# 

# NHS Long Term Plan

# The survey questions

# About this survey

With growing pressure on the NHS – an ageing population, more people living with long-term conditions, and lifestyle choices affecting people’s health – changes are needed to make sure everybody gets the support they need.

The Government is investing an extra £20bn a year in the NHS. The NHS has produced a Long Term Plan, setting out all the things it wants health services to do better for people across the country. Now your local NHS needs to hear from you about what those changes should look like in your community.

The Long Term Plan sets out what the NHS wants to do better, including making it easier for people to access support closer to home and via technology, doing more to help people stay well, and providing better support for people with cancer, mental health conditions, heart and lung diseases, long-term conditions, such as diabetes and arthritis, learning disabilities and autism, and for people as they get older and experience conditions such as dementia.

Your local NHS needs to hear from you about what it should do to make care better for your community.

* How would you help people live healthier lives?
* What would make health services better?
* How would you make it easier for people to take control of their own health and wellbeing?
* What would you do to make support better for people with long-term conditions?

Share your views and help make care better.

# Survey 2 – NHS support for specific conditions

**1.Do you consent to Healthwatch using your responses?**

*Yes (If yes, go to Q2)*

*No (If no, go to Q27)*

**2.Pick the area that best describes where you live**

**3. Please select the condition you would like to tell us about**

Cancer

Heart and lung diseases

Mental Health

Dementia

Learning disability

Autism

Long-term condition e.g. diabetes, arthritis

**4. Who are you responding on behalf of?**

Myself

Someone else

**5. Has the condition you are telling us about started within the last three years?**

Yes

No

## Your experience of getting help and support

**6a. When you first tried to access help, did the support you received meet your needs?**

Yes

No

Somewhat

Not applicable

**6b Tell us whether the support met your needs and how it could have been improved**

**7. How would you describe your overall experience of getting help?**

Very positive

Positive

Average

Negative

Very negative

Don’t know

**8. Do you have any other/additional conditions including long term conditions or disabilities?**

Yes

No

**9. If so, how would you describe the experience of seeking support for more than one condition at a time?**

It made getting support easier

No difference

It made getting support harder

I don’t know

Not applicable

## The health and care support you received after initially seeking help

**10a. How would you describe the time you had to wait to receive your initial assessment or diagnosis?**

Very slow

Slow

Ok

Fast

Very fast

Don’t know

**10b. Please tell us more about the length of time you waited**

**11a. How would you describe the time you had to wait between your initial assessment/diagnosis and receiving treatment?**

Very slow

Slow

Ok

Fast

Very fast

Don’t know

**12 After being diagnosed or assessed, were you offered access to further health and care support?**

Yes *(Go to Q13)*

No *(Go to Q15*

**13.If you accessed support, what aspects worked well?**

**14. If you accessed support, what aspect could be improved?**

**15. Were you referred to a specialist? For example, a hospital consultant, psychiatrist or physiotherapist**

Yes *(If yes, go to Q16)*

No (If no, go to Q17)

**16a. How would you describe the time you had to wait between the initial appointment and seeing the specialist?**

Very slow

Slow

Ok

Fast

Very fast

Don’t know

**16b. Please tell us more about the length of time you waited**

**17. If you needed it, how easy did you find it to access ongoing support after you were diagnosed or assessed?**

Very easy

Easy

OK

Difficult

Very difficult

Don’t know

Not applicable

**18a. Did the support option you were offered meet your expectations?**

Yes

No

Somewhat

**18b. Please explain how the care did or did not meet your expectations and how it could have been improved.**

**19a. During your whole experience of getting support did you receive timeline and consistent communication from all of the services that you came into contact with?**

Yes

No

Somewhat

**19b Please explain how the care did or did not meet your expectations and how it could have been improved.**

## Time spent travelling to access support and care

**20.What is your main means of transport?**

Own car

Another person’s car (getting a lift)

Bus

Train

Bicycle

Taxi

Other

**21.How much time would you be willing to travel for to receive a quick and accurate diagnosis?**

Less than 30 minutes

30 minutes to 1 hour

1-2 hours

Over 2 hours

**22. How much time would you be willing to travel for to receive specialist treatment or support?**

Under 30 minutes

From 20 minutes to one hour

From one to two hours

More than two hours

## Your expectations at each stage of your care

**23.What is most important you?**

|  |  |  |  |
| --- | --- | --- | --- |
|  | Seeing a health professional you normally see but you may have to wait | Seeing any medically appropriate health professional who is free immediately | Don’t mind |
| When first seeking help |  |  |  |
| When you first received a diagnosis and explanation of treatment or support options |  |  |  |
| During your initial treatment or support |  |  |  |
| During your long term support |  |  |  |

## Supporting you to have more control over your own care

**24.What level of support of you want the NHS to provide to help you stay healthy?**

A lot of support

Some support

I don’t need support

Don’t know

**25. What could the NHS do to help you stay healthy or manage any condition you have?**

**26. If you have any further comments please write them below**

## Tell us a bit about you

By telling us more information about yourself, you will help us better understand how people's experiences may differ depending on their personal characteristics. However, if you do not wish to answer these questions you do not have to.

**13. Your age**

Under 18

18-24

25-34

35-44

45-54

55-64

65-74

75+

**14. Your ethnicity**

African

Arab

Asian British

Bangladeshi

Black British

Caribbean

Gypsy or Irish Traveller

Indian

White British

Pakistani

Any other white background

Any other mixed background

Other

**15. Do you consider yourself to have a disability?**

Yes

No

I'd prefer not to say

**16. Are you a carer?**

Yes

No

**17. Do you have:**

a long term condition

multiple conditions

Neither

**18. Which of the following best describes you?**

Heterosexual

Gay or lesbian

Bisexual

Asexual

Pansexual

Other

**19. Your gender**

Male

Female

Other

Prefer not to say

**20. Your religion**

Buddhist

Christian

Hindu

Jewish

Muslim

Sikh

Other

No religion

I’d prefer not to say