RC PSYCH
ROYAL COLLEGE OF PSYCHIATRISTS
NAD
NATIONAL AUDIT OF DEMENTIA

National Audit of Dementia 2026
Patient Feedback Questionnaire guidance for hospitals

Background

The Patient Questionnaire was developed and used in Rounds 5 and 6 of the audit, and is validated in practice. We received over 4000 returns in Round 6 and reported results to participating hospitals.

This questionnaire was developing following consultation with people living with dementia and carers with experience of hospital admission about priorities and format, and hospital leads about their experience of data collection. The result is a short flexible tool which can be used to collect feedback in either questionnaire or structured interview format.

Data collection 2026

Your hospital has volunteered to participate in continuous online-only data collection between **March and December 2026**. Based on previous collection, the suggested target return is **3-5 patients per month**. A minimum of **10 patient responses** is required in any time period for reporting locally.

The questionnaire can be used either as an online survey response tool or completed during a short interview. It is available in English and seven other languages, offering both plain text or emoji responses.

Approaching patients:

Patients approached to answer this survey should:

1. Be medically fit for discharge.
2. Have had a stay of at least one night in the hospital.
3. Be capable of giving verbal consent.

Patients can be assisted by family members/carers, or by volunteers or dedicated support staff (e.g. members of the Dementia Team, PALS etc). They should not be assisted by staff from the ward they are on.

Patients answering this survey may be based anywhere in the hospital.

We suggest that you look at your list of patients and see which of them is eligible, using the criteria above. Begin with these patients and randomise them by sorting in order of patient number. If patients do not want to complete the survey, or are unable to do so, on the next day that you have allocated to collecting survey responses, check your list again and eliminate anyone who has already refused. Continue this process until you have a completed survey for up to five patients over a month. Repeated over 2026, this will provide you with feedback from 27-45 patients (if possible, inter-quartile reporting will be provided).

The survey explains in the introduction text that this data is being collected on behalf of a national clinical audit to look at care for people who have experienced confusion or memory problems while they are in hospital. If you have reason to believe that any patient is **unaware of their problems with confusion or memory, do not approach** this patient as it may cause distress.

Use as a survey tool:

For this, you will need to open the online link on an iPad or similar which the patient (or a family member or volunteer supporting them or answering on their behalf) can use to answer and submit the responses.

Or, if the patient has a mobile phone, they can scan the QR code on the information sheet and answer it on this.

There are only 9 questions about care, and 3 about demographic information. It should take a maximum of 15 minutes in total to complete. All questions are optional, and there are comment boxes available for brief comments.

Begin with explaining to the patient what the survey is for, what happens to the information and how their confidentiality will be respected (this is the introduction to the survey and is also on the information sheet which has been sent to you as a PDF). If they are happy to continue, they can be given the iPad or device to answer the questions. Explain that you will return and collect the device in 10 or 15 minutes if they are using a device that you have supplied. (If relevant, also explain about other language/ emoji versions)

Use as an interview tool:

You will need to open the online link on an iPad or mobile. Ensure that you have some privacy so that other staff and patients cannot overhear the answers given. As above, begin with explaining to the patient what the survey is for, what happens to the information and how their confidentiality will be respected.

If they are happy to continue, then you can ask each question. You can record any brief comments in the boxes provided. You can skip any of the questions that the patient does not want to answer. If the patient changes their mind during the interview, please end the interview without submitting their responses and explain this to them.

Paper versions of the tool:

You have been sent a PDF version of the tool which you can print out to assist you when using it as an interview.

If you have used the tool for an interview and noted responses on paper, you can enter the responses yourself using the online tool. Do not give the responses to anyone who is directly involved in the care of the patient, e.g. ward staff or administrators. Do not write the patient's name anywhere within your notes. Also do not include any other identifying details mentioned by the patient, e.g. family member's name or address, in the comment boxes.

Please note that as this is data collection for audit, ethics approval is not required.