



## Survey questionnaire

### Introduction:

- Ballan District Health and Care (BDHC) is working closely with residents of Ballan and surrounding districts to respond to community needs. Part of this collaborative approach involves regular input from community members who have experienced what it is like to be a client at Ballan District Health & Care.
- It is very important that the team understand how the system is working from the point of view of clients and their carers. Then they can improve things and make the experience of people like you better in the future.
- We are conducting conversations with a range of people who have recently received care from the allied health team. We will collect these client stories to better understand ways to improve the experience for clients like you in the future.
- Thank you for agreeing to talk to us about your healthcare experience. Please be as honest and constructively critical as you can because this will really help BDHC to respond to the needs of their community.
- I reassure you that your privacy will be protected; we will not reveal your name or where you came from unless you are happy to share your story. If you are happy to share your story, we will formally seek your consent to share this information.
- This session will be recorded to assist in allowing us to follow a conversation style discussion. Is this ok?
- Would you like to ask any questions before we get started?



**Conversation Number:**

**Date of conversation:**

**Carer/Family attending: Y/N**

**Relationship:**

**Conversation host name:**

**Consent form signed: Y/N**

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## Questions:

1. What was your recent health experience like at Ballan? Can you describe your experience from beginning to end?

*Prompts:*

- *What triggered the need for healthcare?*
- *What were the steps along the way?*
- *What did you see, hear, feel?*

2. What were the best or most positive aspects of your health care experience?

*Prompts:*

- *Was there any part of the experience that was particularly reassuring for you or your carer?*
- *How did the situation affect you emotionally and/or physically?*

3. What did not work so well for you? What do you think Ballan could do to improve the service delivered to you?

*Prompts:*

- *Was there anything you expected that did not happen?*
- *What were you most concerned about?*
- *How did the situation affect you emotionally and physically?*
- *What would you have preferred?*
- *How could the situation be changed?*
- *What could make a difference?*



### **Introductory questions:**

How long have you been a client at Ballan? (*circle answer*)

- 0-6 months
- 6 months – 1 year,
- 1 -2 years
- 2-4 years
- Over 5 years

What do you know about the Allied Health Services at Ballan?

Can you describe the types of services the allied health team provide?

Do you know how people can access these services?

Which allied health service types have you received within the last 6-12 months? (*circle as required*)

Physiotherapy, Podiatry, Dietetics, Exercise Physiologist, Occupational Therapist, Social Work

### **PRE-CONSULTATION QUESTIONS**

#### **Access**

Can you tell me about what you have to do to travel from where you live to attend your appointment at Ballan?

*Prompts:*

- *Did you experience any difficulties along the way? Eg with physical access*
- *Did you experience any other barriers (transport issues, parking, climate, cost, opening hours, your time)*
- *How do you know which building you need to visit?*
- *How long does it take you to get from home to the clinic?*

How did you know/or decide to come to the physio/dietician (*change as applicable*)?

What made you think about it? (*E.g. Was it via self-referral, GP referral (inhouse, outside), district nursing, aged care*). Was that on a Care Plan from the GP/chronic disease management nurse?

Did you have to wait a long time between the receiving your referral & making your appointment until your visit to receive the service? How much time do you think it is reasonable to wait for an appointment?

Did you see anyone else between receiving your referral to an allied health service (eg physio/dietician appointment) and attending the appointment?

Did you have to wait to be seen on the day of your appointment? How much time do you think it is reasonable to wait?

Can you recall how you were greeted by staff in the waiting room at your last appointment? How would you describe it? (*warm and welcoming way, informal, polite and formal, abrupt, rushed*)

#### **DURING CONSULTATION QUESTIONS:**

Can you tell me about your experience with the physio/dietician (*change as applicable*) during your consultation?

Can you describe the attention to your care given by the physio/dietician? (*change as applicable*)

*Prompting:*

*Thinking about your most recent appointment:*

- *Did the person introduce themselves at each appointment?*
- *How were you treated by the clinician? How did they make you feel?*
- *Do you think you were treated with politeness and consideration?*
- *Do you feel you were shown respect while being examined?*
- *Were you comfortable asking questions?*

Were you happy with the quality of care provided by the physio/dietician (*change as applicable*)?

Did it meet your expectations?

Was there anything you were particularly happy with?

Is there anything that could be improved on for next time?

*Prompting:*

- *Did you discuss a plan/goals to help you meet your needs? A plan may include specific goals to help you monitor your progress over time.*
- *Were you involved in decisions about your care and treatment?*
- *Were you encouraged to ask questions about your condition and treatment?*
- *Did anyone check that you understood what was being said?*



**POST- CONSULTATION REFLECTION:**

- Did you feel the physio/dietician? (*change as applicable*) knew enough about you?
- Do you know how the physio/dietician? (*change as applicable*) share information about you within Ballan?
- What information do you think should be shared between relevant team members?
- Were you given information on how to manage your condition at home e.g. were you given homework or exercises to do between appointments? Have you felt comfortable/have you been able to continue these things at home/between appointments?

Have you provided feedback to Ballan previously? Were you satisfied with the process and outcome?

**SOME FINAL QUESTIONS ABOUT YOU:**

Approximately when was your last appointment?

How many different allied health professionals did you see over the last 6/12 months?

Who was the story told by?

- Client/Community members
- Carer (directly involved in health)
- Patient and Carer together
- Other

Male/Female?

Are you of Aboriginal and/or Torres Strait Islander origin?

Age range – 15-24, 25-44, 45-64, 65- 74, 75-84, 85+ Don't wish to say.