

An Evaluation of a Real-Time Survey for Improving Patients' Experiences of the Relational Aspects of Care (After Francis).

Survey Information Sheet

The Reason for this Survey

We would like to know more about how well you are being looked after whilst you are in hospital.

We are asking about the care and compassion you receive during your stay, and not about the medical treatment.

To do this, we are asking patients from the wards and the A&E Department of your hospital about that side of their care.

Who are we?

The research is being carried out by the University of Oxford and the Picker Institute Europe, which is an independent health research charity based in Oxford.

Do you have to take part?

No, you do not have to, but we very much hope you will, as the answers you give will contribute to improving patient care in our hospitals. Your care and your treatment will not be affected whether you decide to take part or not.

If you do decide to take part.

A volunteer will hand you a computer tablet which has the survey on it, which should take about ten minutes to answer. The volunteer has received special training for this, and all your answers will be completely confidential and anonymous. Hospital staff will not be able to identify you from your replies.



You may answer the questions either directly onto the computer tablet, or if you prefer, the volunteer can read out the questions for you and record your answers.

Your family or carer may help you in completing the survey, but it is your answers that we want.

You can change your mind at any time and stop answering questions, without giving a reason.

What happens to the results of the survey?

Your replies will be combined with others and reported back to the hospital to help it improve patient care.

What if there is a problem?

If there is a problem, please let your volunteer know, or contact Susanne Käsbauer at the Picker Institute using the following contact details:

01865 208105

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