

**National Voices Patient feedback survey** template

### National Voices (2020) What matters to people for health and care, during COVID-19 and beyond

Thinking about your osteopathic appointment, how satisfied were you with the following:

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | Very unsatisfied | Unsatisfied | Neither unsatisfied nor satisfied | Satisfied | Very satisfied | Does not apply |
| I was listened to and what I said was acted on |  |  |  |  |  |  |
| I was able to make decisions that were respected, and my rights were protected |  |  |  |  |  |  |
| I was given information that is relevant to me, in a way I understand |  |  |  |  |  |  |
| I was supported to understand the risks and uncertainties in my life |  |  |  |  |  |  |
| I know how to talk to my osteopath or team in charge of my care when I need to |  |  |  |  |  |  |
| I know what to expect and that I am safe when I have treatment and care |  |  |  |  |  |  |
| I was supported and kept informed while I wait for treatment and care |  |  |  |  |  |  |
| I was not forgotten |  |  |  |  |  |  |

These 8 statements have been adapted from the following National Voices (2020) resource**: 'What We Need Now** <https://www.nationalvoices.org.uk/what%20we%20need%20now>