



Accident and Emergency (A&E) Department Questionnaire

(Scored Questionnaire)

This survey is about your **most recent** visit to the Accident and Emergency Department at the hospital named in the letter enclosed with this questionnaire. The department may also be referred to as **Casualty**, **Emergency Department** or **A&E**. It does not include other wards or units that you might have been moved to whilst you were at the hospital, such as an inpatient ward.

What you tell us is confidential and taking part is voluntary.

WHAT TO DO

Put a cross Z clearly inside one box using a black or blue pen.

If you make a mistake, just fill in the box ■and put a cross ☒ in the correct box.

If you cannot answer a question, or do not want to answer it, just leave it blank and go to the next question.

Please remember not to write your name or address anywhere on the questionnaire.

When you have filled in as much as you can, please return it in the Freepost envelope provided.

NEED MORE HELP?

For help completing the questionnaire, please call the survey helpline on <insert helpline number here> or email <insert email helpline here>

If you have concerns about the care you or others have received please contact the Care Quality Commission (CQC) on 03000 61 61.

ARRIVAL

Please remember, this questionnaire is about your most recent visit to the A&E department at the hospital named in the letter.
1. Was this A&E department the first service you went to, or contacted, for help with your condition?
1 ☐ Yes → Go to 4
2 ☐ No → Go to 2
(Q1 not scored)
2. Before going to this A&E department, where did you go to, or contact, for help with your condition? (Cross ALL that apply)
₁ D 999 emergency service
₂ NHS 111 telephone service
₃ ☐ NHS 111 online service
4 A different A&E department
₅ ☐ Pharmacist
₅ ☐ GP practice
₇ ☐ GP out-of-hours service
Urgent Treatment Centre/ Urgent Care Centre / Minor Injuries Unit / Walk-in Centre
₉ D Somewhere else
(Q2 not scored)
 What was the MAIN reason for going to A&E following your contact with the service(s) above? (Cross ONE only)
$_{\scriptscriptstyle 1}$ \square The service(s) (above) referred / took me
² ☐ I couldn't get a GP appointment quickly enough
$_3$ \square I am not registered with a GP
4 My condition became worse
$_{\scriptscriptstyle{5}}$ $lacksquare$ I was not satisfied with the help I received
₅ ☐ A different reason
(Q3 not scored)
4. Were you taken to A&E in an ambulance?

5.	Once you arrived at A&E, how long did you with the ambulance crew before your care handed over to the A&E staff?	
	₁ ☐ I did not have to wait	10
	₂ Up to 15 minutes	10
	₃ ☐ 16 – 30 minutes	6.7
	₄ ☐ 31 – 60 minutes	3.3
	$_{5}$ \square More than 1 hour but no more than 2	hours
	6 ☐ More than 2 hours	0
	→ Don't know / can't remember → Don't know / can't remem	-
6.	Were you given enough privacy when discussing your condition with the receptionist?	
	₁ ☐ Yes, definitely	10
	$_{2}$ \square Yes, to some extent	5
	₃ □ №	0
	↓ I did not discuss my condition with a receptionist	-
7.	Were you treated in a separate area of A8 because you had coronavirus, or symptor coronavirus? This is regardless of your refor visiting.	ns of
	₁ ☐ Yes	
	₂ No	
	₃ Don't know	
	₄ ☐ Can't remember	
	(Q7 not scored)	
8.	Before your most recent visit to A&E, had previously been to the same A&E departs about the same condition or something to it?	nent
	1 Yes, within the previous week	
	² Yes, between one week and one mon earlier	th
	₃ ☐ Yes, more than a month earlier	
	4 No	
	₅ ☐ Don't know / can't remember	
	(Q8 not scored)	

(Q4 not scored)

