

## Clinical Neuropsychology Feedback Questionnaire

We are constantly trying to improve the service we offer our patients and have found that one of the best ways of doing this is to ask them what they think about it.

We are hoping that you will help us by answering a few questions about our service. You do not have to give your name or any personal details and the questionnaire should not take you more than 10 minutes. When you have completed the questionnaire please return it to us.

Please remember that you do not have to do this questionnaire and that if you decide you do not want to, your decision will not affect your care in any way.

### Thank you very much for your time and help

Please read each question, think how you feel and circle the number that is closest to this.

1. When you were referred to see a Clinical Psychologist, were you seen as quickly as you felt necessary?

Yes Very quickly	Fairly quickly	No, some delay	No, long delay
1	2	3	4

2. Were your appointments with the Clinical Psychologist in a convenient place?

Very Convenient	Mostly Convenient	A little Inconvenient	Very Inconvenient
1	2	3	4

3. How convenient were the times of your appointments?

Very Convenient	Mostly Convenient	A little Inconvenient	Very Inconvenient
1	2	3	4

4a. Were you seen on time for your appointment?

I was seen on time	No, I was <b>NOT</b> seen on time
1	2

b. If you have answered “no” to the above question, please state for how long you were waiting:

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5a. Have the services you have received from the Clinical Psychologist helped you to understand your problems?

Yes they helped a lot	Yes, they helped somewhat	No, they didn't help	No, they seemed to make things worse
1	2	3	4

b. If you have answered “no” to the above question, please state why:

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6a. Have the services you have received from the Clinical Psychologist helped you to deal more effectively with your problems?

Yes they helped a lot	Yes, they helped somewhat	No, they didn't help	No, they seemed to make things worse
1	2	3	4

b. If you have answered “no” to the above question, please state why:

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7. What was **most** helpful about the service you received from a Clinical Psychologist?

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8. What was **least** helpful about the service you received from a Clinical Psychologist?

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9. How satisfied were you with the amount of help that you have had from the Clinical Neuropsychology services?

Very Satisfied	Mostly Satisfied	Mildly Dissatisfied	Very Dissatisfied
1	2	3	4

10. **Overall**, how satisfied are you with the service you have received?

Very Satisfied	Mostly satisfied	Mildly dissatisfied	Very dissatisfied
1	2	3	4

11. Do you think we could improve our Clinical Neuropsychology service for future patients and if so, how?

**Thank you for completing this questionnaire**

For more information leaflets on conditions, procedures, treatments and services offered at our hospitals, please visit [www.stgeorges.nhs.uk](http://www.stgeorges.nhs.uk)

## Additional services

### Patient Advice and Liaison Service (PALS)

PALS can offer you on-the-spot advice and information when you have comments or concerns about our services or the care you have received. You can visit the PALS office between 9.30am and 4.30pm, Monday to Friday in the main corridor between Grosvenor and Lanesborough Wing (near the lift foyer).

**Tel:** 020 8725 2453 **Email:** [pals@stgeorges.nhs.uk](mailto:pals@stgeorges.nhs.uk)

### NHS Choices

NHS Choices provides online information and guidance on all aspects of health and healthcare, to help you make decisions about your health.

**Web:** [www.nhs.uk](http://www.nhs.uk)

### NHS 111

You can call 111 when you need medical help fast but it's not a 999 emergency. NHS 111 is available 24 hours a day, 365 days a year. Calls are free from landlines and mobile phones.

**Tel:** 111