

ID	Start time	Please tell us about your experience of returning home from hospital	Please provide any additional comments explaining why you were satisfied or dissatisfied	What was the level of support of any support you received after you returned home from hospital?	Please provide any additional comments that explain why you think the level of support was good or poor	Did you have help from any of the following people/teams: (tick all that apply)	Please provide any additional comments about other people/teams that helped you:	Is there anything you would have liked help with, and feel would have made returning home easier?	If yes, please add any comments about how this would have helped:	Have you/do you have experience of being supported by a volunteer?	If yes, please add any comments about how this would have helped:	Please suggest what support a volunteer or community member could provide that would have improved your experience once you had returned home from hospital?	Would you like to receive any related future communications?	If yes, would you prefer:	Please provide your best/preferred contact details for this:
1	12/16/24 11:27:18	5. very satisfied		1. very poor		Occupational Therapy (OT);		Yes	More help at home	Yes	They could help to get independent again	They could help to get back around and doing things by yourself again	No		
2	12/16/24 11:29:16	4. satisfied		4. good		Occupational Therapy (OT); Family/Friends/Neighbours;		No		No		It could help people settle home	No		
3	12/16/24 12:02:00	3. neither satisfied nor dissatisfied		3. neither good nor poor		Home care/care agency; Family/Friends/Neighbours;		No	It was ok	No	I have family and some friends who help	Help lonely people	No		
4	12/24/24 9:36:16	4. satisfied		3. neither good nor poor	My daughter look after me	Occupational Therapy (OT);		No		No					
5	12/24/24 9:38:51	5. very satisfied	I was taken by wheelchair from the ambulance / transport into my house	5. very good		Family/Friends/Neighbours;	Physiotherapy/Volunteer service e.g. Age UK/Home from hospital;Family/Friends/Neighbours;	No		No		None	No		
6	12/30/24 10:16:39	4. satisfied		4. good		Home care/care agency;		No		No			No		
7	1/6/25 11:54:28	3. neither satisfied nor dissatisfied	Rushed to go home with little mobility and they know the bedroom is upstairs. They have not provided transport or facility to get upstairs.	4. good		Physiotherapy;Home care/care agency;	OT did not assess the shower and bathing facility	Yes	Wanted to see more rehab at the hospital to give more confidence in walking and moving around. It was only 30 min a week physiotherapy interested in turn around, rather than the physical independency of the patient.	No					
8	1/9/25 13:22:41	4. satisfied	I'm very satisfied with the carers I have got, they are all so friendly and kindly.	5. very good	Good because they put me at ease.	Physiotherapy;Rapid Response Intermediate Care Team (RRIC);Family/Friends/Neighbours;Home care/care agency;		No		No			Yes	Telephone	As above - please note we do not have any email or computers of any kind, only a telephone
9	1/14/25 11:48:28	4. satisfied	I had no issues when discharged. Was well supported	5. very good	I had support from family and friends when I left hospital, also home carers	Occupational Therapy (OT);Family/Friends/Neighbours;Home care/care agency;	Support from Occupational therapy was triggered by home carers and had some equipment given after that	No	I had support so it was easy for me, but other people don't always have that support so it could be very difficult for them	No		Not for me as I didn't need it, but they could support with talking to other places like the home carers did for me with Occupational therapy people. Also, they could help with going places or showing where to look for buses if you couldn't get anywhere. Some people don't have any support around them or family so a volunteer could check on them to see if they were OK when they were home from hospital and getting used to not having people around them again. Maybe help with meeting people or finding doctors or nurses, or helping them to remember appointments with them or make appointments too	No		
10	1/22/25 21:22:53	1. very dissatisfied	Feel like I've been left on the shelf with no support or direction in next steps in my recovery. No support for my mental health or direction on how my family can help me ie no discussion on simple things I need ie incontinence pads weren't told on a self care package and needed to place orders. No advice into next steps for recovery care did not get information on what to expect with follow up appointments.	1. very poor	Only good thing was carers were arranged however had to change agencies. Feel I had no support in after care from leaving hospital.	Family/Friends/Neighbours;Home care/care agency;		Yes	Physio - just general advice on what su	No	Feel would help with mental health. Just someone with knowledge of after care. If my daughter was not around to support I would have not been able to access tablets, pads, panic button, deal with care agencies	Just mental health support. Guidance and support of setting up care and things in place.	Yes	Post	