The Patient and Family Questionnaire (the Questionnaire) is to be made available to all patients (and/or their family/carer) treated under the Nationally Funded Centres (NFC) Program.

- Completion of the Questionnaire is voluntary.
- The Questionnaire is returned directly to the NFC Secretariat, not the hospital.
- Every effort will be made to ensure patient/family anonymity.

The aim of the Questionnaire is to contribute to continuous improvement and development of the NFC Program. It will not be used to rate or assess individual NFC sites or clinicians.

**Purpose**
- To gain views and feelings from patients and their families about the management of their care under the NFC Program.
- To ascertain whether the best possible care is being provided.
- If, in the opinion of patients and their families, the best possible care is not being provided, to determine what aspects of the NFC Program require addressing in order to ensure better care is provided in the future.

**Distribution of the Questionnaire**
- The Questionnaire is to be given to the patient/family upon discharge from treatment under the NFC Program.
- The Questionnaire is voluntary and can be completed by the patient and members of the patient’s family.
- Two copies of the Questionnaire should be provided to each patient/family, along with a prepaid return envelope (with a return address to the NFC Secretariat).
- The reporting of any responses and comments will be anonymous.

**Collection of Questionnaire data**
- The prepaid envelopes are addressed to the NFC Secretariat.
- Data collected will remain with the NFC Secretariat on behalf of the NFC Reference Group.
- Questionnaire data will be reported to the NFC Reference Group on an annual basis.

**Use of Questionnaire data**
- Questionnaire data that identifies where and how quality of service delivery can be improved will be forwarded to sites hosting relevant NFC Programs.
- The NFC Reference Group will monitor any changes resulting from analysis of the Questionnaire.

M Klass, NFC secretariat
NFCsecretariat@health.sa.gov.au
08 8226 6993
Last updated: 7 May 2014