

Feedback survey for visiting healthcare professionals

Name of service:	
Date:	

The views of people who use, live or work in a care service are important to us. They help us form a view of the way in which a service and its staff help promote people's well-being.

Please take a few minutes to tell us your views about the care and support provided by this service.

Your individual comments are confidential and will not be shared with the service provider. If you would prefer to speak to us about your feedback, please contact us on 0300 7900 126.

1. In what capacity did you visit the service?

Please tick 1 box:

a. GP

b. Community nurse

c. CPN

d. Pharmacist

e. Other (please specify below):

2. In your view, how well does the service meet people's care and support needs?

Please circle:



Excellent



Good



Needs Improvement



Poor

Excellent:	This is an exceptional service that supports people very well and exceeds our expectations.
Good:	This is a good service that supports people well and meets our expectations.
Needs improvement:	This service is not supporting people well and needs to improve to meet our expectations.
Poor:	This service is not supporting people safely and urgent action is needed to protect people and to improve outcomes.

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3. What does the service do well?

Please provide details:

4. What needs to change or improve?

Please provide details:

5. Do you have any concerns about this service you would like to discuss with us?

Yes

No

If yes, please provide details or a contact number so we can discuss these:

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6. Please add any other comments you would like to make:

7. Contact details:

What we do with the information we receive from you

We may discuss issues raised within this questionnaire as part of the inspection and matters may be referred to in the inspection report. However, we will not disclose your identity.

Important: We process any personal and/or sensitive information we hold about you fairly and lawfully, and we only ask for such information where it is necessary for us to carry out our role. For more information about how we process your personal data, and your rights in relation to this, please see our Privacy Notice at www.careinspectorate.wales/how-we-use-your-information, or contact us for a paper copy.

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