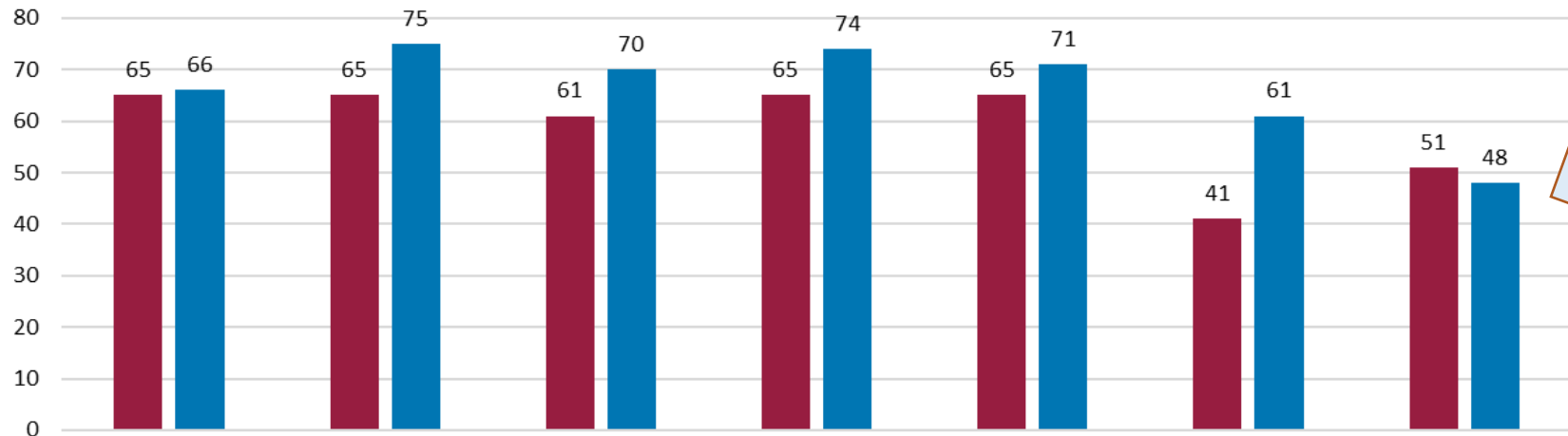


High Impact User Staff Experience Survey



For the last question, a lower result is better.

I feel confident when assessing and treating High Impact Users in the department

I feel well supported by other staff when managing High Impact Users

High Impact Users are treated with the same level of dignity and respect as other patients in the Emergency Department

High Impact Users always receive appropriate assessment and treatment when they attend

High Impact Users always receive timely care when they attend in comparison to other patients

The department does a good job in training staff in how to manage High Impact Users

High Impact Users impact negatively on my mental wellbeing, either in the present or past

■ First staff survey ■ Second staff survey