

IDEA



# CARSEVIEW GAP PATIENT FEEDBACK APRIL - JUNE 2022 (Q1)



# EXISTING PATIENT FEEDBACK FORM IN USE.....,

## General Adult Psychiatry Patient Feedback



Name (optional): \_\_\_\_\_

Ward: \_\_\_\_\_ Date: \_\_\_\_\_



|   | Disagree strongly | Disagree slightly | Neutral | Agree slightly | Agree strongly |
|---|-------------------|-------------------|---------|----------------|----------------|
| 1. I got the help that mattered to me   |                   |                   |         |                |                |
| 2. I had the opportunity to meet regularly with my consultant                         |                   |                   |         |                |                |
| 3. My consultant listened to me and took my views onboard                             |                   |                   |         |                |                |
| 4. I knew who my named nurse was  |                   |                   |         |                |                |
| 5. I had the opportunity to meet regularly with my named nurse                        |                   |                   |         |                |                |
| 6. I was involved in the development of my care plan                                  |                   |                   |         |                |                |
| 7. I received a copy of my care plan  |                   |                   |         |                |                |
| 8. My relative/carer was involved in my care  |                   |                   |         |                |                |
| 9. There were opportunities for me to engage in activities on the ward                |                   |                   |         |                |                |
| 10. These activities were meaningful to me  |                   |                   |         |                |                |
| 11. I was given enough information about new medications I was prescribed in hospital |                   |                   |         |                |                |
| 12. I was given a good variety of food and drink                                      |                   |                   |         |                |                |
| 13. I found the environment to be clean and tidy                                      |                   |                   |         |                |                |
| 14. I found the environment comfortable   |                   |                   |         |                |                |
| 15. I felt safe while in hospital   |                   |                   |         |                |                |
| 16. I was involved in planning for my discharge from hospital                         |                   |                   |         |                |                |
| 17. I feel ready for discharge from hospital  |                   |                   |         |                |                |

18. Please rate your ~~overall~~ stay within the ~~ward~~ by circling one image below



What was **GOOD** about your stay in the ward?

What was **NOT SO GOOD** about your stay in the ward?

What are you looking forward to following discharge from hospital?

Do you have any further comments to share?

Thank you for sharing your feedback

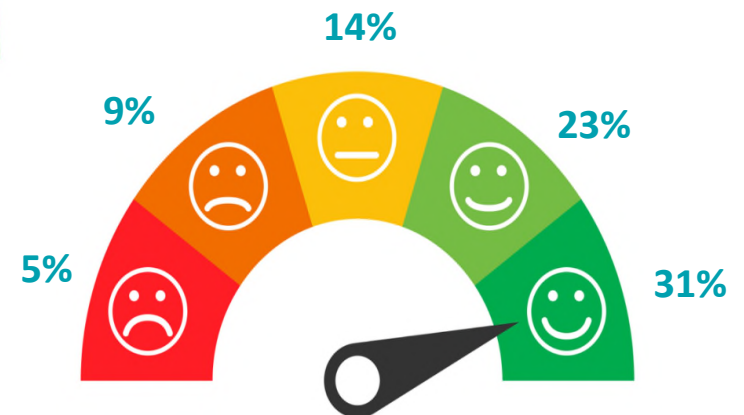
# WE'VE BEEN ASKING....., How Do Our Patients Rate Their Stay With Us....., & THEY SAID.....,

The KEY difference between these two graphics is 2022 is for Carseview site only – it does not include Murray Royal.



