

# What do you think about health and care services?



A survey about support for certain health conditions



# About this survey



The NHS wants to know how to:

- Help communities to stay well



- Make their support better



They asked Healthwatch to find out what people think.



Healthwatch made 2 surveys:

1. A survey about people's general experiences of health and care services



2. A survey to get views from people with long term health issues (This one)

# What do you think about health and care services?



**Question 1:** Is it OK for Healthwatch to use your answers?

Yes - go to **Question 2**

No - go to the end of the survey



**Question 2:** What is the name of your local council?



**Question 3:** What is the health condition you would like to tell us about?



- Cancer
- Heart and lung diseases
- Mental Health
- Dementia
- Learning disability
- Autism
- A long-term condition like diabetes or arthritis

**Question 4:** Are you answering for yourself, or someone else?



- Myself
- Someone else

**Question 5:** Has the health condition started in the last 3 years?



- Yes
- No, it started before that

# Getting help and support at first

**Question 6a:** When you first tried to get help, was the support you got OK?



Yes

No

Kind of

This doesn't apply to me

**Question 6b:** How could the help have been better?



**Question 7: Was the help you got....**



Very good



Good



OK



Not good



Bad



Don't know

**Question 8: Do you have any other health conditions?**



Yes

No

**Question 9: If you ticked 'yes', what is it like trying to get support for more than one condition at a time?**



It made getting support easier



No difference



It made getting support harder

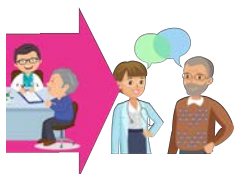


I don't know



This doesn't apply to me

# Getting help and support after you first went to the doctor?



**Question 10a:** How would you describe the time between first seeing your own doctor and finding out about your health condition?



Very slow



Slow



OK



Quick



Very quick



Don't know

**Question 10b:** How long did you have to wait?



**Question 11a:** How would you describe the time between finding out about your health condition and starting the treatment?



Very slow



Slow



Ok



Quick



Very quick



Don't know



**Question 12:** After finding out about your condition were you offered more support?

Yes - go to Question 13

No - go to Question 15



**Question 13:** If you got support, what worked well?



**Question 14:** If you got support, what could have been better?





**Question 15:** Did you go and see a specialist?  
For example, a hospital consultant, psychiatrist or physiotherapist

Yes - go to Question 16

No - go to Question 17



**Question 16a:** How would you describe the time between seeing your own doctor and seeing the specialist?



Very slow



Slow



OK



Quick



Very quick



Don't know



**Question 16b:** How long did you have to wait?



**Question 17:** How easy was it to get the support you needed after you found out about your condition?



Very easy



Easy



OK



Difficult



Very difficult



Don't know



Doesn't apply to me

**Question 18a:** Was the support what you thought it would be?



Yes

No

A bit

**Question 18b:** How could the support be better to meet your needs?



**Question 19a:** As you were getting the support, were you given all the information you needed?



Yes

No

A bit

**Question 19b:** How could the care have been better?



# Travelling to get your care or support

**Question 20:** What is your main means of transport?



Own car



Another person's car (getting a lift)



Bus



Train



Bicycle



Taxi

Other

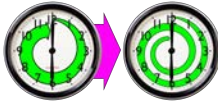
**Question 21:** How long would you travel to find out what health condition you have?



Less than 30 minutes



30 minutes to 1 hour



1-2 hours



Over 2 hours

**Question 22:** How long would you travel to get specialist treatment?



Less than 30 minutes



30 minutes to 1 hour



1-2 hours



Over 2 hours

# What do you want at each stage of your health care?



**Question 23a:** What is most important to you when you first ask for help?

- Seeing your usual doctor but you may have to wait
- Seeing any health professional straight away
- Don't mind



**Question 23b:** What is most important to you when you have to decide about the treatment you need?

- Seeing your usual doctor but you may have to wait
- Seeing any health professional straight away
- Don't mind



**Question 23c:** What is most important to you when you first ask for help?

- Seeing your usual doctor but you may have to wait
- Seeing any health professional straight away
- Don't mind



**Question 23d:** What is most important to you when you get treatment for your long term condition?

- Seeing your usual doctor but you may have to wait
- Seeing any health professional straight away
- Don't mind

# Supporting you to have more control over your care

**Question 24:** How much support do 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



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



**Question 26:** Have you any other comments?



# About you



Please answer these questions about yourself. Your answers will help us to make sure that we are getting the views from all different communities of people.

**Question 27:** What is your age?

- Under 18
- 18 - 24
- 25 - 34
- 35 - 44
- 45 - 54
- 55 - 64
- 65 - 74
- 75 or over



## Question 28: Are you...

- African
- Arab
- Asian British
- Bangladeshi
- Black British
- Caribbean
- Gypsy or Irish Traveller
- Indian
- Pakistani
- White British
- Any other white background
- Any mixed background
- Other





**Question 29:** Are you disabled?

Yes

No

I'd prefer not to say



**Question 30:** Are you a carer?

Yes

No



**Question 31:** do you have...

A long term condition

Multiple conditions

Neither

**Question 32: Are you...**



- Heterosexual or straight- attracted to the opposite sex
- Gay or lesbian - attracted to the same sex
- Bisexual - attracted to both men and women
- Asexual - not attracted to men or women
- Pansexual - attracted to men and women, straight and gay
- Other

**Question 33: Are you...**



- Male
- Female
- Other
- Prefer not to say

**Question 34:** What is your religion?



Buddhist



Christian

Hindu



Jewish



Muslim



Sikh



Other

No religion

I'd prefer not to say

# Thank you



Thank you for your views.



You can return this survey back to your local Healthwatch.



Find your local Healthwatch by visiting our website:

**[www.healthwatch.co.uk/your-local-healthwatch/list](http://www.healthwatch.co.uk/your-local-healthwatch/list)**

# For more information



If you need more information please contact us by:

Telephone: **03000 683 000**



Email: **enquiries@healthwatch.co.uk**



Website: **www.healthwatch.co.uk**



Post:

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