

Patient Audit tool for Community Rehabilitation Best Practice Standards

Read each statement and tick how you feel about each one. This will help us assess the community rehabilitation services provided to you and identify any areas for improvement.

How I get seen

My GP can refer me when I need rehabilitation	<input type="radio"/> Agree	<input type="radio"/> Mostly Agree	<input type="radio"/> Mostly Disagree	<input type="radio"/> Disagree
I know how to refer myself for rehabilitation	<input type="radio"/> Agree	<input type="radio"/> Mostly Agree	<input type="radio"/> Mostly Disagree	<input type="radio"/> Disagree
There is a service directory which tells me about different rehabilitation services in my area	<input type="radio"/> Agree	<input type="radio"/> Mostly Agree	<input type="radio"/> Mostly Disagree	<input type="radio"/> Disagree
I know when I should be seen again in the rehabilitation service	<input type="radio"/> Agree	<input type="radio"/> Mostly Agree	<input type="radio"/> Mostly Disagree	<input type="radio"/> Disagree

Who does what?

My healthcare professional knows how to treat me	<input type="radio"/> Agree	<input type="radio"/> Mostly Agree	<input type="radio"/> Mostly Disagree	<input type="radio"/> Disagree
I am seen at the right time for my condition	<input type="radio"/> Agree	<input type="radio"/> Mostly Agree	<input type="radio"/> Mostly Disagree	<input type="radio"/> Disagree
My healthcare professional has all the information they need from other people involved in my care	<input type="radio"/> Agree	<input type="radio"/> Mostly Agree	<input type="radio"/> Mostly Disagree	<input type="radio"/> Disagree

I know who is responsible for coordinating my care and how to contact them



Agree



Mostly Agree



Mostly Disagree



Disagree

Making sure the treatment meets my needs

I am given information about different treatment options



Agree



Mostly Agree



Mostly Disagree



Disagree

I can discuss these options with my healthcare professional



Agree



Mostly Agree



Mostly Disagree



Disagree

I have time to choose the best option for me



Agree



Mostly Agree



Mostly Disagree



Disagree

My choice of treatment is written down for me in a 'rehabilitation prescription'



Agree



Mostly Agree



Mostly Disagree



Disagree

I can choose a different treatment if I need to



Agree



Mostly Agree



Mostly Disagree



Disagree

Making sure I can access specialist services

I have coordinated support for both my physical & mental health needs



Agree



Mostly Agree



Mostly Disagree



Disagree

I am seen locally, where possible



Agree



Mostly Agree



Mostly Disagree



Disagree

When the service I need is not available locally, I am referred onto a specialist service



Agree



Mostly Agree



Mostly Disagree



Disagree

I am able to access the equipment I need and I am taught how to use and maintain it



Agree



Mostly Agree



Mostly Disagree



Disagree

I feel confident to progress my rehabilitation treatment programme as needed



Agree



Mostly Agree



Mostly Disagree



Disagree

How I know my rehabilitation is effective

I have been helped to do things that are important to me	<input type="radio"/> Agree	<input type="radio"/> Mostly Agree	<input type="radio"/> Mostly Disagree	<input type="radio"/> Disagree
I have been told about other services that may be useful	<input type="radio"/> Agree	<input type="radio"/> Mostly Agree	<input type="radio"/> Mostly Disagree	<input type="radio"/> Disagree
I have been given the information I need	<input type="radio"/> Agree	<input type="radio"/> Mostly Agree	<input type="radio"/> Mostly Disagree	<input type="radio"/> Disagree
I know what I need to do to look after my condition and when to ask for help	<input type="radio"/> Agree	<input type="radio"/> Mostly Agree	<input type="radio"/> Mostly Disagree	<input type="radio"/> Disagree
If I need to be seen again, I know when this will be	<input type="radio"/> Agree	<input type="radio"/> Mostly Agree	<input type="radio"/> Mostly Disagree	<input type="radio"/> Disagree
I have the equipment I need and I know how to use it	<input type="radio"/> Agree	<input type="radio"/> Mostly Agree	<input type="radio"/> Mostly Disagree	<input type="radio"/> Disagree
I know how and when to ask for a review	<input type="radio"/> Agree	<input type="radio"/> Mostly Agree	<input type="radio"/> Mostly Disagree	<input type="radio"/> Disagree
I am confident I will be reviewed when I need it	<input type="radio"/> Agree	<input type="radio"/> Mostly Agree	<input type="radio"/> Mostly Disagree	<input type="radio"/> Disagree

Obtaining and providing feedback

I have been asked to complete questionnaires that record my rehabilitation progress and goals	<input type="radio"/> Agree	<input type="radio"/> Mostly Agree	<input type="radio"/> Mostly Disagree	<input type="radio"/> Disagree
I have opportunities to discuss my progress towards my rehabilitation goals	<input type="radio"/> Agree	<input type="radio"/> Mostly Agree	<input type="radio"/> Mostly Disagree	<input type="radio"/> Disagree
I know how my feedback is used	<input type="radio"/> Agree	<input type="radio"/> Mostly Agree	<input type="radio"/> Mostly Disagree	<input type="radio"/> Disagree
I can see how feedback is used in 'you said, we did' communications	<input type="radio"/> Agree	<input type="radio"/> Mostly Agree	<input type="radio"/> Mostly Disagree	<input type="radio"/> Disagree

What my family, friends and carers can expect – FFC to complete

I am made welcome	<input type="radio"/> Agree	<input type="radio"/> Mostly Agree	<input type="radio"/> Mostly Disagree	<input type="radio"/> Disagree
I can ask questions	<input type="radio"/> Agree	<input type="radio"/> Mostly Agree	<input type="radio"/> Mostly Disagree	<input type="radio"/> Disagree
I am involved in the development of the rehabilitation plan	<input type="radio"/> Agree	<input type="radio"/> Mostly Agree	<input type="radio"/> Mostly Disagree	<input type="radio"/> Disagree
I can choose how much I am involved	<input type="radio"/> Agree	<input type="radio"/> Mostly Agree	<input type="radio"/> Mostly Disagree	<input type="radio"/> Disagree
I am trained in the use of equipment	<input type="radio"/> Agree	<input type="radio"/> Mostly Agree	<input type="radio"/> Mostly Disagree	<input type="radio"/> Disagree
I know where to go for support	<input type="radio"/> Agree	<input type="radio"/> Mostly Agree	<input type="radio"/> Mostly Disagree	<input type="radio"/> Disagree
I can feedback about my experience with the service	<input type="radio"/> Agree	<input type="radio"/> Mostly Agree	<input type="radio"/> Mostly Disagree	<input type="radio"/> Disagree



Find out more by visiting
[www.csp.org.uk/publications/
 community-rehabilitation-standards](http://www.csp.org.uk/publications/community-rehabilitation-standards)
 or scan the QR code



CHARTERED
 SOCIETY
 OF
 PHYSIOTHERAPY

