

Patient feedback form



Patient Ref/ Incident

At the East Anglian Air Ambulance (EAAA) we are aware that you may have little or no recollection of your contact with us, but we would be very grateful if you could answer as many of the following questions as possible to enable us to review our work and ensure we are delivering the best possible care.

If you are a friend, family member or care giver and were at the scene of the incident, we would be grateful to hear your feedback too.

All feedback is passed on to the EAAA clinicians who attended your incident. It will also be available to the Care Quality Commission who regulate our service.

This form will take 5 - 10 minutes to complete.

I am (the patient, family member, friend, care giver of patient)

Date of incident

Your name

Location of incident

(Bedfordshire, Cambridgeshire, Norfolk, Suffolk, Essex, Hertfordshire, other)

1 Can you describe what happened? (Be as specific as possible)





2 Did the crew introduce themselves to you?

Yes No Don't know

3 Were the crew professional?

Yes No Don't know

If no, please state why

4 Did the crew treat you with dignity and respect?

Yes No Don't know

If no, please state why

5 Were you informed of what was happening to you?

Yes No Don't know

6 If applicable do you feel your wishes were respected?

Yes No Don't know

If no, please state why

7 If you were in pain, was it well managed?

Yes No Don't know

If no, please state why

8 Would you describe your transfer to hospital as reasonably comfortable and safe?

Yes No Don't know

If no, please state why

9 If you travelled to hospital by helicopter, did the crew explain to you what to expect during the journey, such as motion and noise?

Yes No Don't know

Not applicable

If no, please state why

10 Do you feel the treatment you received at the scene made a difference?

Yes No Don't know

If no, please state why

11 Overall how satisfied were you with the care and treatment you received?

Very satisfied Satisfied

Unsatisfied Very unsatisfied

Neither satisfied or dissatisfied

If you have any other feedback about your experience, or would like to update us on your condition, please write in the space below.



Aftercare

EAAA has an aftercare team who can provide support and advice regarding your incident should you need it and are able to answer any questions you may have about your treatment. We are also able to arrange a visit to meet the crew who attended you if you feel it would aid your recovery. If you would like to hear from us please tick the appropriate box below.

Yes, please contact me No, please don't contact me

How I would like to be contacted

Telephone Email Post

News from the charity

Your Details Phone number

Postal address

Postcode

Preferred email

If you would like us to contact you about events and general updates about EAAA, please see the options below and tell us what you would/would not like us to contact you about.

I support East Anglian Air Ambulance and I am happy for you to contact me by...

Email Post Phone Text Message

I would like to receive news and updates on...

Anglia Lift Off, the EAAA newsletter and other charity news Lottery Raffle news

Prize draws and other competitions Events Volunteering Fundraising

I would like to opt out of:

Screening and profiling (read our Privacy Statement on www.eaaa.org.uk/privacy for more information)

Fundraising communications All communications from EAAA

Thank you!



Together we save lives

www.eaaa.org.uk
03450 669 999

Return address

East Anglian Air Ambulance
Hangar E, Gambling Close
Norwich, NR6 6EG