## **Review Your Visit**



How was your visit today?

Would you recommend the service to a friend? Why?

If you had to give your experience a star rating (a bit like a hotel) how many stars would you give it and why?

Do you have any other comments or suggestions?

Contact details "name@yourtrust.nhs.uk" "00000 000000".

Reviewed date: Leaflet number:

## Ambulatory Emergency Care patient feedback questionnaire

This visitor's guide will follow your journey through Ambulatory Emergency Care today, asking questions about your experience along the way.

Please fill it in honestly so we can use your feedback to further improve the service we deliver to our patients.

Thank you

## Tell us about your Ambulatory Emergency Care journey today

Your journey starts here

starts riere					
Before You Arrived	Pirst impressions	3 Signage	4 Staff	<b>5</b> Views and sights	6 The language
Who referred you to Ambulatory Emergency Care? Did you know what it was before you arrived?	What were your first impressions of the Ambulatory Emergency Care centre?	Was your route to the Ambulatory Emergency Care Centre well signposted?	What are the staff like? (nurses, doctors, porters etc.)	What can you see around you in the Ambulatory Emergency Care? How does this make you feel?	Can you understand the language and phrases used by the staff when they are talking to you?