

# What do you think about health and care services?



A survey of people's general experiences of health and social care services



# 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 two surveys:

1. A survey about people's general experiences of health and care services (This one)



2. A survey to get views from people with long term health issues

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



**Question 2b:** Who are you answering these questions for?

Yourself

Someone else



# Helping you to lead a healthy life



## How important is it...

**Question 3a1:** ...to be able get information about health and care that is easy to understand?



Very important



Important



Don't mind



Not important



Not at all important



**Question 3a2:** ...to get information about how to stay well?



Very important



Important



Don't mind



Not important



Not at all important



**Question 3a3:** ...to be able to get help and treatment when you need it?



Very important



Important



Don't mind



Not important



Not at all important



**Question 3a4:** ...for professionals to listen to you?



Very important



Important



Don't mind



Not important



Not at all important



**Question 3a5:** ...for professionals to respect your time?



Very important



Important



Don't mind



Not important



Not at all important



**Question 3b:** What could the NHS do to help you stay healthy or manage any condition you have?

# Managing and choosing your support

## How important is it...



**Question 4a1:** ...to be able to choose the health service you want, if you have a long term health condition?



Very important



Important



Don't mind



Not important



Not at all important



**Question 4a2:** ...to be involved in deciding what treatment you have?



Very important



Important



Don't mind



Not important



Not at all important



**Question 4a3:** ...to choose where to go for health and care support?



Very important



Important



Don't mind



Not important



Not at all important



**Question 4a4:** ...to be offered care and support in other areas, if your local health services can't see you quickly enough?



Very important



Important



Don't mind



Not important



Not at all important



**Question 4a5:** ...to be able to choose when you receive health and care support?



Very important



Important



Don't mind



Not important



Not at all important





**Question 4a6:** ...for people to listen to what you want?



Very important



Important



Don't mind



Not important



Not at all important



**Question 4a7:** ...to get information at the right time?



Very important



Important



Don't mind



Not important



Not at all important



**Question 4a8:** ...to have enough time to choose?



Very important



Important



Don't mind



Not important



Not at all important



**Question 4b:** When you are not well you should be able to choose the support that works for you. What else could the NHS do to support this?

# Getting older, staying healthy

As you get older, how important is it...



**Question 5a1:** ...to be able to stay in your own house?



Very important



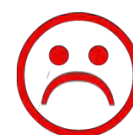
Important



Don't mind



Not important



Not at all important



**Question 5a2:** ...for your community to support you to live the life you want?



Very important



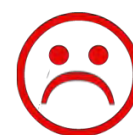
Important



Don't mind



Not important



Not at all important



**Question 5a3:** ...that your family and friends know how to help and support you?



Very important



Important



Don't mind



Not important



Not at all important



**Question 5a4:** ...to have easy ways to travel to health and care services?



Very important



Important



Don't mind



Not important



Not at all important



**Question 5a5:** ...for your family to feel supported at the end of your life?



Very important



Important



Don't mind



Not important



Not at all important



**Question 5b:** What would help you to stay independent and healthy for as long as possible?

# Dealing with the NHS?

When you need something from the NHS, how important is it...



**Question 6a1:** ...that your personal information is kept private and safe?



Very important



Important



Don't mind



Not important



Not at all important



**Question 6a2:** ...that you can access services using your phone or computer?



Very important



Important



Don't mind



Not important



Not at all important



**Question 6a3:** ...that you can talk to your doctor or other health professional wherever you are?



Very important



Important



Don't mind



Not important



Not at all important



**Question 6a4:** ...that you can make appointments online?



Very important



Important



Don't mind



Not important



Not at all important



**Question 6a5:** ...that results from tests are sent to you?



Very important



Important



Don't mind



Not important



Not at all important



**Question 6a6:** ...that you can manage your own personal records so that different services get the information they need?



Very important



Important



Don't mind



Not important



Not at all important



**Question 6a7:** ...that you can talk to other people with the same health condition?



Very important



Important



Don't mind



Not important



Not at all important



**Question 6b:** What would make it easier for you to manage your health and care in the future?



# The people who work for the NHS?

When you need to see a person who works for the NHS how important is it...



**Question 7a1:** ...that there are enough people so you can see someone quickly?



Very important



Important



Don't mind



Not important



Not at all important



**Question 7a2:** ...that they have enough time to spend with you?



Very important



Important



Don't mind



Not important



Not at all important



**Question 7a3:** ...that they can read information about your health if they do you not know you well?



Very important



Important



Don't mind



Not important



Not at all important



**Question 7b:** What else could the NHS do to help its staff to look after you?

# What is most important?

**Question 8:** What is most important to help you live a healthy life? (Tick just one)



Information so I can make my own decisions



Information to keep me healthy



Access to help and treatment when I want it



Professionals that listen to me



Professionals don't waste my time

**Question 9:** What is most important to help you manage and choose the support you need? (Tick just one)



If I have a long term condition I decide how the NHS spends money on me



Choosing the right treatment is a joint decision between me and the health professional



I make the decision about where I will go to get health and care support



I should be offered care and support in other areas if my local area can't see me quickly



I make the decision about when I will receive health and care support



Health professionals listen to me



To get information at the right time



To have enough time to choose

**Question 10:** What is most important to help you stay independent and healthy as you grow older? (Tick just one)



I want to be able to stay in my own home for as long as possible



My community can support me to live my life the way I want



My family and friends know how to help and support me



I want easy ways to travel to health and care services



I want my family to feel supported at the end of my life

**Question 11:** What is most important to you when you are dealing with the NHS? (Tick just one)



My personal information is kept private and safe



I can access services using my phone or computer



I can talk to my doctor or other health care professional from anywhere



I can make appointments online



I am told about the results of tests



I manage my own personal records so that different services get the information they need?



I am able to talk to other people with the same health condition



**Question 12:** Have you any 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 13: What is your age?

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





### Question 14: 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 15: Are you disabled?**



Yes

No

I'd prefer not to say

**Question 16: Are you a carer?**



Yes

No

**Question 17: Do you have...**



A long term health condition?

More than one health condition?

None of these?

**Question 18: 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 19: Are you...**

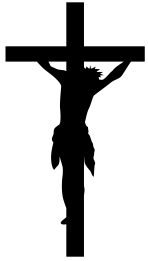


- Male
- Female
- Other
- I'd prefer not to say

**Question 20: 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.

4th Floor,  
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Liverpool  
L2 2AH

# For more information



If you need more information please contact us by:

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