

# 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.



😊 😐 😞 Circle the answer that applies:

**1. Staff on this ward offer me choices**

- 😊 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

**5. Staff on this ward are respectful**

- 😊 All the time
- 😐 Sometimes
- 😞 Not at all

**2. Staff on this ward tell me the truth**

- 😊 All the time
- 😐 Sometimes
- 😞 Not at all

**4. Staff on this ward make me feel hopeful**

- 😊 All the time
- 😐 Sometimes
- 😞 Not at all

**6. Staff on this ward use language I understand**

- 😊 All the time
- 😐 Sometimes
- 😞 Not at all



Please turn over →