1 ☐ Yes → Go to 5

→ Go to 6

2 **N**O

WAITING

WAITING					. While you were waiting, were you a help with your condition or sympton member of staff?	•
9.	How long did you wait bef a nurse or doctor? This do				Yes	10
	screening for coronavirus				ı □ res ₂ □ No	
	A&E.					
1	0 -15 minutes		10	;	I did not need any help with my or symptoms	condition -
2	16 - 30 minutes		6.7		,	
3	□ 31- 60 minutes		3.3		Overall, how long did your visit to A	&E last?
4	☐ More than 60 minutes		0		Up to 1 hour	1
5	Don't know / can't rem	ember	-	2	∠ More than 1 hour but no more than ∠	ın 2 hours 1
40	Did the pure or dector or	ralaia what way	الما	3	\square More than 2 hours but no more th	an 4 hours
10.	Did the nurse or doctor ex happen next?	tpiairi what wou	iiu	4	More than 4 hours but no more th	an 6 hours
1	☐ Yes, definitely		10		$_{\scriptscriptstyle{5}}$ \square More than 6 hours but no more th	an 8 hours
2	☐ Yes, to some extent		5	6	$_{\scriptscriptstyle 6}$ \square More than 8 hours but no more tha	n 12 hours
3	□ No		0	7	₇ ☐ More than 12 hours	(
4	☐ I did not need an expla	anation	-	8	Can't remember	
5	☐ Don't know / can't rem	ember	-		DOCTORS AND NURS	ES
11	Sometimes, people will fir	et talk to a doct	or or	Th	inking about your experience in A	&E only
•••	nurse and be examined la you arrived, how long did being examined by a doo	ater. From the t d you wait befo i	ime	15.	. Did you have enough time to discucendition with the doctor or nurse?	ıss your
1	☐ I did not have to wait	→ Go to 14	10	,	Yes, definitely	10
2	1-30 minutes	→ Go to 12	8	2	₂ ☐ Yes, to some extent	5
3	31-60 minutes	→ Go to 12	6	3	₃ □ No	0
4	More than 1 hour but r	no more Go to 12	4	16.	. While you were in A&E, did a docto explain your condition and treatmer	
5	☐ More than 2 hours but				you could understand?	It III a way
	than 4 hours	→ Go to 12	2	,	Yes, completely	10
6	☐ More than 4 hours	→ Go to 12	0	2	₂ ☐ Yes, to some extent	5
7	→ ☐ Don't know / can't rem			3	₃ □ No	0
		→ Go to 12	-	4	₄ ☐ I did not need an explanation	_
12.	Were you informed how I to wait to be examined?	ong you would	have	17.	. Did the doctors and nurses listen to	what you
1	Tes, but the wait was	shorter	10		had to say?	
2	Yes, and I had to wait was informed	about as long a	as I 10		Yes, definitely Yes, to some extent	10 5
3	Yes, but the wait was	longer	5		₃ □ No	0
4	☐ No, I was not informed	d	0			
5	□ Don't know / can't rem	ember	-			
				1		

