

For each question please select your answer by putting a cross in the box. If you make a mistake, please fill in the box like this and put a cross in the correct box. Please answer all questions.

Which of these best describes your relationship to the person you look after?

- Spouse or partner
 Family member
 Friend
 Professional carer (health or social care)
 Other

Are you one of the main carers for the person you look after? For example, family carer or keyworker.

- Yes
 No

PATIENT CARE

1. Do you feel that hospital staff were well informed and understood the needs of the person you look after?

- Yes, definitely
 Yes, to some extent
 No
 Don't know

2. Do you feel confident that hospital staff delivered high quality care that was appropriate to the needs of the person you look after?

- Yes, definitely
 Yes, to some extent
 No
 Don't know

3. Was the person you look after given enough help with personal care from hospital staff? For example, eating, drinking, washing and using the toilet.

- Yes, definitely
 Yes, to some extent
 No
 Don't know

4. Was the person you look after treated with respect by hospital staff?

- Yes, definitely
 Yes, to some extent
 No
 Don't know

COMMUNICATION

5. Were you (or the patient, where appropriate) kept clearly informed about their care and progress during the hospital stay? For example, about plans for treatment and discharge.

- Yes, definitely
 Yes, to some extent
 No
 Don't know

6. Were you (or the patient, where appropriate) involved as much as you wanted to be in decisions about their care?

- Yes, definitely
 Yes, to some extent
 No
 Don't know

7. Did hospital staff ask you about the needs of the person you look after to help plan their care?

- Yes, definitely
 Yes, to some extent
 No
 Don't know

OVERALL

8. Overall, how would you rate the care received by the person you look after during the hospital stay?

- Excellent
 Very good
 Good
 Fair
 Poor

9. How likely would you be to recommend the service to friends and family if they needed similar care or treatment?

- Extremely likely
 Likely
 Neither likely nor unlikely
 Unlikely
 Extremely unlikely
 Don't know



