**Tell us about your experiences of leaving   
hospital during COVID-19**

*Patient survey*

**Help your NHS help you**

Coronavirus has changed how we live our life and how services run in lots of ways. To make room for the sudden need for more beds, the NHS changed the way it discharged people from hospital.

## But what was your experience?

## Take just 10 minutes to tell us about your experience and help the NHS know how to improve care for all.

## The survey

1. Please tell us when you left hospital (were discharged)?

March 2020  
April 2020  
May 2020  
June 2020  
July 2020  
August 2020

1. Please tell us what day you left hospital

Monday - Thursday  
Friday  
Saturday/Sunday

1. Please tell us what time of day you left hospital?

During the day (between 8am and 8pm)  
During the night (between 8pm and 8am)  
Don’t know

1. Please describe the area you live in
2. What hospital were you treated and discharged from?
3. When you were in hospital, were you given information explaining that the process of leaving hospital has changed due to coronavirus (COVID-19)?

Yes, I was given this information (go to question 7)  
No, I was not given this information (go to question 8)  
Don’t know (go to question 8)

1. If yes, was the information easy to understand?

Yes  
No  
Don’t know

1. How long did you wait between being told you were well enough to leave hospital and actually leaving the hospital?

Less than 1 hour (go to question 10)  
Between 1 hour and 2 hours (go to question 10)  
Between 2 hours and 24 hours (go to question 9)  
More than 24 hours (go to question 9)  
Don’t know (go to question 10)

1. What was the reason you waited for more than 2 or 24 hours? Tick all that apply.

I waited for medication  
I waited for transport arrangements  
I waited to be seen by a doctor  
I waited for confirmation about where I would be discharged to  
Other reason  
Don’t know

1. Did you feel prepared to leave hospital?

Yes, definitely   
Yes, to some extent  
No  
Don’t know

1. Before you were discharged, were you told you would receive support from health and/or social care services after you left hospital (for example, home visits from a care worker)?

Yes, someone talked to me in the hospital about my needs  
Yes, but I was told my specific needs would be assessed after I left hospital  
No  
Don’t know

1. Were you given information about who to contact if you needed further health advice or support after leaving hospital?

Yes, I was given this information  
No, I was not given this information  
No, I didn’t want/need this information  
Don’t know

1. During the time you spend in hospital, were you tested for coronavirus (COVID-19)?

Yes (go to question 14)  
No (go to question 15)  
Don’t know (go to question 15)

1. If yes, did you get the results before they left hospital?

Yes  
No  
Don’t know

1. Before you left hospital, were you asked if you needed support in getting transport to the place were discharged to?

Yes (go to question 16)  
No (go to question 17)  
Don’t know (go to question 18)

1. If yes, please tell us more

Support was provided as I needed it  
Support was not provided even though I needed it  
Support was not provided as I didn’t need it

1. If no, please tell us more

I did need support  
I did not need support

1. How did you travel to the place where you were discharged to?

A relative/unpaid carer drove me  
Taxi  
Hospital transport  
Public transport  
Volunteer transport (e.g. British Red Cross or NHS volunteer responder)  
I drove myself  
A care worker drove me  
Other

1. Did anyone discuss with you where you were going to be discharged to?

Yes, and I was discharged to the place I wanted to be discharged to  
Yes, but I was not discharged to the place I wanted to be discharged to  
No, it was not discussed with me  
Don’t know

1. Where did you go after leaving hospital?

I went to my own home (go to question 22)  
I went to my own home and family/friends came to stay with me (go to question 22)  
I went to stay with friends and family (go to question 22)  
I was transferred to another hospital (go to question 22)  
I went a nursing or care home (go to question 21)   
I went to a temporary accommodation (go to question 22)  
I went somewhere else (go to question 22)

1. Was the nursing or care home you were discharged to your first choice?

Yes, I was discharged to my preferred care home and was supported to do so  
Yes, I was discharged to my preferred care home, but I felt more support could have been provided  
No, I was not discharged to my preferred care home but I was supported to move to my preferred care home at a later date  
No, I did not/have not yet moved to my preferred care home  
Don’t know

1. After leaving hospital were you visited by a health professional to assess your support needs (this is called a discharge assessment)?