1δ.	condition or treatment, did a doctor or nu		member of medical or nursing staff	•
	discuss them with you?		₁ ☐ Yes, always	10
1	☐ Yes, completely	10	₂ Yes, sometimes	5
2	☐ Yes, to some extent	5	₃ ☐ No, I could not find a member of	staff to help 0
3	□ No	0	me	•
4	☐ I did not have any anxieties or fears	-	$_4$ \square A member of staff was with me al	II the time 10
			₅ ☐ I did not need attention	-
19.	Did you have confidence and trust in the doctors and nurses examining and treati you?		24. Sometimes, a member of staff will a and another will say something quite	•
1	☐ Yes, definitely	10	Did this happen to you?	_
2	☐ Yes, to some extent	5	₁ ☐ Yes, definitely	0
3	□ No	0	² Yes, to some extent	5
	Bill a sure a sure a sure		₃ ☐ No	10
20.	Did doctors or nurses talk to each other a you as if you weren't there?	about	25. Were you involved as much as you	u wanted to be
1	Yes, definitely	0	in decisions about your care and tre	
	☐ Yes, to some extent	5	₁ ☐ Yes, definitely	10
	□No	10	₂ Yes, to some extent	5
ŭ			₃ ☐ No	0
			$_{\scriptscriptstyle 4}$ \square I was not well enough to be invo	olved in -
	YOUR CARE AND TREATMEN	TV	decisions about my care	
21.	While you were in A&E, how much inform about your condition or treatment was gi	nation	decisions about my care TESTS	
	While you were in A&E, how much inforr	nation		•
1	While you were in A&E, how much informabout your condition or treatment was givou?	nation ven to	TESTS 26. Did you have any tests (such as x-i	•
1	While you were in A&E, how much informabout your condition or treatment was givou? Not enough	mation ven to 5	TESTS 26. Did you have any tests (such as x-ingreson or blood tests) when you visited A8	•
1 2 3	While you were in A&E, how much informabout your condition or treatment was given you? Not enough Right amount	mation ven to 5 10 5	TESTS 26. Did you have any tests (such as x-i or blood tests) when you visited A8 1 ☐ Yes → Go to 27	you needed
1 2 3 4	While you were in A&E, how much informabout your condition or treatment was given you? Not enough Right amount Too much I was not given any information about condition or treatment	mation ven to 5 10 5 t my 0	TESTS 26. Did you have any tests (such as x-ror blood tests) when you visited A8 1 ☐ Yes → Go to 27 2 ☐ No → Go to 31 (Q26 not scored) 27. Did a member of staff explain why	you needed
1 2 3 4	While you were in A&E, how much informabout your condition or treatment was given you? Not enough Right amount Too much I was not given any information about	mation ven to 5 10 5 t my 0	TESTS 26. Did you have any tests (such as x-or blood tests) when you visited A8 1 ☐ Yes → Go to 27 2 ☐ No → Go to 31 (Q26 not scored) 27. Did a member of staff explain why these test(s) in a way you could under the content of the country of	you needed
1 2 3 4 22.	While you were in A&E, how much informabout your condition or treatment was given? ☐ Not enough ☐ Right amount ☐ Too much ☐ I was not given any information about condition or treatment Were you given enough privacy when be	mation ven to 5 10 5 t my 0	TESTS 26. Did you have any tests (such as x-ror blood tests) when you visited A8 1 ☐ Yes → Go to 27 2 ☐ No → Go to 31 (Q26 not scored) 27. Did a member of staff explain why these test(s) in a way you could under the completely	you needed derstand?
1 2 3 4 22. 1	While you were in A&E, how much informabout your condition or treatment was given? Not enough Right amount Too much I was not given any information about condition or treatment Were you given enough privacy when be examined or treated?	mation ven to 5 10 5 t my 0	TESTS 26. Did you have any tests (such as x-i or blood tests) when you visited A8 1 ☐ Yes → Go to 27 2 ☐ No → Go to 31 (Q26 not scored) 27. Did a member of staff explain why these test(s) in a way you could under the year of the	you needed derstand? 10 5
1 2 3 4 22. 1	While you were in A&E, how much informabout your condition or treatment was given? Not enough Right amount Too much I was not given any information about condition or treatment Were you given enough privacy when be examined or treated? Yes, definitely	mation ven to 5 10 5 t my 0 eing	TESTS 26. Did you have any tests (such as x-i or blood tests) when you visited A8 1	you needed derstand? 10 5
1 2 3 4 22. 1	While you were in A&E, how much informabout your condition or treatment was given? Not enough Right amount Too much I was not given any information about condition or treatment Were you given enough privacy when be examined or treated? Yes, definitely Yes, to some extent	mation ven to 5 10 5 t my 0 eing 10 5	TESTS 26. Did you have any tests (such as x-ror blood tests) when you visited A8 1 ☐ Yes → Go to 27 2 ☐ No → Go to 31 (Q26 not scored) 27. Did a member of staff explain why these test(s) in a way you could under the year of year	you needed derstand? 10 5
1 2 3 4 22. 1	While you were in A&E, how much informabout your condition or treatment was given? Not enough Right amount Too much I was not given any information about condition or treatment Were you given enough privacy when be examined or treated? Yes, definitely Yes, to some extent	mation ven to 5 10 5 t my 0 eing 10 5	TESTS 26. Did you have any tests (such as x-i or blood tests) when you visited A8 1	you needed derstand? 10 5 0 e results of
1 2 3 4 22. 1	While you were in A&E, how much informabout your condition or treatment was given? Not enough Right amount Too much I was not given any information about condition or treatment Were you given enough privacy when be examined or treated? Yes, definitely Yes, to some extent	mation ven to 5 10 5 t my 0 eing 10 5	TESTS 26. Did you have any tests (such as x-lor blood tests) when you visited A8 1 Yes → Go to 27 2 No → Go to 31 (Q26 not scored) 27. Did a member of staff explain why these test(s) in a way you could under the your could under the your tests? 1 Yes, completely 2 No → Go to 29 2 No → Go to 30 3 I was told that the results of the test test is any test in the your test in the yo	you needed derstand? 10 5 0 e results of 10 0 ests would be
1 2 3 4 22. 1	While you were in A&E, how much informabout your condition or treatment was given? Not enough Right amount Too much I was not given any information about condition or treatment Were you given enough privacy when be examined or treated? Yes, definitely Yes, to some extent	mation ven to 5 10 5 t my 0 eing 10 5	TESTS 26. Did you have any tests (such as x-ror blood tests) when you visited A8 1 Yes → Go to 27 2 No → Go to 31 (Q26 not scored) 27. Did a member of staff explain why these test(s) in a way you could under the your could under the your tests? 1 Yes, completely 2 Yes, to some extent 3 No 28. Before you left A&E, did you get the your tests? 1 Yes → Go to 29 2 No → Go to 30 3 I was told that the results of the tengiven to me at a later date	you needed derstand? 10 5 0 e results of

