

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

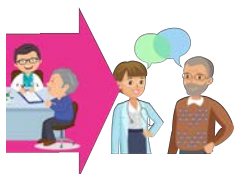


I don't know



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

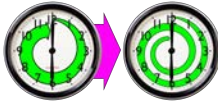
Question 21: How long would you travel to find out what health condition you have?



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
Healthwatch Liverpool.

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For more information



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