

Dear Patient,

The COVID-19 Testing Team are exploring patient journeys and how their hospital experience has changed during the pandemic. We are looking for your feedback to review and improve our services in response to the COVID-19 global pandemic.

As a participant of the COVID-19 elective self-swab service, please use the questions below as a template for feedback in the 'Your Story' section of the questionnaire.

- Have you previously attended the COVID-19 Testing Cell at North Devon District Hospital?
- What impact has having a COVID-19 swab sent to perform at home had on you?
- What challenges did you encounter when having to isolate between the COVID-19 swab and hospital appointment dates? i.e. food shopping, childcare and work.
- Has this service saved you or your family any mileage and travel time to bring you to North Devon District Hospital?
- Was the information leaflet you received helpful and informative?
- Did the COVID-19 swab pack arrive on time for your appointment?
- Are you happy with the service you have received?
- Is there anything we can do to improve our service?

Please follow the link below or scan the QR code to give your feedback:

- <https://www.careopinion.org.uk/share/696/Self-swabbing/?fft=2>

QR code:



Alternatively, you can ring Care Opinion line for free to give your feedback: **0800 122 3135**.

If you have any queries, please phone the COVID-19 Testing Cell on 01271 337777.

Yours Sincerely,

COVID-19 Testing Team.