



Delivering excellence in mental health services

Drafted Potential Questions for Patient Experience Questionnaire/Interview Format

- Were you able to access the service easily?
- What was your first point of contact with the service like? (that might be a telephone call, receptionist at the health centre desk, clinician, etc)
- How long did you have to wait for an appointment?
- Did you think this was

Quicker than you thought it would be / Ok / Too long to wait

- Was it easy to get to your appointment today?
- What was your impression of the care you received today?
Rating scale

- Did you see who you were expecting to see today?

If no, was this:- Better than you expected / Ok / Disappointing

- Were you treated with courtesy and respect?
- Were you involved in decisions made about your care/treatment?
- Were you assured that the staff member you saw had the knowledge and skills to deal with your condition?