



Choice Telephone Survey

Good morning/afternoon

- 1. When you visited your doctor recently, you offered to take part in a telephone survey about Choice. Would it be convenient for me to ask you some questions now about your choice? (If not ask if you can ring back at a more convenient time and agree date and time) **Of course.**
- 2. When you were referred by your doctor or dentist to the hospital did you get a choice of where to go? **He said he would refer me to the local hospital. I said OK.**
- 3. Were you provided with any written information? **No, what for?**
- 4. If yes, what was it? **I told you, I didn't get any.**
- 5. Did you read it? Did you understand it? **What is there to understand? My doctor writes a letter and I get an appointment.**
- 6. Did it answer all your questions? **What questions?**
- 7. Was there any other information you would have liked to receive? **How long do I have to wait? Is the Dr I'm going to see a good doctor? Actually, is it very far from my house?**
- 8. Did you decide there and then or did you take time to think about it?
 There & then **I'm going to the local hospital.** Took time
- 9. What influenced your decision?
 Waiting times? Car parking/access? MRSA rate?
 Star rating? Personal experience?
 Other? **It's not too far from my house.**
- 10. Why did you choose the particular hospital? **It's not far from my house.**
- 11. How did you feel about being offered a choice? **I felt empowered in making an active choice in the decision making process regarding my own health. I will continue to vote New Labour. And go to my nearest local hospital.**