

Feedback questionnaire for patients using the AMU Virtual Ward pathway

Hi, this is _____ calling from the Royal Berkshire Hospital AMU Virtual Ward.

You were recently reviewed by us, as you were given a Pulse Oximeter and phoned daily. We are conducting a feedback questionnaire to monitor our service and the feedback given will then help us to improve our service for future patients. Would you like to complete our questionnaire now? It should only take a few minutes.

We would like you to think about your recent experiences of our service. We are not asking about how you found your time in hospital or A&E, but how you found the service we gave over the phone.

Please note that this survey is completely anonymous and strictly confidential.

1. How likely are you to recommend our service to friends and family if they needed similar care or treatment?

Extremely unlikely

Unlikely

Neither

Likely

Extremely Likely

Or don't know

2. Can you tell us why you gave that response?

3. Please tell us anything that we could have done better?

4. On a scale of 1-5 (**5 being the most, 1 being the least**), how reassured and safe did you feel being called daily and having the Pulse Oximeter at home with you?

Feedback questionnaire for patients using the AMU Virtual Ward pathway

1

2

3

4

5

5. Do you have any additional comments?

If you believe the patient has engaged well with the pathway and has had constructive feedback (positive/negative) then ask the next question. This question shouldn't be asked too many times.

6. To gather more in-depth information on your experience, would you be willing to participate in a virtual interview at a further date?

Thank you for taking the time to complete the questionnaire. This feedback can help shape how we care for patients like you in the future.

Stay home and Stay safe.