

Stroke Patient Reported Experience Measures (PREMs) 2022/23

Aphasia friendly version

Working in partnership

Stroke
Association

NHS





PREMs stands for **Patient Reported Experience Measures**.

These measures are done to **understand** people's **experience**.

We wanted to understand the **experiences** of **stroke survivors**.

We want to understand **how stroke survivors** felt about their **care** and **treatment**.

To **learn** what **went well** or what could **be better**.

STROKE PATIENT EXPERIENCE SURVEY

This questionnaire is about the care, therapy and treatment you received for your stroke.

The information you provide will help the NHS and the Stroke Association improve the quality of stroke services and care after stroke.

Taking part in this survey is voluntary.

Published reports will not contain any personal details.

Who should complete the questionnaire?

The questions should be answered by you, as the person who has had a stroke.

If you need help to complete the questionnaire, answers should be given from **your point of view**, not the point of view of the person helping.

Completing the questionnaire

For each question, please tick inside the box that is closest to your views using a black or grey pen.

Don't worry if you make a mistake; cross out the mistake and put a tick in the correct box.

We are asking about **NHS care and treatment** and not any private treatment you may have paid for.

Please **do not write your name or address** anywhere on the questionnaire.

You can choose to complete this questionnaire online, please follow the instructions in the letter.

By completing and returning the survey, you will be agreeing:

- That the information you provide, and the information from your NHS Trust, can be used to carry out the survey, and
- That your personal contact information can be held and used by Quality Health.

The letter sent with this survey includes how your information is used.

SAPEM202-01 03/01/2024

In **January 2023** we sent a **survey**.

We asked about **stroke care** in **hospital** and at **home**.

This was sent to people who had their **stroke** between **May** and **September 2022**.

Thank you to everyone who returned their survey.

Over **6600 people** completed their **surveys**.



This will **help us understand** what we are **doing well** in stroke care.

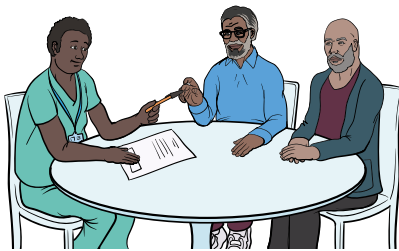
It will also **help** those in **stroke care** look at ways to **make care better**.



Stroke survivors felt they were **treated well** by **staff**.

They told us they were generally **happy** with their **care** and **treatment**.

This is a **big achievement**.

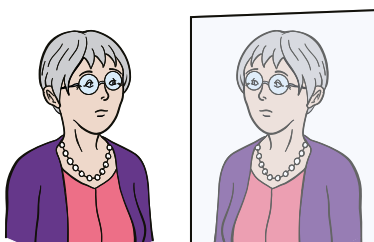


Many stroke survivors felt that **staff showed** them **dignity** and **respect**.

Staff had **helped** them to **understand** their stroke and **what happened next**.

Some stroke survivors said that they would have **liked** to be **involved** in **planning** their **care** and **therapy**.

This tells us that **more work** can be done to make sure stroke survivors are involved in **making decisions**.



Some stroke survivors would have liked **psychological support**, but were **not offered** it.

They wanted **support** with their **emotions** and coming to terms with what had happened to them.

The **hidden effects** of stroke are as **important** as the physical ones.

More work can be done to make sure stroke survivors get **emotional support**.



Some stroke survivors said they would have liked **more help** to get back to **hobbies** and **activities**.

They also said they would have liked to **talk** to other **stroke survivors**.



More work can be done to make sure stroke survivors can **get back** to **doing what is important** to them.

There is also a need to **raise awareness** of **existing services**.

For example the **Stroke Association** stroke helpline; stroke groups and networks.

Some stroke survivors told us that they would have liked **more help** with **getting back** to **work**.

More support is needed to help people get back to their **jobs after stroke**.

The Stroke Association and NHS will look at what stroke survivors have told us and try to make things better in stroke care.

It is important that stroke survivors get support when they need it.

Thank you for telling us about your experiences.

A **stroke** happens **every five minutes** in the UK.

Stroke **changes lives**.

Recovery is **tough**.

But with the **right specialist support** the brain can **adapt**.

Our **specialist support, research and campaigning** are only possible with the support of the **stroke community**.

Contact us

We're here for you. Contact us for expert information and support by phone, email and online.

Stroke Helpline: **0303 3033 100**

From a textphone: **18001 0303 3033 100**

Email: **helpline@stroke.org.uk**

Website: **stroke.org.uk**

Rebuilding lives after stroke

Stroke
Association

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