

## Views on Inpatient Care (VOICE) – Service Users’ Perceptions Questionnaire

Your answers on this questionnaire will be confidential and will not be shown to any of the staff on this ward. Please give answers based on your experiences on the ward.

We know that individual staff can vary, but try to think the majority of staff and come up with an average answer. **Please tick one answer per question.**

### ADMISSION

**1. I was made to feel welcome when I arrived on this ward.**

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Strongly Agree	Agree	Slightly Agree	Slightly Disagree	Disagree	Strongly Disagree

### CARE AND TREATMENT

**2. I have a say in my care and treatment.**

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Strongly Agree	Agree	Slightly Agree	Slightly Disagree	Disagree	Strongly Disagree

**3. Ward rounds are useful for me.**

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Strongly Agree	Agree	Slightly Agree	Slightly Disagree	Disagree	Strongly Disagree

### MEDICATION

**4. I feel my medication helps me.**

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Strongly Agree	Agree	Slightly Agree	Slightly Disagree	Disagree	Strongly Disagree

**5. I have the opportunity to discuss my medication and side effects.**

Strongly  
Agree

Agree

Slightly  
Agree

Slightly  
Disagree

Disagree

Strongly  
Disagree

**6. Staff give me medication instead of talking to me.**

Strongly  
Agree

Agree

Slightly  
Agree

Slightly  
Disagree

Disagree

Strongly  
Disagree

**STAFF**

**7. Staff take an interest in me.**

Strongly  
Agree

Agree

Slightly  
Agree

Slightly  
Disagree

Disagree

Strongly  
Disagree

**8. Staff are available to talk when I need them.**

Strongly  
Agree

Agree

Slightly  
Agree

Slightly  
Disagree

Disagree

Strongly  
Disagree

**9. I trust the staff to do a good job.**

Strongly  
Agree

Agree

Slightly  
Agree

Slightly  
Disagree

Disagree

Strongly  
Disagree

**10. I feel that staff understand how my illness affects me.**

Strongly  
Agree

Agree

Slightly  
Agree

Slightly  
Disagree

Disagree

Strongly  
Disagree

**11. I feel that staff treat me with respect.**

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Strongly Agree	Agree	Slightly Agree	Slightly Disagree	Disagree	Strongly Disagree

**THERAPY AND ACTIVITIES**

**12. I think the activities on the ward meet my needs.**

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Strongly Agree	Agree	Slightly Agree	Slightly Disagree	Disagree	Strongly Disagree

**13. I find the one-to-one time with staff useful.**

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Strongly Agree	Agree	Slightly Agree	Slightly Disagree	Disagree	Strongly Disagree

**ENVIRONMENT**

**14. I find it easy to keep in contact with family when I'm on the ward.**

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Strongly Agree	Agree	Slightly Agree	Slightly Disagree	Disagree	Strongly Disagree

**15. I feel safe on the ward.**

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Strongly Agree	Agree	Slightly Agree	Slightly Disagree	Disagree	Strongly Disagree

**16. I feel staff respond well when the panic alarm goes off.**

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Strongly Agree	Agree	Slightly Agree	Slightly Disagree	Disagree	Strongly Disagree

**17. I feel staff respond well when I tell them I'm in crisis.**

Strongly  
Agree

Agree

Slightly  
Agree

Slightly  
Disagree

Disagree

Strongly  
Disagree

**DIVERSITY**

**18. I feel able to practice my religion whilst I'm in hospital.**

Strongly  
Agree

Agree

Slightly  
Agree

Slightly  
Disagree

Disagree

Strongly  
Disagree

**19. I think staff respect my ethnic background.**

Strongly  
Agree

Agree

Slightly  
Agree

Slightly  
Disagree

Disagree

Strongly  
Disagree

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**Thank you.**

**Now please turn to the next page for the second questionnaire.**