**Patient Experience Survey**

**What is the survey about?**

This survey is about your experience as a user of NHS Ayrshire & Arran services

**Why are you being asked to complete this survey?**

The discharge process within Trauma and Orthopaedics in Ayrshire and Arran is currently undergoing a test of change to improve patient flow and experience. Any feedback on your discharge from hospital experience would be very valuable to our service going forward.

**Completing the Survey**

Don’t worry if you make a mistake; simply cross out the mistake and put a tick in the correct box.

Please do not write any personal details including your name and date of birth on the survey.

**Taking part in this survey is voluntary and your answers will be treated in confidence**

**When you have completed this survey, please return it to a member of your community pharmacy team.**

1. **How satisfied were you with the discharge from hospital process?**

**Very satisfied**

**Satisfied**

**Dissatisfied**

**Very dissatisfied**

1. **If you have had an admission to hospital prior to your current admission – how did this discharge experience compare to previous experiences? (If no previous hospital admission, skip to question 3)**

**Better**

**Worse**

**No difference**

1. **Would you be happy to receive your hospital discharge medication from your local community pharmacy again if you were to experience another hospital admission in the future?**

**Yes**

**No**

1. **Any other feedback?**

Was there anything particularly good about the discharge process?

Was there anything that could be improved?

Any other comments