Llywodraeth Cymru
Welsh Government

GIG CYMRU NHS WALES

People's Experience Survey (PES)

Review date: August 2028

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Your NHS Wales Experience

The experience that you have of care is important to us. This might be an appointment with your doctor or health visitor, a hospital stay, an outpatient visit or something else. We would be grateful if you could complete this survey so that we can understand this better.

The questions are based on the things that patients have said matter most. We will ask you questions about **your latest experience of healthcare**. Please help us by giving your honest opinion.

The questions mostly have four options and you are asked to tick the answer that you feel best describes how you feel.

How recent was the experience you are thinking of?

- ☐ In the last week
- ☐ Between a week and a month ago
- ☐ Between 1 month and 6 months ago
- ☐ More than 6 months ago

Thinking about this experience:

1. Was the time you waited:

- ☐ Much shorter than expected
- ☐ A bit shorter than expected
- ☐ About right
- ☐ A bit longer than expected
- ☐ Much longer than expected

2. Did you feel well cared for?

- ☐ Always
- ☐ Usually
- ☐ Sometimes
- ☐ Never

3. Were you treated with dignity and respect?

- ☐ Always
- ☐ Usually
- ☐ Sometimes
- ☐ Never

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Mae'r ddogfen hon ar gael yn Gymraeg hefyd / This document is also available in Welsh
Rydym yn croesawu gohebiaeth a galwadau ffôn yn Gymraeg / We welcome correspondence and telephone calls in Welsh

4a. Which language would you prefer to communicate in?

- ☐ Welsh
- ☐ English
- ☐ Polish
- ☐ Romanian
- ☐ Panjabi
- ☐ Urdu
- ☐ Portuguese
- ☐ Spanish
- ☐ Arabic
- ☐ Bengali
- ☐ Gujarati
- ☐ Italian
- ☐ British Sign Language
- ☐ Other, please specify

4b. Were you able to communicate in your preferred language?

☐ Always ☐ Usually ☐ Sometimes ☐ Never

5. Did you feel that you were listened to?

☐ Always ☐ Usually ☐ Sometimes ☐ Never

6. Were you involved as much as you wanted to be in decisions about your care?

☐ Always ☐ Usually ☐ Sometimes ☐ Never

7. Were things explained to you in a way that you could understand?

☐ Always ☐ Usually ☐ Sometimes ☐ Never

Thinking of your overall Experience

8. How would you rate your overall experience?

☐ Very poor ☐ Poor ☐ Neither good nor poor ☐ Good ☐ Very good

9. Was there anything particularly good about your experience you would like to tell us about?

10. Was there anything particularly bad about your experience you would like to tell us about?

Thank you for taking the time to answer these questions