

Your experience matters



**Kent and Medway
Mental Health**
NHS Trust

1. Which of the following best describes you?

- I use the services myself. I am the family, friend, or carer of someone who uses the services.

2. Which team are you providing feedback about?

3. What was good about your experience?

4. What would make your experience better?

5. Thinking about the service we provide, please tell us how you felt about...



Very good



Good



Neither good nor poor



Poor



Very poor

Not applicable/
don't know

a. how caring are our staff?

b. being included in decisions about the care provided?

c. staff taking the time to understand you?

d. how confident are you in the care we provide?

6. Overall, how was your experience of our service?

About you

7. Which of the following best describes your sexual orientation?

- Heterosexual / Straight Bisexual
 Gay / Lesbian Prefer not to say
- Other orientation, please write in:

8. What is your religion?

- Buddhist Christian Hindu
 Jewish Muslim Sikh
 No religion Prefer not to say
- Other religion, please write in:

9. Do you have any health conditions, disabilities or illnesses that have lasted or are expected to last for 12 months or more?

- Yes No Prefer not to say
- If yes, does this reduce your ability to carry out day-to-day activities?**
- Yes, a lot Yes, a little No, not at all

10. At birth your registered gender was...

- Male Female Intersex
 Prefer not to say

11. Is your gender the same as the sex you were registered as at birth?

- Yes Prefer not to say
- No, please write your gender:

12. What is your ethnic group?

a. White

- English / Welsh / Scottish / Northern Irish / British
 Gypsy or Irish Traveller
 Irish Roma

b. Mixed / multiple ethnic groups

- White and Black Caribbean White and Black African
 White and Asian

c. Asian British

- Indian Bangladeshi
 Pakistani Chinese

d. Black / African / Caribbean / Black British

- African Caribbean Arab
- Other ethnic group, please write in:

13. How old are you?

- 18 and under 19 - 29 30 - 39
 40 - 59 60 - 80 80+

If you do not wish for your comments to be made public, please tick this box.

Please do not write your name or address on this survey unless you wish us to contact you. Your views will help us improve our services.

www.kentmedwaymentalhealth.nhs.net