**APRIL – JUNE 2022**

**= 14 Responses**



**APRIL - JUNE 2021 = 64 Responses**

# AND THE FIRST 6 MONTHS IT LOOKED LIKE THIS.....!

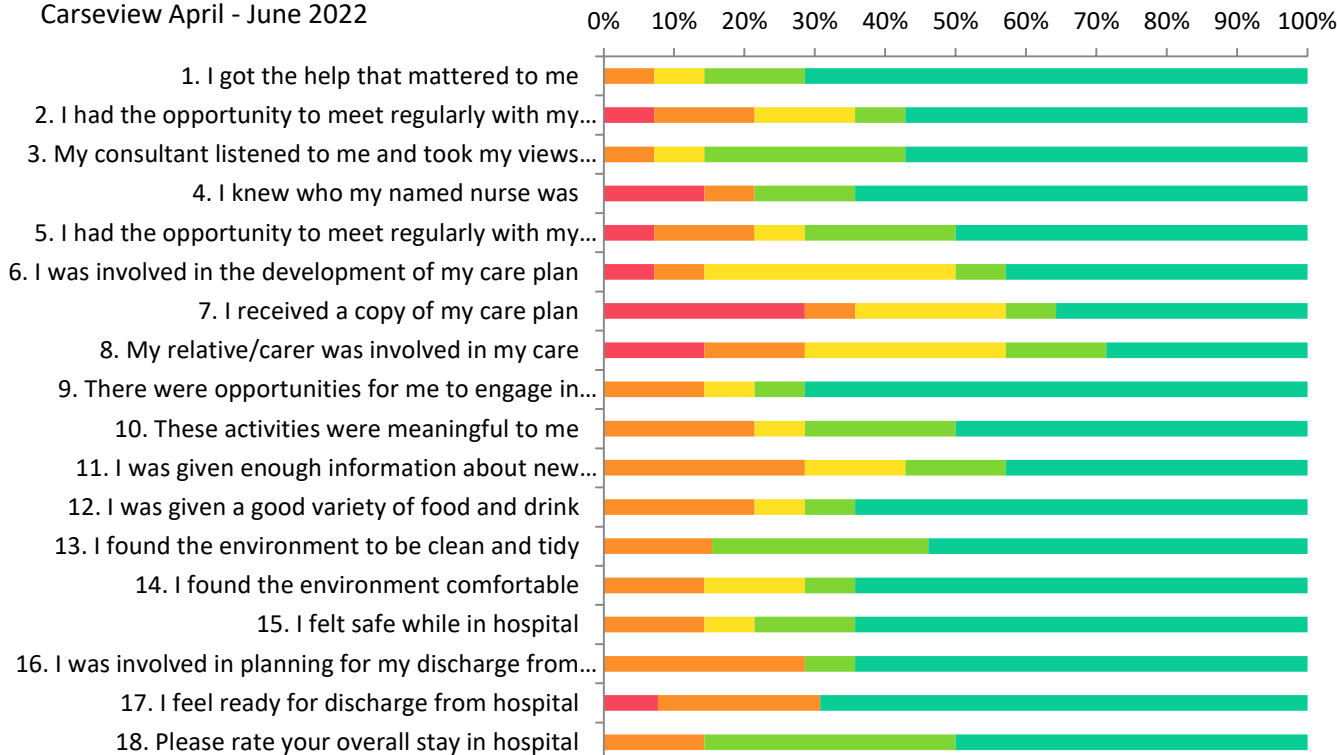
14 Patients from Carseview completed a feedback survey with us between April and June 2022



Disagree strongly Disagree slightly Neutral Agree slightly Agree strongly

Staff are excellent, very nurturing, informative and approachable. It was great to be offered passes to go home and see family.

Carseview April - June 2022



The staff were helpful,, considerate and a pleasure to be around as well as the other patients.

Sam always asked if I was OK, checked on me at end of her shift. David always made me laugh. Morag the cleaner was so chatty to me. Tryfinn, agency nurse was so caring to me & other patients

Praise indeed for the whole staff, thank you to all the team for getting me back on my feet.



# THINGS YOU SHOULD KNOW



I cant thank staff enough for listening and being there for me when i was in a bad and dark place. Patients have also helped me a lot – I have made life long friends. The care on the ward was very good staff acted quickly when my sister contacted the ward when i was struggling greatly.....,

**THANK YOU AS I FELT HELPLESS IN THOSE MOMENTS OF NEED.**  
My named nurse Alex was great and so patient and understanding. I appreciated Tracey talking to me and making sure I was Ok in the early hours. Also, Thanks to Debbie and her nice words last night –

**THANK YOU.**

The variety of food was good although not always tasty,  
however I enjoyed the puddings 😊



# THINGS YOU SHOULD KNOW



The staff and most of the other patients were so friendly and caring and helpful to me and I have made some amazing friends.  
**THANKS TO ALL THE AMAZING STAFF WHO HAVE REALLY MADE ME SEE THERE ARE STILL PEOPLE WHO CARE ABOUT ME.**

