

**APPENDIX N Feedback from clients:
Consumer satisfaction survey tool**



West Coast District Health Board
Te Poari Hauora a Rohe o Tai Poutini

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Dear Consumer

You have recently received nursing services from a Neighbourhood Nurse ([name of nurse for area]).

This nursing role is being trialled in a West Coast District Health Board project.

We need to find out how it was for consumers of the service, and would like you to answer a few questions on the following page.

All the responses will be treated anonymously. The findings will be used in our evaluation of this service.

Whether you take part in this survey or not won't affect the care or services you receive from West Coast DHB.

Please return your questionnaire in the envelope provided to reach me by the middle of next week.

If you have any enquiries about this survey, please contact me.

Thank you.

Maureen Frankpitt
Nurse Manager
Community and Primary Health Care Services

WEST COAST DHB COMMUNITY NURSING CONSUMER SATISFACTION SURVEY

How did you meet your Nurse?

- Through my GP
- Through a hospital referral
- I contacted the nurse myself
- Other (please say how) _____

Which area is your Nurse based in (please tick):

- Hokitika
- Dobson
- Reefton

Please give the **3 most important things** that the Nurse assisted you with:

- 1 _____

- 2 _____

- 3 _____

What did you find most helpful about the assistance you received?

What made this nursing service different from any other nursing services you have received? Answer this question only if you have received other nursing services. Please say what was different:

Have you any suggestions on improving this nursing service? Please say:

Any other comments?

Thank you for taking the time to help us improve the service we provide to you.