**Accessible Information campaign: public survey questions**

Everyone should be given healthcare information in the way they need it. Please spare a few minutes to tell us your experience of accessing or understanding healthcare information.

We want to know:

* How clear and understandable you find the information health and care services give to you
* Whether you needed and got support to access or understand the health and care information you were given
* If you did not get support, the impact this had on you.

Your feedback is confidential but can help services improve healthcare communication for you and your loved ones.

Questions

**1. How would you describe your ability to understand any information about your healthcare you are given by services, for example via appointment letters, face-to-face consultations, leaflets or information on a website? [Single select]**

I can understand it all

I can understand some of it

I struggle to understand most of it

I don’t understand any of it

Don’t know

Prefer not to say

**2. When using health or care services, have you ever asked for support to help understand health or care information that you have received? [Single select]**

Yes

No

I don’t know

Prefer not to say

**3. When using health and care services, have you ever asked for support to help contact health or care services? [Single select]**

Yes

No

I don’t know

Prefer not say

**4. When using health or care services, have you ever asked for support to help communicate with healthcare staff/ services? [Single select]**

Yes

No

I don’t know

Prefer not to say

**5. How would you describe your attempts to get support from health and care services with understanding information, contacting services or communicating with staff? [single select]**

I don’t need any support to communicate with healthcare staff and so I have never asked

I always get the support I need

I sometimes get the support I need

I rarely or never get the support I need

I didn’t know I could get support so I have never asked

Don’t know

Prefer not to say

**6. Have you ever been refused healthcare information in a format and/or language you needed, even though you asked for it? [single select]**

Yes

No

I don’t know

Prefer not to say

**7. Have you ever been refused a request for support to understand healthcare information that you have been given, even though you asked for it? [single select]**

Yes

No

I don’t know

Prefer not to say

**8. What was the impact of not being provided with healthcare information you could understand or access? Choose all that apply**

* I missed my appointment
* I couldn’t contact the service that I needed
* I couldn’t understand how to take my medication
* I took the wrong dose of my medication
* I got the wrong medication
* I couldn’t understand and communicate with health care staff
* I missed out on important information about my health
* I didn’t know what I needed to do to keep myself safe during the Covid-19 pandemic
* It affected my mental health and wellbeing
* It didn’t affect me in any way
* Other **[If other is selected a free text box will appear]**

**9. Which, if any, health or care services have you struggled to access as a result of communication problems? (choose all that apply)**

* GP services
* Dentist
* A&E
* NHS 111
* Mental health services
* Hospital appointments
* Hospital treatment
* Covid-19 vaccinations
* Social care
* Other **[If other is selected a free text box will appear]**

**10. How do you feel about asking health or care services to provide information in a way that you can easily understand? [Single select]**

I feel very comfortable

I feel somewhat comfortable

I feel a bit uncomfortable

I feel very uncomfortable

Don’t know

Prefer not to say

**11. Which of the following affect your ability to ask health services to provide information or communicate with you in a way that you can easily understand? Select all that apply:**

The attitude of healthcare staff

My level of confidence

My ability to communicate with healthcare staff

The amount of support I get from my friends and family

Whether I can get information in the right format for my needs

My previous experience of asking for this kind of support

Other reasons **[If other is selected a free text box will appear]**

**None of the above**

Don’t know

Prefer not to say

**12. Do you know how to complain if you are not given information in the format or language you need or support to understand information? [Single select]**

Yes

No

I don’t know

Prefer not to say

Not applicable

**13. What change have you noticed about the way in which health and care services communicate with you since the Covid-19 pandemic started? [Single select]**

I have noticed a big improvement in the way in which health and care services communicate with

I have noticed some improvement in the way in which health and care services communicate with me

There has been no change in the way in which health and care services communicate with me

I have noticed that the way in which health and care services communicate with me got slightly worse

I have noticed that the way in which health and care services communicate with me got a lot worse

Don’t know

Prefer not to say

**Tell us about you:**

**As well as your feedback, we also ask you to volunteer some personal information, such as information about your ethnicity and whether you have a condition that could affect your ability to communicate with healthcare staff or understand healthcare information. This helps us understand how people’s experiences may differ and supports our focus on improving equality, diversity and inclusion. These questions are voluntary.**

**How would you describe your ability to speak, understand and read English? [Single select]**

* I can speak, understand and read English well
* I can speak, understand and read English to some extent
* I can’t speak, understand or read English at all
* I don’t know
* I prefer not to say

**Do you have any of the following conditions? Please tick all that apply**

* I have sight loss
* I have hearing loss
* I have a mental health condition which affects my ability to communicate or understand information
* I have a learning disability that affects my ability to communicate or understand information
* I have another condition that affects my ability to communicate or understand information **[If this is selected, a free text box will appear]**
* None
* I don’t know
* Prefer not to say

