

What is the survey about?

This survey is about the emergency care and treatment that you received **at the place where you were given the survey.**

Your views are very important to us to he

If you/your child are under 8 years old please ask the staff for the other version of this survey

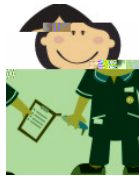
WAITING

1. How did you feel about **how long** you had to wait to be seen?

- 1 I did not have to wait at all → GO TO Q7
- 2 The wait was shorter than I expected
→ GO TO Q2
- 3 The wait was about as long as I expected
→ GO TO Q2
- 4 The wait was longer than I expected
→ GO TO Q2

2. While you were waiting, did someone tell you **what was happening?**

- 1 Yes, definitely
- 2 Yes, sort of
- 3 No, but this was not needed
- 4 No, but I would have liked to have been told
- 5 Don't know / Can't remember



3. Was there **enough for you to do** when you were waiting to be seen (such as toys, games and books)?

- 1 Yes, lots to do
- 2 Yes, some things, but not enough
- 3 There were things, but not for my age group
- 4 No
- 5 Can't remember / Did not notice
- 6 I had my own things to do



4. Was there **everything you needed** while you waited (such as food and drink and toilets)?

- 1 Yes, definitely

2

18. Was the main reason for your Emergency visit **dealt with well**?



- 1 Yes, completely
- 2 Yes, sort of
- 3 No

19. Who was the main person who answered the questions on this survey?

- 1 Child (patient)
- 2 Parent / carer
- 3 Both child and parent/carer together

ABOUT YOU

20. Are you a girl or a boy?

- 1 A boy (male) 
- 2 A girl (female) 

21. How old are you?

_____ years old

22. Which of these best describes your ethnic background? **(Tick ONE only)**. Please ask your parent or carer if you are not sure

- 1 White (e.g. British, Irish, European)
- 2 Mixed (e.g. White and Asian)
- 3 Asian / Asian British (e.g. Indian)
- 4 Black / Black British
- 5 Chinese
- 6 Any other ethnic group

23. Which of these is the MAIN language spoken at home? **(Tick ONE only)**

- 1 English
- 2 Other European language
- 3 Asian language (such as Hindi, Gujarati, Punjabi, Urdu, Bengali, Chinese, Thai)
- 4 African language (such as Swahili, Hausa, Yoruba)
- 5 Other, including British Sign Language

ANYTHING ELSE TO SAY?

24. Was there anything you thought was **really good** about your urgent appointment?

25. Was there anything that **could have been better**?