

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 **August 2023 and October 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 2024.

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 **27 October 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 the [NAD Website](#).

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 ([Information governance | Royal College of Psychiatrists](#)).
- 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 8618 427272
(9am to 5pm)

Email:

nad@rcpsych.ac.uk

Website:

[National Audit of
Dementia Round 6 |
Royal College of
Psychiatrists
\(\[rcpsych.ac.uk\]\(http://rcpsych.ac.uk\)\)](#)