

The Patient and Public Involvement Forums for the Leicester City and Leicestershire County and Rutland Primary Care Trusts, the Leicestershire Partnership and the University Hospitals of Leicester are keen to obtain your views and experiences, as a patient or from the experience of a family member, friend etc, on all the services – doctors, clinics, dentists, GP services, ambulances and the hospitals - provided by the NHS in Leicester, Leicestershire and Rutland since April 1st this year.

The Forums have a role in providing comments on how the NHS is performing against national standards. This is done on an annual basis and we would welcome your comments, whether they be good, average or bad, by 31<sup>st</sup> December 2007 at the latest.

Listed below are ten questions, which focus on the national standards, and we would be grateful if you could complete and return the form by 31st December.

**Questions about your Experience of the NHS**

**1. Have you found it easy to contact your doctor, clinic, dentist, GP surgery, ambulances or hospitals?**

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**2. Were you confident in the treatment and care you were given and in the people who gave it?**

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**3. Was the surgery, clinic or hospital clean and was everything done to prevent infection, (eg was everyone washing their hands and using gel)?**

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**4. If you had a hospital out-patient appointment have you any suggestions or comments?**

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**5. Was it easy to tell the GPs and NHS staff what you thought about the treatment and services, and were you given information on how to make a complaint if necessary?**

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**6. Did you get enough information about your treatment and possible side effects?**

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**7. At the end of the treatment did you have a clear idea as to what happens next?**

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**8. If you stayed in hospital were you moved from ward to ward and, if so, was this a problem?**

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**9. In hospital did you think that enough was done to make sure that you were safe?**

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**10. Did you find hospital food satisfactory?**

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**Any other comments?**

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**Name, (if you want to give it).....and postcode.....**

**Thank you for helping us to improve our NHS in Leicester, Leicestershire and Rutland.**