



How staff communicate with me

This survey is about how staff on this ward communicate with you and make you feel.

Communication includes spoken words, written words, tone of voice, body language, gestures and listening to you.



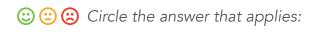
- (a) (a) Circle the answer that applies:
- 1. Staff on this ward offer me choices
- All the time
- Sometimes
- Not at all
- 2. Staff on this ward tell me the truth
- All the time
- Sometimes
- Not at all

- 3. Staff on this ward take the time to talk when I need it
- All the time
- Sometimes
- Not at all
- 4. Staff on this ward make me feel hopeful
- All the time
- Sometimes
- Not at all

- 5. Staff on this ward are respectful
- All the time
- Sometimes
- Not at all
- 6. Staff on this ward use language I understand
- All the time
- Sometimes
- Not at all







7. Staff on this ward are approachable

- All the time
- Sometimes
- Not at all



- All the time
- Sometimes
- Not at all
- 9. Staff on this ward provide me with a private space to talk about personal things
- All the time
- Sometimes
- Not at all
- 10. Staff on this ward communicate with me from a distance I am comfortable with
- All the time
- Sometimes
- Not at all



14. Any other comments:

11. Staff on this ward are clear about the information I want to know

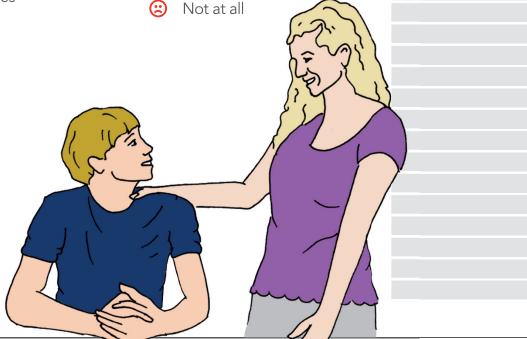
- All the time
- Sometimes
- Not at all

12. Staff on this ward show care and concern for me

- All the time
- Sometimes
- Not at all

13. Staff on this ward make it OK for me to say 'No'

- All the time
- Sometimes



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