

Improving NIV through understanding: Patient experience questionnaire

Dear Patient,

Thank you for taking the time to answer this questionnaire about your experience whilst you have been on the wards. We are trying to understand more about how we can improve the care that we provide and we are grateful to you for taking the time to help us with this work.

The questionnaire shouldn't take too long to complete and we can help you go through it if you would like. We are happy to answer any questions that you might have about this questionnaire of the NIV service. You can get in touch with us via the ward teams or on the contact details at the bottom of this questionnaire.

Yours sincerely,

The NIV team

1. If you were in hospital with the same problem again would you have NIV again?

- Yes
- Maybe
- No

2. Please answer the following statements:

	Strongly Disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree
Someone explained to you why you needed NIV					
More information would have been helpful during your admission					
You felt involved in decision making about your care					

3. Please answer the following statement:

		Very Poor	Poor	Adequate	Good	Very Good
Overall how would you rate the NIV service throughout your admission?						

4. Please explain your answer

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5. Describe the 3 worst and 3 best things about the NIV service

Best	Worst
1.	1.
2.	2.
3.	3.

Relevant support groups, further information and contact details

- Ask any doctor, nurse or physiotherapist involved in your care either whilst you are an inpatient or during a follow-up appointment on your discharge from hospital
- Dr Susannah Bloch (Acute NIV lead Consultant)
- Find your local Breathe Easy support group at: <https://www.blf.org.uk/support-for-you/breathe-easy>
- <https://www.imperial.nhs.uk/our-services/respiratory-medicine/non-invasive-ventilation>
- More information on chronic lung disease can be found on the British Lung Foundation website or in one of their leaflets (available online at: <https://www.blf.org.uk/>)

How do I make a comment about my visit?

We aim to provide the best possible service and staff will be happy to answer any of the questions you may have. If you have any **suggestions** or **comments** about your visit, please either speak to a member of staff or contact the patient advice and liaison service (**PALS**) on **020 3313 0088** (Charing Cross, Hammersmith and Queen Charlotte's & Chelsea hospitals), or **020 3312 7777** (St Mary's and Western Eye hospitals). You can also email PALS at pals@imperial.nhs.uk. The PALS team will listen to your concerns, suggestions or queries and is often able to help solve problems on your behalf.

Alternatively, you may wish to express your concerns in **writing** to: Complaints department
 Fourth floor, Salton House, St Mary's Hospital, Praed Street, London W2 1NY.