

How have health and social care services been affected by Coronavirus?



**easy
read**

Introduction

healthwatch



Healthwatch helps people to speak up about health and social care services in England.



We want to know how you think these services have been affected by **Coronavirus**.



Coronavirus is a new illness that is spreading around the world.



We have all had to do things differently to stop the spread of Coronavirus. This includes the people who provide health and social care services.



Please tell us about your experience using these services by answering the questions in this survey.



Your answers will help to improve health and social care services for everyone.

The Survey



Question 1: Where do you live?



Question 2: What type of health or care service do you want to tell us about?

- Local doctor (GP)
- Pharmacy
- Dentist
- Mental Health support
- Hospital
- Social care. This is support to live independently at home or in a care home
- Other - please say what



Question 3: Please tell us what happened? What went well? What could have been better?

A large, empty rectangular box with a thin red border, intended for the user to provide their response to the question.



Question 4: How easy was it to get the help and support you needed?

- Very easy
- Easy
- Neither easy nor difficult
- Difficult
- Very difficult
- This doesn't apply to me



Question 5: If you received care, what was it like?

- Very good
- Good
- Neither good nor bad
- Poor
- Very poor
- This doesn't apply to me



Question 6: How did you feel about the treatment and care you were offered?

- Very happy
- Happy
- Neither happy nor unhappy
- Unhappy
- Very unhappy
- This doesn't apply to me



Question 7: Do your comments apply to a certain service?

- Yes
- No

If yes, please write the name of the service below.

About you



Question 8: Are you...

- A man
- A woman
- Non-binary - this is neither male nor female
- Prefer not to say
- I prefer to use another word.



Question 9: Has your gender changed since you were born?

- Yes
- No



Question 10: Are you...

- Asexual - you are not interested in sex
- Bisexual - you are attracted to both men and women



Gay - you are a man who is attracted to men

Heterosexual or Straight - you are attracted to people of the opposite sex



Lesbian - you are woman and attracted to other women



Pansexual - you are attracted to people based on their personality, not on their gender

Prefer not to say

Other - Please say

Question 11: How old are you?



13 - 15

50 - 64

16 - 17

65 - 79

18 - 24

80 or over

25 - 49

Prefer not to say

Question 12: Are you...



- Arab
- Asian - Bangladeshi
- Asian - Chinese
- Asian - Indian
- Asian - Pakistani
- Other Asian background
- Black - African
- Black - Caribbean
- Other Black background
- Gypsy, Roma or Irish Traveller
- Mixed - Black African and White
- Mixed - Black Caribbean and White
- Mixed - Asian and White
- Any other Mixed background



- White - British, English, Welsh, Scottish, Northern Irish
- White Irish
- Any other White background
- Any other ethnic group
- Please say

- Prefer not to say

Question 13: Are you a carer?



- Yes
- No
- Prefer not to say

Question 14: Are you disabled?



- Yes
- No
- Prefer not to say



Question 15: Do you have a long lasting health condition?

- Yes
- No
- Prefer not to say



Question 16: Are you happy for Healthwatch to use your answers to help to improve health and social care services.

- Tick this box if you agree



We will keep your personal information private and safe.

For more information



If you need more information please go to:

Website: www.healthwatch.co.uk



Or contact us by:

Email: enquiries@healthwatch.co.uk

Phone: **03000 683 000**