29.	tests in a way you could	•	s or the	following?	ee any	or trie
1	☐ Yes, definitely	→ Go to 31	10	1 Yes	2 No	₃ Don't know
2	\square Yes, to some extent	→ Go to 31	5	For each response option: 10	0	-
3	□ No	→ Go to 31	0	Social distancing measures		
4	☐ Not sure / can't remer	mber → Go to	31 -	(such as markers on the floor or signage at the entrance)		Ц
30.	If you did not get the resu you were in A&E, did a m how you would receive the	nember of staff e		² Handwashing with hand sanitiser or soap		
	Yes	ileili:	10	3 Staff wearing PPE (e.g.		
	□ No			gloves, masks, plastic aprons, eyewear)		
3	☐ Don't know / can't ren	nember	0	4 Staff disposing of gloves and plastic aprons		
				₅ Cleaning of surfaces		
	PAI	N		6 Tissues available □		
				√ Waste bins provided □		
31.	Do you think the hospital they could to help control		ning	Please see additional scoring note	es on F	age 9
1	☐ Yes, definitely		10	34. While you were in A&E, did you fe	el threa	atened
2	☐ Yes, to some extent		5	by other patients or visitors?		•
3	□ No		0	₁ ☐ Yes, definitely		0
4	☐ I was not in pain while	e I was in A&E	-	² Yes, to some extent		5
5	☐ Can't say / don't know	V	-	₃ □ No		10
			_	35. Were you able to get suitable food when you were in A&E?	d or drir	ıks
	HOSPITAL ENVIR	_	ND	1 🗖 Yes		10
	FACILII	IES		2 N o		0
32.	In your opinion, how cleadepartment?	in was the A&E		₃ ☐ I was told not to eat or drink		-
	☐ Very clean		10	4 🗖 I did not know if I was allowed to	o eat or	drink -
	_		6.7	₅ ☐ I did not want anything to eat o	or drink	-
	☐ Fairly clean					
	☐ Not very clean		3.3	LEAVING A&E		
	☐ Not at all clean		0	LEAVING A&E		
5	☐ Can't say		-	36. At the end of your visit to A&E, we transferred to a hospital ward?	ere you	
				₁ ☐ Yes → Go to 46		
				2 ☐ No → Go to 37		
				(Q36 not scored)		

