

PATIENT FEEDBACK QUESTIONNAIRE

This set of questions has been produced by the BSAC in order to assist OPAT Services in designing their own questionnaires to solicit patient feedback. All questions have been taken from the legacy BSAC OPAT toolkit.

1 How do you rate the information provided to you about OPAT prior to your discharge from hospital?

Excellent
Good
Satisfactory
Poor
Very poor

2 Which of the statements reflects your opinion of the OPAT service received from hospital staff?

Exceeded my expectations
Met my expectations
No opinion
Failed to meet my expectations
Failed totally

3 How do you rate the support provided by the OPAT hospital team?

Excellent
Good
Satisfactory
Poor
Very poor

4 How do you rate the support provided by the community team following discharge (if self or carer administered therapy skip to question 5)?

Excellent
Good
Satisfactory
Poor
Very poor

5 If you or your carer needed to contact the out of hours support team how do you rate the response?

Excellent
Good
Satisfactory
Poor
Very poor

6 Do you think OPAT is preferable to inpatient treatment?

Yes
No
If no please give reasons

7 Were you able to return to work or education whilst receiving OPAT?

Yes
No
If no please give reasons

8 Would you accept this form of treatment if the need arose again?

Yes
No
If no please give reasons