

Dear patient, dear relatives

We have developed a comprehensive process to survey of our patients. However, not all the patients who come to us within the year can be surveyed with this process.

To be able to still respond to your wishes and suggestions, we need some information about your stay at our hospital. We would appreciate your opinion on the following questions.

Please use the enclosed envelope to return the questionnaire. You can hand it in at your ward. The employees will take on the forwarding. Alternatively, you can put the envelope into one of the designated postboxes, labelled "Qualitätsmanagement" (Bachstraße: right of the kiosk; Lobeda: opposite of the reception at the main entrance).

In which hospital and in which ward have you been treated stationarily?

hospital: _____ **ward:** _____

If you don't wish to stay anonymous, please state your name and address, so that we are able to contact you.

name/ address: _____

age: _____ years

sex:

female

male

How would you rate the general impression of your stay at the Jena University Hospital?

(please tick where applicable)

met my expectations

better than expected

worse than expected

What did you particularly liked?

What should be improved at our hospital in your opinion?

What did you not like at all?

Please use the reverse side for further comments.

Thank you very much for answering our questions!