Yes (go to question 23)  
No (go to question 25)  
Don’t know (go to question 25)

1. When did the health professional visit you?

The same day you left hospital  
The day after you left hospital  
More than a day after you left hospital  
Don’t know

1. During this discharge assessment, which, if any, of the following were you asked about?

Whether any changes were needed to make your home safe and comfortable (e.g. working heating)  
Whether there were people to support you and keep you company  
How you were feeling and if you had any general concerns  
If you were concerned about finances  
Whether you might need support for tasks (e.g. washing, getting dressed, cooking)  
Whether a short-term wheelchair loan would be helpful for you  
Whether you needed support taking any medication  
Other  
Don’t know

1. Do you have any support needs for which you don’t have any help with at the moment?

Yes (go to question 26)  
No (go to question 27)  
Don’t know (go to question 27)

1. If yes, tell us why.

The service is closed  
I can’t reach the service  
I’m not eligible for support  
I don’t know where to find support  
I am anxious about contracting coronavirus (COVID-19)  
Other, please specify:

1. Was this your first experience of hospital discharge?

Yes (go to question 29)  
No (go to question 28)  
Don’t know (go to question 29)

1. If no, how did this most recent experience compare with your previous experiences?

Significantly better  
A bit better  
About the same  
A bit worse  
Significantly worse  
Don’t know

1. In your own words, please describe your experience of leaving hospital.   
   Tell us how supported you felt, and how well the NHS and social care helped you recover/mange your condition. Please refer to what you were in hospital for and the specific services you received, where you can.

What went well?

What could have been better?

**Tell us a bit about you**

By tell 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.

1. Please tell which gender you identify with

Man  
Woman  
Non-binary  
Prefer not to say  
Prefer to self-describe:

1. Is your gender different to the sex that you were assigned at birth?

Yes  
No  
Prefer not to say

1. Please tell us which sexual orientation you identify with

Asexual  
Bisexual  
Gay  
Heterosexual/straight  
Lesbian  
Prefer not to say  
Prefer to self-describe

1. Please tell us which age category you fall into (please note we cannot accept responses from anyone aged under 13 years).

13 to 15 years  
16 to 17 years  
18 to 24 years  
25 to 49 years  
50 to 64 years  
65 to 79 years  
80+ years  
Prefer not to say

1. Please select your ethnicity from the list below

Arab  
Asian/Asian British: Bangladeshi  
Asian/Asian British: Chinese  
Asian/Asian British: Indian  
Asian/Asian British: Pakistani  
Asian/Asian British: Any other Asian/Asian British background  
Black/Black British: African  
Black/Black British: Caribbean  
Black/Black British: Any other Black/Black British background  
Gypsy, Roma or Traveller  
Mixed/Multiple ethnic groups: Black African and White  
Mixed/Multiple ethnic groups: Black Caribbean and White  
Mixed/Multiple ethnic groups: Asian and White  
Mixed/Multiple ethnic groups: Any other Mixed/Multiple ethnic background  
White: British/English/Welsh/Scottish/Northern Irish  
White: Irish  
White: Any other White background  
Prefer not to say  
Other ethnic group:

1. What is your religion?

No religion  
Christian (including Church of England, Catholic, Protestant and all other Christian dominations)  
Buddhist  
Hindu  
Jewish  
Muslim  
Sikh  
Prefer not to say  
Any other religion:

1. Are you a refugee or asylum seeker?

Yes  
No  
Prefer not to say

1. How would you describe your living situation?

I live alone  
I live with friends and/or family  
I live in hospital  
I live in a care home  
I am a homeless/a rough sleeper  
Prefer not to say  
Other:

1. Do you consider yourself to have a disability?

Yes  
No  
Prefer not to say

1. Do you consider yourself to have a long-term health condition?

Yes  
No  
Prefer not to say

1. Do you consider yourself to be a carer?

Yes  
No  
Don’t know

1. If you would be happy to be contacted for more information or your information to be used as a case study, please tell us your email address.
2. **) I give my permission for my response to be stored by Healthwatch in accordance with their privacy statement so that they can use it to help improve the delivery of health and care services across the country and in the area in which I live.**

I give my consent