

## PATIENT EXPERIENCE

**29. 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

**30. 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