**Which age category do you fit into? [Single select]**

* 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
* Not known

**Is your gender: [Single select]**

* Woman
* Man
* Non-binary
* Intersex
* Prefer to self-describe:
* Prefer not to say
* Not known

**How would you describe your ethnicity? [Single select]**

* 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
* Mixed / Multiple ethnic groups: Asian and White
* Mixed / Multiple ethnic groups: Black African and White
* Mixed / Multiple ethnic groups: Black Caribbean and White
* Mixed / Multiple ethnic groups: Any other Mixed / Multiple ethnic groups background
* White: British / English / Northern Irish / Scottish / Welsh
* White: Irish
* White: Gypsy, Traveller or Irish Traveller
* White: Roma
* White: Any other White background
* Any other ethnic group
* Prefer not to say
* Not known

**Which of the following best describes your financial status? [Single select]**

* I have more than enough for basic necessities, and a large amount of spare income that I can save or spend on extras or leisure
* I have more than enough for basic necessities, and a small amount of spare income that I can save or spend on extras or leisure
* I have just enough for basic necessities and little else
* I don’t have enough for basic necessities and sometimes run out of money
* Don’t know/prefer not to say

**Additional survey questions**

20. Pick the area that best describes where you live

The information you share with us will be accessed by Healthwatch England and shared with Healthwatch in your area. This will help us make the case for everyone to understand healthcare information.

Find out more about how we handle your information in [our privacy statement](https://www.healthwatch.co.uk/privacy). Please tick both options.

* I understand how my information will be used \*[ mandatory]
* I understand that my information will be used for the research purposes outlined above.

21. To promote our campaign we use people’s stories to show what needs to change.

**Would you be happy for us to contact you about your experience for media purposes or to use your story as a case study in our material?**

We won’t pass on your name and contact details to the media without speaking to you first about what it involves.

* I am happy to be contacted by Healthwatch England to discuss whether my story could be a case study for the campaign or to pass on to the media (go to question 23)
* I don’t want to be contacted by Healthwatch England about being a case study in their material or about being a media case study. [– skip to end]

22. Please provide your name and email address so that we can contact you about being a case study in our material or pass your experience to the media.

* Name
* Email address

**Survey buttons**

Finish survey

Next page

Previous page

Save and continue later

**Locations**

Barking and Dagenham

Barnet

Barnsley

Bath and North East Somerset

Bedford Borough

Bexley

Birmingham

Blackburn with Darwen

Blackpool

Bolton

Bracknell Forest

Bradford and District

Brent

Brighton and Hove

Bristol

Bromley

Bucks

Bury

Calderdale

Cambridgeshire

Camden

Central Bedfordshire

Cheshire East

Cheshire West

City of London

Cornwall

County Durham

Coventry

Croydon

Cumbria

Darlington

Derby

Derbyshire

Devon

Doncaster

Dorset

Dudley

Ealing

East Riding of Yorkshire

East Sussex

Enfield

Essex

Gateshead

Gloucestershire

Greenwich

Hackney

Halton

Hammersmith and Fullham

Hampshire

Haringey

Harrow

Hartlepool

Havering

Herefordshire

Hertfordshire

Hillingdon

Hounslow

Hull

Isle of Wight

Isles of Scilly

Islington

Kensington and Chelsea

Kent

Kingston Upon Hull

Kingston upon Thames

Kirklees

Knowsley

Lambeth

Lancashire

Leeds

Leicester

Leicestershire

Lewisham

Lincolnshire

Liverpool

Luton

Manchester

Medway

Merton

Middlesbrough

Milton Keynes

Newcastle upon Tyne

Newham

Norfolk

North East Lincolnshire

North Lincolnshire

North Somerset

North Tyneside

North Yorkshire

Northamptonshire

Northumberland

Nottingham

Nottinghamshire

Oldham

Oxfordshire

Peterborough

Plymouth

Portsmouth

Reading

Redbridge

Redcar &amp; Cleveland

Richmond upon Thames

Rochdale

Rotherham

Rutland

Salford

Sandwell

Sefton

Sheffield

Shropshire

Slough

Solihull

Somerset

South Gloucestershire

South Tyneside

Southampton

Southend

Southwark

St Helens

Staffordshire

Stockport

Stockton-on-Tees

Stoke-on-Trent

Suffolk

Sunderland

Surrey

Sutton

Swindon

Tameside

Telford &amp; Wrekin

Thurrock

Torbay

Tower Hamlets

Trafford

Wakefield

Walsall

Waltham Forest

Wandsworth

Warrington

Warwickshire

West Berkshire

West Sussex

Westminster

Wigan and Leigh

Wiltshire

Windsor, Ascot and Maidenhead

Wirral

Wokingham

Wolverhampton

Worcestershire

York