



Midlands Air Ambulance Charity

Patient Care & Experience Survey (for Relatives, Carers and Loved Ones)

INTRODUCTION

If you are a close family member, friend, carer or loved one of someone who has been treated by Midlands Air Ambulance Charity, as a patient, we are keen to learn more about yours and their experiences. We are committed to providing an excellent level of care to our patients and will ensure the answers you provide are used to continually improve our service for those who need us in the future.

Please fill out our patient survey for relatives, carers and loved ones below, it will take just 5 to 10 minutes.

SECTION 1: ABOUT THE INCIDENT

Question 1: What was the date of the incident? (Please write in the box below. If you are unsure of the exact date, please include the month and year.)

Question 2: Where did the incident take place?

- Gloucestershire
- Herefordshire
- Shropshire
- Staffordshire
- West Midlands
- Worcestershire
- Other (please specify):

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SECTION 2: ABOUT YOUR EXPERIENCE

Question 3: Were you confident that the patient was being provided with safe and effective care by Midlands Air Ambulance Charity?

- Yes
- No
- Partly
- Unable to answer / cannot remember

Comments.....
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Question 4: Were you provided with open and honest information about the patient's care / treatment by Midlands Air Ambulance Charity? (For example, updates about the patient's condition.)

- Yes
- No
- Partly
- Unable to answer / cannot remember

Comments.....
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Question 5: Were you involved in decisions about the patient's care?

- Yes
- No
- Partly
- Not applicable
- Unable to answer / cannot remember

Comments.....
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Question 6: Did you witness and / or experience kindness, compassion, and dignity from Midlands Air Ambulance Charity?

- Yes
- No
- Partly
- Unable to answer / cannot remember

Comments.....
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Question 7: Which best describes the experience you had with Midlands Air Ambulance Charity on the day of the incident?

- Outstanding
- Good
- Requires improvement
- Inadequate
- Unable to answer / was not at the scene of the incident

Comments.....

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Question 8: Was the patient taken to hospital?

- Yes
- No

If you answered 'No', please skip to Question 12.

Question 9: Was the patient airlifted to hospital by Midlands Air Ambulance Charity?

- Yes
- No
- Unable to answer / cannot remember

If you answered 'No', please skip to Question 11.

Question 10: If you answered 'Yes', do you know any details of the patient's experience on-board the helicopter? (Please use the box below to include details of their overall feelings. You may want to include details about noises, sights, comfort, smells, temperature and communication with the aircrew.)

Question 11: How long did the patient remain in hospital?

- The patient is still in hospital
- The patient was discharged from hospital on the same day
- 1-2 days
- 3-7 days
- 1-2 weeks
- 2-4 weeks
- 1-2 months
- Longer than 2 months
- The patient passed away after being taken to hospital

Question 12: Is there anything you think Midlands Air Ambulance Charity can learn from or improve to provide excellent patient care in the future?

Comments.....
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Question 13: Midlands Air Ambulance Charity has a committed and passionate patient liaison team led by our own clinicians. Their focus is to provide a point of contact for our patients and their relatives/carers.

Would you be happy to be contacted by our patient liaison team?

- Yes
- No

If you answered **'Yes'** and you would like our patient liaison team to contact you, please fill in your contact details below. **(Please only fill in your own contact details and not those of the patient.)**

| | | | |
|------------------|--|---------------|--|
| Full name | | | |
| Telephone | | Mobile | |
| Email | | | |

Question 14: CONSENT - I understand that any personal information that I may choose to give in this survey may be processed for the purpose of this survey. By ticking the 'I Agree' box, I give consent to my information being used in this way.

I Agree

Thank you for taking the time to complete our Patient Experience survey for relatives, carers and loved ones.

If you have stated you wish to be contacted by Midlands Air Ambulance Charity, a member of our patient liaison and aftercare team will be in touch. Please note, we endeavour to respond to requests for contact within 10 working days.