

Survey for relatives and carers

Important Information

Kent Community Health NHS Foundation Trust (KCHFT) is committed to improving how we involve the relatives / carers of our patients and recognise them as experts in care. Please let us know how we are doing. Your response is anonymous.

What KCHFT service has the person you care for recently used?

In which location/area was this?

We would like you to think about your recent experience with this service

1. How would you describe your caring role?

- I care for my partner / spouse I care for a parent / older relative
 I care for a friend / neighbour I care for a disabled child / child with special needs

2. Did we acknowledge you as someone who cares for the person / patient we saw?

- Yes No Not sure

3. Did we involve you in the discussion about their treatment / care plan? (Provided we had the person's / patient's consent to do so)

- Yes, fully Yes, partly No Not sure

4. Did we offer you any information about support for relatives / carers?

- Yes No Not sure

5. Did you feel listened to if you shared information about the needs you have in your caring role?

- Yes, fully Yes, partly No Not sure I didn't share any information about my needs

6. Did you feel listened to if you shared information about the health or needs of the person / patient you care for?

- Yes No Not sure

7. Did we treat you with compassion?

- Yes, fully Yes, partly No Not sure

8. Do you have any comments you'd like to share?

We would like you to think about your recent experience with this service

9. Would you be happy to be contacted if we wish to discuss your feedback?

Yes – please give us your name, telephone number and/or email address No

About you

10. Your age:

Under 25 26-49 50-69 70+

11. Your ethnicity:

12. Your gender:

Female Male Other, please state

13. Your sexual orientation:

Please tick this box if you do not wish your comments to be made public

Thank you for completing this survey.

Please return to:

Freepost RSCK-GRCK-YBE
Engagement Team
Kent Community Health NHS Foundation Trust
Trinity House
110-120 Upper Pemberton
Eureka Park
Kennington
Ashford
TN25 4AZ

If you have a query about our health service or would like to raise a concern or make a complaint about Kent Community Health NHS Foundation Trust, you can contact the Patient Advice and Liaison Service (PALS):
Phone: 0300 123 1807
Email: kentchft.PALS@nhs.net