**Australian Hospital Patient Experience Question Set**

The Australian Hospital Patient Experience Question Set (AHPEQS) questions and response options are listed on pages 2 and 3 of this document, as endorsed by the Australian Health Ministers’ Advisory Council in November 2017.

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|  | **Questions** | **Response options** |
| --- | --- | --- |
| **1** | My views and concerns were listened to | Always  Mostly  Sometimes  Rarely  Never  Didn’t apply |
|  |  |  |
| **2** | My individual needs were met  *[if answer always/mostly, skip to Q4]* | Always  Mostly  Sometimes  Rarely  Never |
|  |  |  |
| **3** | When a need could not be met, staff explained why | Always  Mostly  Sometimes  Rarely  Never |
|  |  |  |
| **4** | I felt cared for | Always  Mostly  Sometimes  Rarely  Never |
|  |  |  |
| **5** | I was involved as much as I wanted in making decisions about my treatment and care | Always  Mostly  Sometimes  Rarely  Never |
|  |  |  |
| **6** | I was kept informed as much as I wanted about my treatment and care | Always  Mostly  Sometimes  Rarely  Never |
| **7** | As far as I could tell, the staff involved in my care communicated with each other about my treatment | Always  Mostly  Sometimes  Rarely  Never  Didn’t apply |
|  |  |  |
| **8** | I received pain relief that met my needs | Always  Mostly  Sometimes  Rarely  Never  Didn’t apply |
|  |  |  |
| **9** | When I was in the hospital, I felt confident in the safety of my treatment and care | Always  Mostly  Sometimes  Rarely  Never |
|  |  |  |
| **10** | I experienced unexpected harm or distress as a result of my treatment or care  *[if answer is no, skip to Q12]* | Yes, physical harm  Yes, emotional distress  Yes, both  No |
|  |  |  |
| **11** | My harm or distress was discussed with me by staff | Yes  No  Not sure  Didn’t want to discuss it |
|  |  |  |
| **12** | Overall, the quality of the treatment and care I received was: | Very good  Good  Average  Poor  Very poor |