میں بھی دستیاب ہے، براہ کرم وارڈ میں موجود عملہ سے سوالنامے کی کاپی فراہم کرنے کا کہیں۔

This questionnaire is also available in Polish, please ask the staff on the ward for a paper copy of the questionnaire.

Ten kwestionariusz jest dostępny również w języku polskim. Prosimy zwrócić się o wersję papierową do personelu oddziału.

This questionnaire is also available in Turkish, please ask the staff on the ward for a paper copy of the questionnaire.

Bu anketin Türkçe versiyonu da mevcuttur; lütfen koğuş personelinden çıktısını rica ediniz.

This questionnaire is also available in Welsh, please ask the staff on the ward for a paper copy of the questionnaire.

Mae'r holiadur hwn hefyd ar gael yn Gymraeg, holwch y staff ar y ward am gopi papur o'r holiadur.