



TOOLKIT 30 · PATIENT EXPERIENCE & TRANSPARENCY · TOOL 1 OF 3

Patient Experience Survey — Fifteen Questions

Short enough to complete at discharge, comparable across facilities, built from validated items: respect, information, involvement, pain, medicines, discharge, environment, and the one that matters — would you recommend us?

Your answers are anonymous and go to an independent body (ASF Patient Voice) as well as to the hospital. They are used to improve care, not to identify you. It takes three minutes.

	Question	Never	Sometimes	Usually	Always
1	Did nurses treat you with courtesy and respect?	☐	☐	☐	☐
2	Did nurses listen carefully to you?	☐	☐	☐	☐
3	Did nurses explain things in a way you could understand?	☐	☐	☐	☐
4	Did doctors treat you with courtesy and respect?	☐	☐	☐	☐
5	Did doctors listen carefully to you?	☐	☐	☐	☐
6	Did doctors explain things in a way you could understand?	☐	☐	☐	☐
7	When you pressed the call button or asked for help, did you get it as soon as you wanted?	☐	☐	☐	☐
8	Was your pain well controlled?	☐	☐	☐	☐
9	Before giving you any new medicine, did staff tell you what it was for and its possible side effects?	☐	☐	☐	☐
10	Were you involved as much as you wanted in decisions about your care?	☐	☐	☐	☐

	Question	No	Partly	Yes
1	Did staff talk with you about whether you would have the help you needed when you left?	☐	☐	☐
2	Did you get written information about symptoms or problems to watch for at home?	☐	☐	☐
3	Was your room and bathroom kept clean?	☐	☐	☐
4	Was the area around your room quiet at night?	☐	☐	☐

15 · Overall, how likely are you to recommend this facility to friends and family if they needed similar care?	Extremely likely ☐ Likely ☐ Neither ☐ Unlikely ☐ Extremely unlikely ☐ Don't know ☐
What was best? What one thing would you change? (optional)	

Scoring: "Always" / "Yes" as the top-box percentage per item; recommendation = % extremely likely + likely. Items 1–14 adapted from the AHRQ CAHPS Hospital Survey (public domain); item 15 from the NHS Friends and Family Test (OGL). Report by ward, quarterly, with the run chart.

ASF standards: Standard 2 — patient experience (means of verification: survey run quarterly; results published; actions on the log)