



Fareham and Gosport



Primary Care Trust

Mrs Richards

**Please find enclosed copy of Community Health Council
Questionnaire which was omitted from original correspondence.
Please accept our apologies for this error.**

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PO13 0FH

**Ian Piper
Chief Executive**

Tel: 01329 233447
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I did not reply to this

Code A

With compliments

PORTSMOUTH AND SOUTH-EAST HAMPSHIRE
COMMUNITY HEALTH COUNCIL

Admiral House, Second Floor, High Street, Cosham,
Portsmouth, Hampshire. PO6 3BZ
Tel: 023 9238 3832

COMMUNITY HOSPITALS
COMMUNICATION SURVEY

Please circle or tick the answer which applies to you and write your comments in the spaces provided.

1. Are you completing this form yourself or is someone else filling it in on your behalf?

Self Friend/Relative CHC Member

2. Did you have an explanation of the reasons for your admission from:

- Your GP
- Your Consultant
- Your District Nurse
- Your Named Nurse / Hospital Nurse
- Anyone Else - *Please specify*

Please go to question 3

- No explanation was given

Please go to question 5

3. Did you understand the explanation?

Yes No

4. Were you given an opportunity to ask questions?

Yes No

5. Have you had an explanation of your diagnosis from:

- Your GP
- Your Consultant
- Your District Nurse
- Your Named Nurse / Hospital Nurse
- Anyone Else - *Please specify*

Please go to question 6

- No explanation was given

Please go to question 8

6. Did you understand the explanation?

Yes

No

7. Were you given an opportunity to ask questions?

Yes

No

8. Have you received any written information explaining your condition?

Yes - *Please go to question 9*

No - *Please go to question 10*

9. Where or from whom did you get this information?

.....

10. Have you had an explanation of your treatment from:

- Your GP
- Your Consultant
- Your District Nurse
- Your Named Nurse / Hospital Nurse
- Anyone Else - *Please specify*

Please go to question 11

- No explanation was given

Please go to question 13

11. Did you understand the explanation?

Yes

No

12. Were you given an opportunity to ask questions?

Yes

No

13. Have any changes in treatment been explained to you?

Yes No Not Applicable

14. Have you had an explanation of your prognosis (outlook) from:

- Your GP
- Your Consultant
- Your District Nurse
- Your Named Nurse / Hospital Nurse
- Anyone Else - *please specify*

Please go to question 15

- No explanation was given

Please go to question 17

15. Did you understand the explanation?

Yes No

16. Were you given an opportunity to ask questions?

Yes No

17. Have your cultural and religious beliefs been taken into account?

Yes No Not Applicable

18. How often do you expect to speak to a Doctor, Consultant or Nurse?

.....

19. Has a Doctor, Consultant or Nurse approached you or have you had to approach them?

.....

20. At any time were you given an opportunity for additional questions after being given time for reflection?

Yes No

21. Do you have a named nurse who is looking after your general care?

- Yes *Please go to question 22*
- No *Please go to question 25*
- Don't Know *Please go to question 25*

22. Has he/she been introduced to you?

- Yes *Please go to question 23*
- No *Please go to question 25*

23. How frequently have you been able to speak with your named nurse?

.....

24. If this person is not available who is available for you to talk to?

.....

25. Has there been a consistent approach to explanations and information received from staff?

- Yes
- No

26. Are you satisfied that any treatments or investigations have been fully explained to you before being carried out?

- Yes - *Please go to question 28*
- No - *Please go to question 27*

27. Can you explain why not?

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28. Have you given your consent before any treatments or investigations have been carried out?

- Yes - *Please go to question 30*
- No - *Please go to question 29*

29. Can you explain why not?

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30. Do you feel the staff have time to talk to you?

- Doctors
- Nurses
- Physiotherapist
- Occupational Therapist
- Chaplain
- Domestic Staff
- Others - *Please specify*

31. From the above list, who has been the most helpful?

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32. On admission, were you told:

- Where the bathrooms and toilets are
- How to call a nurse
- Meal times
- Visiting times
- Where the day room is
- How to access the telephone

33. Has the hospitals discharge policy been explained to you?

Yes *Please go to question 34* No *Please go to question 36*

34. Did you understand the explanation?

Yes No

35. Were you given an opportunity to ask questions?

Yes No

36. Have staff discussed with you whether you will require any support at home?
e.g. meals, carer, emergency button or medication etc?

Yes No

37. Have staff discussed with you whether you will require any special equipment at home? e.g. raised chairs, commode, handrails, and who will provide them?

Yes No Not Applicable

38. Have you had, or are you expecting to have a Social Services Assessment?
i.e. a talk with a Social Services Officer about what your needs may be when you
are discharged.

Yes No Not Applicable

39. If you need to go to a Nursing or Care Home, has anyone talked to you about your
choices?

Yes No Not Applicable

40. If there have been any emergencies regarding your condition, who was told?
e.g. Your Primary Carer, your next visitor or someone else.

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41. When were they told?
e.g. Immediately by phone, at their next visit or no one was told?

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42. Was this appropriate?

Yes Please go to question 44 No Please go to question 43

43. Can you explain why not?

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44. What expectations, if any, did you have prior to your admission to this hospital?

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45. Has your stay in hospital and your treatment and care lived up to these expectations and if not, in what respect were they not met?

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46. What else, if anything, would you have wanted or expected?

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47. Do you have any further comments you would like to make?

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48.

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