**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