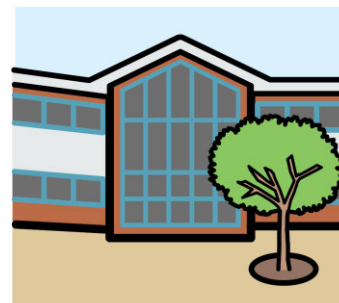
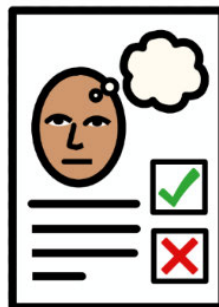


Tell us what you think



If you, or the person you support, have been seen by AAC WEST and need the link to give us feedback, email aacwestadmin@nbt.nhs.uk

Instructions for support person

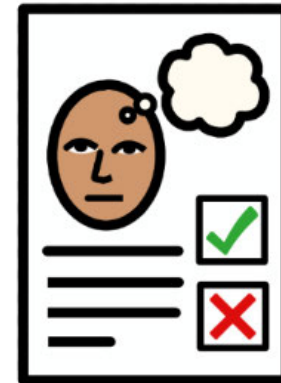
Support person = the person supporting the patient to complete the survey, e.g. family member, friend, carer, professional

What is this resource?

- This resource is for patients who need support completing the survey.
- It supports understanding and helps them communicate their answers.

Questions There are 7 pages:

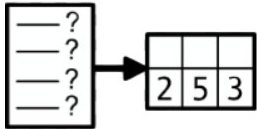
- 1 introduction page
- 5 question pages with a visual scale
- 2 comments page
- 1 consent question



Role of the support person:

- Use the document to support their understanding. It can be shown on a screen or printed on paper.
- If the patient has difficulty pointing, read the options aloud and let them indicate their choice.
- We recommend you write down the patient's answers first and enter them at the end, as the link can time out.
- If the patient cannot complete the online survey themselves, you can enter their answers for them. 2

Why?



We want to know what parts of our service work well and what we can make better.



Your comments will help us improve and give patients the best care we can.



There are no wrong answers. We just want your honest thoughts and experiences.



Your answers will be private and no one will know they are yours.



If you need help or want to do the survey in a different way, please tell the person who gave it to you.

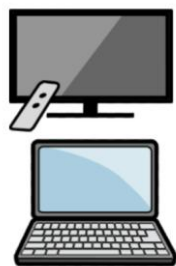


Which service did you use?

AAC WEST



Electronic
Assistive
Technology



Orthotics



Prosthetics



Wheelchairs
and Seating



Wheelchair
repairs





Overall, how was your **experience** of our service?

Very good

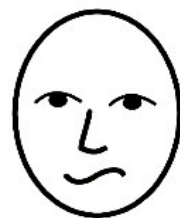
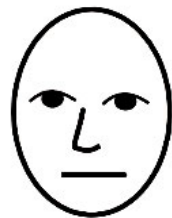
Good

OK

Poor

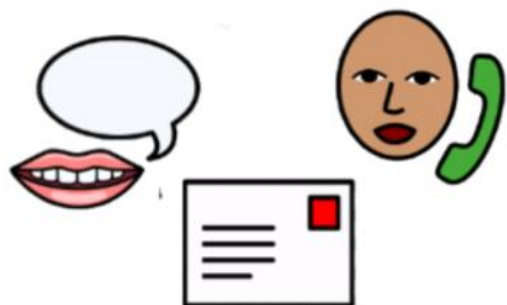
Very poor

Don't know





Please can you tell us why you gave this response?



What did you think about our **communication**?

(Letters, phone calls, what was said at appointments)

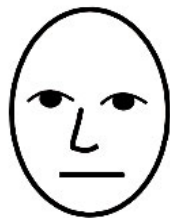
Very good



Good



OK



Poor



Very poor



Don't know





What did you think about the **appointments?**

(Timescales, content, length)

Very
good

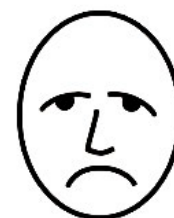
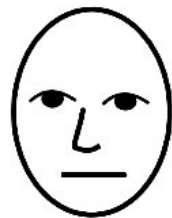
Good

OK

Poor

Very
poor

Don't know





What do you think about the **equipment** you got?

(Is it right for you? Does it help?)

Very
good

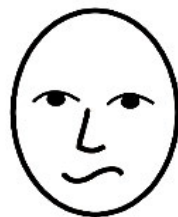
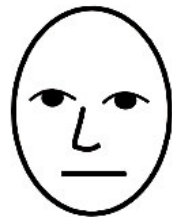
Good

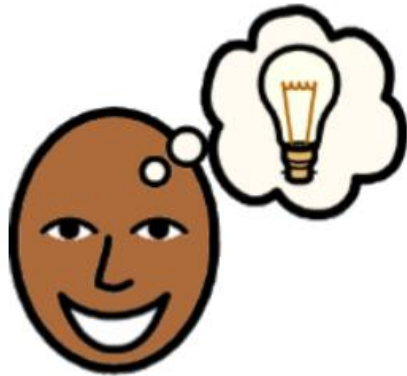
OK

Poor

Very
poor

Don't know





Do you have **anything else** you'd like to say?



We would like to use comments from this feedback survey on our website and in leaflets.



Can we use your comments?



Thank you for taking the time to complete this survey.



If you would like to talk to someone about this survey, please contact Bristol Centre for Enablement:
Phone: 0117 414 4900