

EXPERIENCE QUESTIONNAIRE



A data collection tool enabling understanding of a shared experience.

Why

Experience questionnaires are completed by people using a service or process to understand how it could be better. They can highlight both problems and areas that are working well.

Summarising questionnaire results helps your project progress effectively.

When

Experience based codesign (EBCD) approach (inner circle)

Gather phase

Redesign Model (outer circle)

Diagnostics phases



How

1. **Agree as a team which service or process to survey.** Ensure you have permission from the relevant staff to distribute a questionnaire. Explain to them why it's important and how it may help the service.
2. **Define the high-level stages.** Break down the experience you are exploring into 5-6 stages. This often includes: Entering, During (often more than one step) and Exiting the service. Include a general option for comment.
3. **Use the template to create the questionnaire.** Keep it simple; ideally one page for the area you are investigating. (See the example for ideas.)
 - List the possible emotions that are relevant to this experience.
 - You can represent the emotions as emoticons instead of words if you think that will be easier for those completing the survey.
4. **Agree as a team:**
 - how the questionnaire will be accessed, distributed and collected
 - how you will monitor the information submitted
 - how long you will run the questionnaire
 - how you will provide a summary of the feedback to participants.
5. **Write the questionnaire instructions.** Include information about how people should complete the survey, why their feedback is important, how it will be used, and how they will be kept updated.
6. **Have someone proofread your questionnaire.** It is useful to have someone check it to ensure
7. **Ask relevant staff within the service to help distribute and promote the questionnaire.**
8. **Collect and summarise responses as a team.** Record quotes or information given in response to the questionnaire as part of your summary.
9. **Review the results and identify opportunities to improve the current situation.** Consider these opportunities when deciding your project focus.
10. **Provide feedback** to the staff and participants involved

Time

30-90 minutes

Resources

- Experience questionnaire template

Tips

- Participants may include consumers and their families, carers and staff.
- The staff in the area you are surveying are important stakeholders. Ideally, at least one should be on the project team to promote buy-in and understanding of your project.
- If you help someone to complete the questionnaire, be inquisitive and curious, and do not influence their answers.
- Give everyone access to the survey summary (including participants).
- If some questionnaires are partially completed, do not disregard them. It is important to include all information gathered.

EXPERIENCE QUESTIONNAIRE TEMPLATE



AGENCY FOR
CLINICAL
INNOVATION



Feelings

Circle how you are feeling at each of the stages.

If your feeling is not represented please add to the bottom

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Why are you feeling this way?

Help us to understand why.

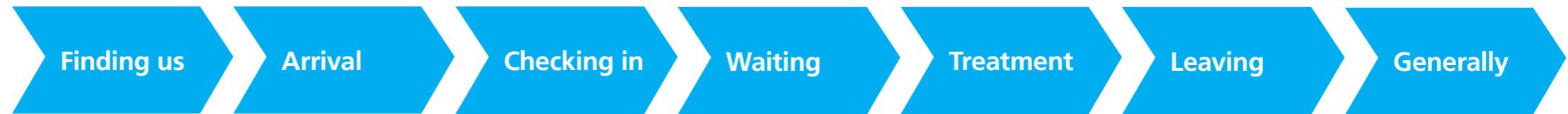
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Ideas

What could have made it better for you?

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EXAMPLE – experience questionnaire provided to clinic patients



Feelings

Circle how you are feeling at each of the stages.
If your feeling is not represented please add to the bottom

	Finding us	Arrival	Checking in	Waiting	Treatment	Leaving	Generally
Supported	Supported	Supported	Supported	Supported	Supported	Supported	
Safe	Safe	Safe	Safe	Safe	Safe	Safe	
Involved	Involved	Involved	Involved	Involved	Involved	Involved	
Respected	Respected	Respected	Respected	Respected	Respected	Respected	
In control	In control	In control	In control	In control	In control	In control	
Worried	Worried	Worried	Worried	Worried	Worried	Worried	
Scared	Scared	Scared	Scared	Scared	Scared	Scared	
Not heard	Not heard	Not heard	Not heard	Not heard	Not heard	Not heard	
Confused	Confused	Confused	Confused	Confused	Confused	Confused	
Frustrated	Frustrated	Frustrated	Frustrated	Frustrated	Frustrated	Frustrated	
<i>Annoyed</i>							

Why are you feeling this way?

Help us to understand why.

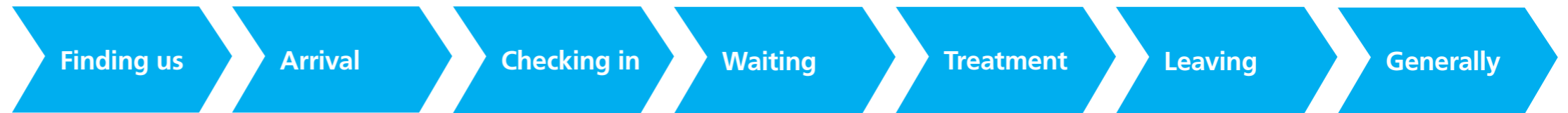
Finding us	Arrival	Checking in	Waiting	Treatment	Leaving	Generally
We live close and didn't know about the service – spent 2 months driving everywhere – why didn't I know		A lot of duplication at first	Would have been good to be able to go for a walk or somewhere and be texted when my time is up		Ready for next visit and keen to come on my own without my wife	

Ideas

What could have made it better for you?

Finding us	Arrival	Checking in	Waiting	Treatment	Leaving	Generally
			SMS or those café buzzers			

EXAMPLE experience questionnaire provided to clinic patients (emoticons)



Feelings

Circle how you are feeling at each of the stages.

If your feeling is not represented please add to the bottom

	Finding us	Arrival	Checking in	Waiting	Treatment	Leaving	Generally
😊	😊	😊	😊	😊	😊	😊	😊
😄	😄	😄	😄	😄	😄	😄	😄
😏	😏	😏	😏	😏	😏	😏	😏
😐	😐	😐	😐	😐	😐	😐	😐
😬	😬	😬	😬	😬	😬	😬	😬
😓	😓	😓	😓	😓	😓	😓	😓
😡	😡	😡	😡	😡	😡	😡	😡

Why are you feeling this way?

Help us to understand why.

Finding us	Arrival	Checking in	Waiting	Treatment	Leaving	Generally

Ideas

What could have made it better for you?

Finding us	Arrival	Checking in	Waiting	Treatment	Leaving	Generally