

## PATIENT EXPERIENCE

**32. To what extent do you agree or disagree with the following statements about the emotional and physical well-being of patients?**

Strongly disagree
Disagree
Neither agree nor disagree
Agree
Strongly agree
Not applicable to me

In my experience...

- |  |                            |                            |                            |                            |                            |                            |
|--|----------------------------|----------------------------|----------------------------|----------------------------|----------------------------|----------------------------|
| a. Patients / service users have confidence and trust in the <b>paramedics</b> working in this organisation. | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 | <input type="checkbox"/> 9 |
| b. Patients / service users have confidence and trust in the <b>call handlers</b> that are talking to them.  | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 | <input type="checkbox"/> 9 |
| c. Staff involve patients / service users in decisions about their care and treatment.                       | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 | <input type="checkbox"/> 9 |
| d. Overall, patients / service users are treated with respect and dignity by staff in my organisation.       | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 | <input type="checkbox"/> 9 |
| e. Patients / service users receive enough emotional support from staff in my organisation.                  | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 | <input type="checkbox"/> 9 |
| f. Patient / service user safety is a priority for staff in my organisation.                                 | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 | <input type="checkbox"/> 9 |

**33. To what extent do you agree or disagree with the following statements about information and staff co-ordination?**

Strongly disagree
Disagree
Neither agree nor disagree
Agree
Strongly agree
Not applicable to me

In my experience...

- |  |                            |                            |                            |                            |                            |                            |
|--|----------------------------|----------------------------|----------------------------|----------------------------|----------------------------|----------------------------|
| a. When patients / service users ask <b>paramedics</b> an important question, they get answers that can be clearly understood. | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 | <input type="checkbox"/> 9 |
| b. When patients / service users contact <b>call handlers</b> they get answers that can be clearly understood.                 | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 | <input type="checkbox"/> 9 |
| c. Patients / service users are given enough information about their condition/treatment by staff.                             | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 | <input type="checkbox"/> 9 |
| d. Patients / service users receive consistent information about their treatment from different staff members.                 | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 | <input type="checkbox"/> 9 |
| e. In this organisation there are enough staff available to meet patient / service user needs.                                 | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 | <input type="checkbox"/> 9 |

**Any other comments? Please write these on a separate sheet of paper and attach them to this questionnaire. Written comments you provide will be passed to your organisation, so do not include any personal details in your comments if you want to remain anonymous.**