

The *Vlaamse Patiëntenpeiling* at UZ Leuven: even better care thanks to your feedback!



WHAT?

The quality of care, as well as patient experience, are very important at our hospital. That is why UZ Leuven wants to use a specific questionnaire to gain a better understanding of how you, as a parent, experience the care provided to your child and what expectations you and your child have of our care and services. We use the independent questionnaire “*Vlaamse Patiëntenpeiling* (VPP)” for this.

WHY?

Filling out this questionnaire is a huge added value for us. You and your child will help to continuously improve the quality of the care and services for all patients and in case of a possible future admission at UZ Leuven will experience even better care and services.

Filling out the questionnaire will approximately take up about 10 minutes of your time.

HOW?

Each parent of a child that was admitted to UZ Leuven receives an invitation to complete a questionnaire. That can be done in two different ways.

During admission

During the admission of your child, a request to complete the questionnaire will pop up on the Octopuz screen in the room. If

you prefer to complete the questionnaire at an other moment, you also find it by navigating to 'my records' on the screen and clicking 'surveys'.

After discharge

As soon as your child is discharged, you receive the questionnaire via the mynexuzhealth app, in this case via your child's profile. If you (the parent) have a mynexuzhealth profile, you can link your record to your child's. You can fill out the questionnaire using a smart-phone, pc or tablet.



Don't forget to enter an e-mail address in the mynexuzhealth-app under the 'Messages' section. You will be notified by e-mail when new questionnaires, information or agreements are added to your child's record.

For more information about the mynexuzhealth-app and linking your child's record to yours: surf to www.uzleuven.be/en/mynexuzhealth or request the brochure.

The data of the survey are treated confidentially: the entered data are only visible to you and the processing and feedback are never on an individual level. Your privacy and your child's privacy are guaranteed.

CURIOUS ABOUT THE RESULTS?

The questionnaire *Vlaamse Patiëntenpeiling* was developed by the Flemish Patient platform and is conducted in more than 50 hospitals in Flanders. The results of this survey for UZ Leuven and for the other participating hospitals are available on www.zorgkwaliteit.be.