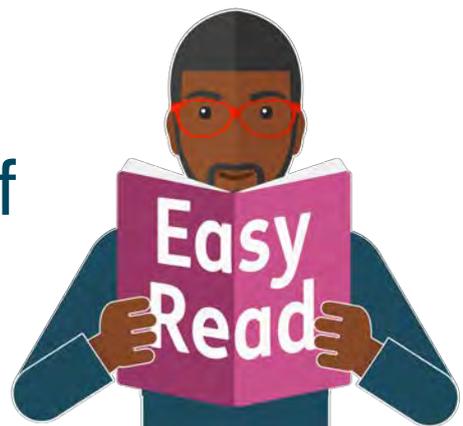


What do you think about health and care services?



A survey of people's general experiences of health and social care services



About this survey



The NHS wants to know how to:

- Help communities to stay well



- Make their support better



They asked Healthwatch to find out what people think.



Healthwatch made two surveys:

1. A survey about people's general experiences of health and care services (This one)



2. A survey to get views from people with long term health issues

What do you think about health and care services?



Question 1: Is it OK for Healthwatch to use your answers?

Yes - go to **Question 2**

No - go to the end of the survey



Question 2a: What is the name of your local council?



Question 2b: Who are you answering these questions for?

Yourself



Someone else

Helping you to lead a healthy life



How important is it...

Question 3a1: ...to be able get information about health and care that is easy to understand?



Very important



Important



Don't mind



Not important



Not at all important



Question 3a2: ...to get information about how to stay well?



Very important



Important



Don't mind



Not important



Not at all important



Question 3a3: ...to be able to get help and treatment when you need it?



Very important



Important



Don't mind



Not important



Not at all important



Question 3a4: ...for professionals to listen to you?



Very important



Important



Don't mind



Not important



Not at all important



Question 3a5: ...for professionals to respect your time?



Very important



Important



Don't mind



Not important



Not at all important



Question 3b: What could the NHS do to help you stay healthy or manage any condition you have?

Managing and choosing your support

How important is it...



Question 4a1: ...to be able to choose the health service you want, if you have a long term health condition?



Very important



Important



Don't mind



Not important



Not at all important



Question 4a2: ...to be involved in deciding what treatment you have?



Very important



Important



Don't mind



Not important



Not at all important



Question 4a3: ...to choose where to go for health and care support?



Very important



Important



Don't mind



Not important



Not at all important



Question 4a4: ...to be offered care and support in other areas, if your local health services can't see you quickly enough?



Very important



Important



Don't mind



Not important



Not at all important



Question 4a5: ...to be able to choose when you receive health and care support?



Very important



Important



Don't mind



Not important



Not at all important



Question 4a6: ...for people to listen to what you want?



Very important



Important



Don't mind



Not important



Not at all important



Question 4a7: ...to get information at the right time?



Very important



Important



Don't mind



Not important



Not at all important



Question 4a8: ...to have enough time to choose?



Very important



Important



Don't mind



Not important



Not at all important



Question 4b: When you are not well you should be able to choose the support that works for you. What else could the NHS do to support this?

Getting older, staying healthy

As you get older, how important is it...



Question 5a1: ...to be able to stay in your own house?



Very important



Important



Don't mind



Not important



Not at all important



Question 5a2: ...for your community to support you to live the life you want?



Very important



Important



Don't mind



Not important



Not at all important



Question 5a3: ...that your family and friends know how to help and support you?



Very important



Important



Don't mind



Not important



Not at all important



Question 5a4: ...to have easy ways to travel to health and care services?



Very important



Important



Don't mind



Not important



Not at all important



Question 5a5: ...for your family to feel supported at the end of your life?



Very important



Important



Don't mind



Not important



Not at all important



Question 5b: What would help you to stay independent and healthy for as long as possible?

Dealing with the NHS?

When you need something from the NHS, how important is it...



Question 6a1: ...that your personal information is kept private and safe?



Very important



Important



Don't mind



Not important



Not at all important



Question 6a2: ...that you can access services using your phone or computer?



Very important



Important



Don't mind



Not important



Not at all important



Question 6a3: ...that you can talk to your doctor or other health professional wherever you are?



Very important



Important



Don't mind



Not important



Not at all important



Question 6a4: ...that you can make appointments online?



Very important



Important



Don't mind



Not important



Not at all important



Question 6a5: ...that results from tests are sent to you?



Very important



Important



Don't mind



Not important



Not at all important



Question 6a6: ...that you can manage your own personal records so that different services get the information they need?



Very important



Important



Don't mind



Not important



Not at all important



Question 6a7: ...that you can talk to other people with the same health condition?



Very important



Important



Don't mind



Not important



Not at all important



Question 6b: What would make it easier for you to manage your health and care in the future?

What is most important?

Question 7: What is most important to help you live a healthy life? (Tick just one)



Information so I can make my own decisions



Information to keep me healthy



Access to help and treatment when I want it



Professionals that listen to me



Professionals don't waste my time

Question 8: What is most important to help you manage and choose the support you need? (Tick just one)



If I have a long term condition I decide how the NHS spends money on me



Choosing the right treatment is a joint decision between me and the health professional



I make the decision about where I will go to get health and care support



I should be offered care and support in other areas if my local area can't see me quickly



I make the decision about when I will receive health and care support



Health professionals listen to me



To get information at the right time



To have enough time to choose

Question 9: What is most important to help you stay independent and healthy as you grow older? (Tick just one)



I want to be able to stay in my own home for as long as possible



My community can support me to live my life the way I want



My family and friends know how to help and support me



I want easy ways to travel to health and care services



I want my family to feel supported at the end of my life

Question 10: What is most important to you when you are dealing with the NHS? (Tick just one)



My personal information is kept private and safe



I can access services using my phone or computer



I can talk to my doctor or other health care professional from anywhere



I can make appointments online



I am told about the results of tests



I manage my own personal records so that different services get the information they need?



I am able to talk to other people with the same health condition



Question 11: Have you any comments?

About you



Please answer these questions about yourself. Your answers will help us to make sure that we are getting the views from all different communities of people.

Question 12: What is your age?

- Under 18
- 18 - 24
- 25 - 34
- 35 - 44
- 45 - 54
- 55 - 64
- 65 - 74
- 75 or over



Question 13: Are you...

- African
- Arab
- Asian British
- Bangladeshi
- Black British
- Caribbean
- Gypsy or Irish Traveller
- Indian
- Pakistani
- White British
- Any other white background
- Any mixed background
- Other



Question 14: Are you disabled?



Yes

No

I'd prefer not to say

Question 15: Are you a carer?



Yes

No

Question 16: Do you have...



A long term health condition?

More than one health condition?

None of these?

Question 17: Are you...



- Heterosexual or straight- attracted to the opposite sex
- Gay or lesbian - attracted to the same sex
- Bisexual - attracted to both men and women
- Asexual - not attracted to men or women
- Pansexual - attracted to men and women, straight and gay
- Other

Question 18: Are you...



- Male
- Female
- Other
- I'd prefer not to say

Question 19: What is your religion?



Buddhist



Christian



Hindu



Jewish



Muslim



Sikh

Other

No religion

I'd prefer not to say

Thank you



Thank you for your views.



You can return this survey back to your local Healthwatch.



Find your local Healthwatch by visiting our website:

www.healthwatch.co.uk/your-local-healthwatch/list

For more information



If you need more information please contact us by:

Telephone: **03000 683 000**



Email: **enquiries@healthwatch.co.uk**



Website: **www.healthwatch.co.uk**



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