

Relative / Carer Experience Survey Please accept our deepest sympathy at this sad time. We are keen to ensure that our services met your needs.

We would be grateful if you would complete this questionnaire and return it in the Stamped Addressed Envelope.

Thank you for your time.

1. Are you a?	Relative	
	Friend	
2. Whilst you were in contact with Torbay & Southern De	evon did the staff involved	:
	Never	
a. Introduce themselves?	Some of the time	
	Always	
b. Explain what they were doing?	Never	
	Some of the time	
	Always	
	Very dissatisfied	
3. How satisfied were you with your involvement in	Dissatisfied	
discussions about your relative's/friends treatment	Satisfied	
and care?	Very satisfied	
	Never	
4. Overall did you understand the explanations given	Some of the time	
to you about the treatment and care being offered?	Always	
	No explanations given	
	Never	
5. Did you have the opportunity to ask questions when	Some of the time	
you wanted to?	Always	
	Never	
6. Overall did you have confidence in the staff you	Some of the time	
met?	Always	
	Never	
7. Did you feel staff made an effort to listen to your	Some of the time	
concerns and wishes?	Always	
	Never	
8. Did you feel you were treated with courtesy and	Some of the time	
that privacy and dignity was respected?	Always	
9. Did you have enough time to discuss changes to care?	Never	
	Some of the time	
	Always	
	Very dissatisfied	
10. Were you happy with the support we provided to	Dissatisfied	
relieve symptoms, i.e. Pain, Nausea, Breathlessness,	Satisfied	
Constipation, Anxiety etc.	Very satisfied	П

11. Were you aware of what to do if you wanted to make a complaint? 12. Thinking about your experience, how likely would you be to recommend Torbay & Southern Devon to friends or family. 15. Thinking about your experience, how likely would you be to recommend Torbay & Southern Devon to friends or family. 16. You have any further comments or suggestions to help us in the further development of our services, please write them here referring to the question number being addressed. Any comments you wish to write about our care are gratefully received by Torbay & Southern Devon Healthcare Trust and will be shared and acted upon if at all possible. Please note comments may be used anonymously in documents and reports for publicity, education and audit purposes. 16. You wish for a personal response to any of your comments please write your name and address here:				
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Thank You for taking the time to complete this survey, please return it in the envelope				