	DICATIONS (e.g. medicines, tablets, ointr	iieiits)		gicon Deioi	•	sur tr	ancr	ort o	rranc	nomo	nto f		ovina
37.	37. Before you left A&E, were you prescribed any new medications?			aiscu A&E? □ Y	?	our tr	ansp	ort a	manç	geme	าเรา		aving
1	☐ Yes → Go to 38												10
2	☐ No → Go to 40		l .	□ N									0
	(Q37 not scored)			_	was								-
38.	Did a member of staff explain the purpose medications you were to take at home in you could understand?								mem				-
1	Yes, completely	10	44. [
	Yes, to some extent	5	may need further health or social after leaving A&E (e.g. services			es fr	om C	₽,	.000				
	□ No	0							nunity ervic				ntary
	_	U		secto									,
4	☐ I did not need an explanation	-	1	ПΥ	es								10
39.	Did a member of staff tell you about		2	□ N	lo, bu	ıt I w	ould	have	liked	d the	m to		0
	medication side effects to watch for?		3	□ N	o, it	was ı	not n	eces	sary	to dis	scus	s it	-
1	☐ Yes, completely	10											
2	☐ Yes, to some extent	5	45. /						the ca whe r				
3	□ No	0	1	ПΥ	•	nou c	avano	2010		. you	1100	aoa .	10
4	☐ I did not need this type of information	-		— . П N									0
	INFORMATION		3		did n fter I		•	any	furthe	er ca	re or	sup	port -
40.	Did a member of staff tell you about what symptoms to watch for regarding your ill or treatment after you went home?	Iness	46. (Overa	all. di	d vo			ALI		ated '	with	
	symptoms to watch for regarding your ill	Iness	46. (-	u fee	l you		e trea			?
1	symptoms to watch for regarding your ill or treatment after you went home?		r	espe		nd dig	u fee gnity	l you while	were	e trea		\&E?	? 10
1	symptoms to watch for regarding your ill or treatment after you went home? Yes, completely	10	1 1	espe	ect ar	nd dig all of	u fee gnity the ti	l you while ime	were you	e trea		\&E?	
1 2 3	symptoms to watch for regarding your ill or treatment after you went home? Yes, completely Yes, to some extent	10 5	1 2	espe	ect ar 'es, a 'es, s	nd dig all of	u fee gnity the ti	l you while ime	were you	e trea		\&E?	10
1 2 3 4	symptoms to watch for regarding your ill or treatment after you went home? Yes, completely Yes, to some extent No I did not need this type of information Did hospital staff tell you who to contact were worried about your condition or treat	10 5 0 -	47. (espe Y Y Y Overa	ect ar es, a es, s lo all (nd dig all of some	u feegnity the ti	el you while ime ne tim	were you ne	e trea were	e in <i>F</i> er) d a v	kE?	10 5 0
1 2 3 4 41.	symptoms to watch for regarding your ill or treatment after you went home? Yes, completely Yes, to some extent No I did not need this type of information Did hospital staff tell you who to contact were worried about your condition or treat after you left A&E?	10 5 0 - if you ment	47. (espe Y Y Y Overa	ect ar 'es, a 'es, s lo all (nd dig all of some	u feegnity the ti	el you while ime ne tim	were you ne	e trea were	e in <i>F</i> er) d a v	√ 8E?	10 5 0
1 2 3 4 41.	symptoms to watch for regarding your ill or treatment after you went home? Yes, completely Yes, to some extent No I did not need this type of information Did hospital staff tell you who to contact were worried about your condition or treat after you left A&E? Yes	10 5 0 - if you ment	47. (I ha	espe Y Y Y Overa	ect ar es, a es, s lo all (ery perier	nd dig all of some (plea	u feegnity the ti	I you while ime ine tim	were you	e trea were Imbe	er) dav ex	ery g	10 5 0 good
1 2 3 4 41. 1 2	symptoms to watch for regarding your ill or treatment after you went home? Yes, completely Yes, to some extent No I did not need this type of information Did hospital staff tell you who to contact were worried about your condition or treat after you left A&E? Yes No	10 5 0 - if you ment	47. (espe Y Y Y Overa	ect ar es, a es, s lo all (very berier	nd digall of the come of the c	u feegnity the ti	el you while ime ne tim	were you ne	e trea were umbe I had	er) dav ex	kE?	10 5 0
1 2 3 4 41. 1 2	symptoms to watch for regarding your ill or treatment after you went home? Yes, completely Yes, to some extent No I did not need this type of information Did hospital staff tell you who to contact were worried about your condition or treat after you left A&E? Yes	10 5 0 - if you ment	47. (I ha	espe Y Y Y Overa	ect ar es, a es, s lo all (ery perier	nd dig all of some (plea	u feegnity the ti	I you while ime ine tim	were you	e trea were Imbe	er) dav ex	ery g	10 5 0 good
1 2 3 4 41. 1 2 3 3	symptoms to watch for regarding your ill or treatment after you went home? Yes, completely Yes, to some extent No I did not need this type of information Did hospital staff tell you who to contact were worried about your condition or treat after you left A&E? Yes No	10 5 0 - if you ment 10 0	47. () I ha poo	Overand a vor exp	ect ar es, a es, s lo all (very berier	nd digall of the come of the c	u feegnity the ti of th	el you while ime ime tim ircle	were you ne a nu	e trea were umbe I had	er) dav ex	ery g perie	10 5 0 good ence
1 2 3 4 41. 1 2 3 42.	symptoms to watch for regarding your ill or treatment after you went home? Yes, completely Yes, to some extent No I did not need this type of information Did hospital staff tell you who to contact were worried about your condition or treat after you left A&E? Yes No Don't know / can't remember	10 5 0 - if you ment 10 0	47. () I ha poo	Overand a vor exp	ect ar es, a es, s lo all (very berier	nd digall of the come of the c	u feegnity the ti of th	el you while ime ime tim ircle	were you ne a nu	e trea were umbe I had	er) dav ex	ery g perie	10 5 0 good ence
1 2 3 4 41. 1 2 3 42.	symptoms to watch for regarding your ill or treatment after you went home? Yes, completely Yes, to some extent No I did not need this type of information Did hospital staff tell you who to contact were worried about your condition or treat after you left A&E? Yes No Don't know / can't remember Did staff give you enough information to he you care for your condition at home?	10 5 0 - if you ment 10 0 -	47. () I ha poo	Overand a vor exp	ect ar es, a es, s lo all (very berier	nd digall of the come of the c	u feegnity the ti of th	el you while ime ime tim ircle	were you ne a nu	e trea were umbe I had	er) dav ex	ery g perie	10 5 0 good ence
1 2 3 4 41. 1 2 3 42.	symptoms to watch for regarding your ill or treatment after you went home? Yes, completely Yes, to some extent No I did not need this type of information Did hospital staff tell you who to contact were worried about your condition or treat after you left A&E? Yes No Don't know / can't remember Did staff give you enough information to he you care for your condition at home? Yes, definitely	10 5 0 - if you ment 10 0 - elp	47. () I ha poo	Overand a vor exp	ect ar es, a es, s lo all (very berier	nd digall of the come of the c	u feegnity the ti of th	el you while ime ime tim ircle	were you ne a nu	e trea were umbe I had	er) dav ex	ery g perie	10 5 0 good ence

