

# Adult Eye Clinic Patient Experience Survey



For each question please circle or tick the way you feel about each statement

**1. I was made to feel welcome when I arrived at the eye department.**

Strongly agree	Agree	Disagree	Strongly disagree
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**2. Staff I met introduced themselves to me.**

Strongly agree	Agree	Disagree	Strongly disagree
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**3. Staff I met wore a name badge.**

Strongly agree	Agree	Disagree	Strongly disagree
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**4. Staff I met explained their role.**

Strongly agree	Agree	Disagree	Strongly disagree
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**5. I had enough privacy when discussing my personal or medical information.**

Strongly agree	Agree	Disagree	Strongly disagree
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**6. In the waiting area there are enough chairs for everyone.**

Strongly agree	Agree	Disagree	Strongly disagree
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**7. I was told how long the wait would be and was updated on waiting times if things changed.**

Strongly agree	Agree	Disagree	Strongly disagree
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**8. There was easy access to food and drink.**

Strongly agree	Agree	Disagree	Strongly disagree
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**9. I was asked how I would like to receive information i.e. text, email, large print, audio, and the hospital has done this for me.**

Strongly agree	Agree	Disagree	Strongly disagree
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**10. I received enough easy-to-understand information about my eye condition and treatment.**

Strongly agree	Agree	Disagree	Strongly disagree
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**11. I was given clear information about whether I was being discharged or when I was due to come back to clinic or for a procedure / operation.**

Strongly agree	Agree	Disagree	Strongly disagree
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**12. It was clear when I would have my next appointment and how I would be told about it (e.g. letter, telephone, email).**

Strongly agree	Agree	Disagree	Strongly disagree
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**13. My follow up appointments are within the time I was told I need.**

Strongly agree	Agree	Disagree	Strongly disagree
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If you have low vision / sight problems and / or are registered as sight impaired, please also answer the following questions -

**1. It was easy to find the clinic for someone with low vision.**

Strongly agree	Agree	Disagree	Strongly disagree
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**2. Lighting and signs in the clinic were appropriate for someone with low vision.**

Strongly agree	Agree	Disagree	Strongly disagree
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**3. Check in procedures were accessible and clear.**

Strongly agree	Agree	Disagree	Strongly disagree
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**4. The staff I met knew how to meet, greet and guide people with a visual impairment.**

Strongly agree	Agree	Disagree	Strongly disagree
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**5. I always receive my appointment correspondence in my preferred format (text, email, large print, audio etc).**

Strongly agree	Agree	Disagree	Strongly disagree
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**6. I was told about the Eye Clinic Liaison Officer / ECLO support service and it was easy to access it.**

Strongly agree	Agree	Disagree	Strongly disagree
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**7. If there is no ECLO in the clinic, I was told about support services outside the eye department for people with eye conditions.**

Strongly agree	Agree	Disagree	Strongly disagree
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**Please write any other comments or feedback here:**

A large, empty rounded rectangular box with a thick black border, intended for patients to write their comments or feedback.