

Appendix 14.

Expert Patient
Programme
Toolkit

Appendix 14. Questions to ask the EP to prompt for feedback

Questions to ask EP regarding feedback

- Did the student make you feel comfortable and at ease?
- Did you feel that you could open up to them?
- Where the questions asked in a way you could understand?
- Was any jargon or technical language used?
- Did they seem to be really listening to you?
- How did you feel their tone of conversation was?
- Did you feel the pace of the conversation was appropriate?
- If so, what was it in particular that made you feel this way?
- Were they caring and compassionate?
- If so, what was it in particular that made you feel this way?
- Were they respectful and non-judgemental?
- How did they approach sensitive questions?
- Did they use non-stigmatising language?
- Did they show that they understood the impact of mental ill health on your life?
- Did they obtain all the information that you consider to be important in your mental health journey?
- Was there anything they missed?
- What is one thing that they could improve, or think about going forward?
- What would be one thing that you would tell the student to keep doing as they did it so well?