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The entire 'About You' section (Q48 to Q58) is not scored

ABOUT YOU

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ADOUT TOO	
48. Who was the main person or people that filled in this questionnaire?	Problems with your physical mobility, such as difficulty getting about your home
The patient (named on the front of the envelope)	Two or more falls that have needed medical attention
² A friend or relative of the patient	_
₃ ☐ Both patient and friend / relative together	₃ ☐ Feeling isolated from others
The patient with the help of a health professional	4 None of these
Reminder: All questions should be answered from the point of view of the person named on the envelope, including these background questions. 49. Do you have any physical or mental health conditions, disabilities or illnesses that have lasted or are expected to last for 12 months or more? Include problems related to old age.	 53. Around the time of your A&E visit, were you responsible for looking after, giving support to, or helping family members, friends, neighbours or others because of their: Long-term physical or mental ill health / disability, or Problems related to old age? 1 Yes No
1 ☐ Yes → Go to 50	
2 ☐ No → Go to 52	54. Are you male or female?
50. Do you have any of the following? Select ALL conditions you have that have lasted or are expected to last for 12 months or more.	 1 ☐ Male 2 ☐ Female 55. What was your year of birth?
☐ Breathing problem, such as asthma	(Please write in) e.g. 1 9 6 4
2 ☐ Blindness or partial sight	
₃ ∐ Cancer in the last 5 years	
□ Dementia or Alzheimer's disease	
□ Deafness or hearing loss □	56. What is your religion?
6 ☐ Diabetes	₁ ☐ No religion
→ Heart problem, such as angina → Heart problem, such as a such	₂ Buddhist
⁸ ☐ Joint problem, such as arthritis ☐ Joint problem, su	₃ ☐ Christian (including Church of England,
	Catholic, Protestant, and other Christian
10 ☐ Learning disability	denominations)
11 ☐ Mental health condition	4 Hindu
12 Neurological condition	₅ ∐ Jewish —
13 ☐ Autism or autism spectrum condition	6 ☐ Muslim
¹₄	₇ ☐ Sikh
 15 Another long-term condition 51. Do any of these reduce your ability to carry out day-to-day activities? 	8 Other 9 I would prefer not to say
₁ ☐ Yes, a lot	
₂ ☐ Yes, a little	
₃ ☐ No, not at all	

52. Have you experienced any of the following in the last twelve months? (Cross ALL that

57. Which of the following best describes how you think of yourself?	ANY OTHER COMMENTS
₁ ☐ Heterosexual / straight	If there is anything else you would like to tell us
₂ Gay / lesbian	about your experiences in the A&E department, please do so here.
₃ ☐ Bisexual	Please note that the comments you provide will
4 Other	be looked at in full by the NHS Trust, CQC and researchers analysing the data. We will remove
$_{5}$ \square I would prefer not to say	any information that could identify you before publishing any of your feedback. Your details will only be passed back to the NHS Trust if your
58. What is your ethnic group? (Cross ONE box only)	comments in this section raise concerns for
a. WHITE	your own or others' safety and wellbeing.
English / Welsh / Scottish / Northern Irish / British	
₂ ∐ Irish	
₃ ☐ Gypsy or Irish Traveller	
4 Any other White background, write in	
b. MIXED / MULTIPLE ETHNIC GROUPS	
₅ White and Black Caribbean	
6 ☐ White and Black African	
√ White and Asian	
8 Any other Mixed / multiple ethnic	
background, write in	
c. ASIAN / ASIAN BRITISH	
₉ Indian	
10 ☐ Pakistani	
₁₁ ☐ Bangladeshi	
12 Chinese	
13 Any other Asian background, write in	
d. BLACK / AFRICAN / CARIBBEAN / BLACK BRITISH	
₁₄ ☐ African	
₁₅ ☐ Caribbean	
16 Any other Black / African / Caribbean	
background, write in	
	THANK YOU VERY MUCH FOR YOUR HELP
e. OTHER ETHNIC GROUP	Please check that you answered all the questions
₁ァ ☐ Arab	that apply to you.
¹⁸ Any other ethnic group, write in	Please post this questionnaire back in the FREEPOST envelope provided.
	No stamp is needed

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Scoring rules for Question 33

The rules of scoring this question are bulleted below and displayed in Table 1.

- Response option 1 (Yes) is scored 10, response option 2 (No) is scored 0 and response option 3 (Don't know) is not scored.
- Scores are assigned to each response option for each item in the grid.
- An overall score will be calculated for each respondent, by summing the score given for each item and dividing it by the total number of items which is 7. An example is shown in Table 1.
- An overall trust score will be calculated by summing the respondents' overall scores and dividing by the total number of respondents in the trust.
- An overall national score will be calculated by summing the trusts' overall scores and dividing by the total number of trusts.

Trust	ID	Q33_1	Q33_2	Q33_3	Q33_4	Q33_5	Q33_6	Q33_7	Overall Respondent Score
RTT	Res 1	10	10	0	10	0	-	10	(10+10+0+10+0+10)/7 =5.71
RTT	Res 2	0	10	0	0	10	-	10	(0+10+0+0+10+10)/7 =4.29
RTT	Res 3	10	0	10	0	-	10	0	(10+0+10+0+10+0)/7 =4.29
RTT	Res 4	0	0	10	1	ı	0	0	(0+0+10+0+0)/7 =1.43
RTT	Res 5	-	10	-	0	10	10	10	(10+0+10+10+10)/7 =5.71
Overall Tru	ıst Score								(5.71+4.29+4.29+1.43+5.71) /5 = 4.29
RPO	Res 6	-	0	0	10	-	0	-	(0+0+10+0)/7 =1.43
RPO	Res 7	0	10	10	0	10	-	ı	(0+10+10+0+10)/7 =4.29
RPO	Res 8	10	10	0	0	0	10	0	(10+10+0+0+0+10+0)/7 =4.29
RPO	Res 9	10	0	0	-	10	0	10	(10+0+0+10+0+10)/7 =4.29
RPO	Res 10	0	0	-	10	0	0	10	(0+0+10+0+0+10)/7 =2.86
Overall Tru	ıst Score								(1.43+4.29+4.29+4.29+2.86) /5 = 3.43
Overall Na Score	tional								(4.29+3.43)/2 = 3.86

Table 1 Example of scoring for Q33