

## Equality in the NHS - are health services in your area accessible and fair for everyone?

**We are the part of the NHS that plans and pays for most of your health services. It is important to us that everyone has the same opportunity to receive health services, whoever they are. To make services fair for everyone, we want you to tell us what we are doing right and what we are doing wrong. We can then use your comments to create a better system. Please answer the following questions to help us improve services.**

\* 1. Please tell us the area where you live.

- |                                   |                               |
|-----------------------------------|-------------------------------|
| <input type="radio"/> Aldershot   | <input type="radio"/> Fleet   |
| <input type="radio"/> Farnborough | <input type="radio"/> Yateley |
| <input type="radio"/> Farnham     |                               |

\* 2. Do you consider that local healthcare services meet your health needs?

- Always
- Most of the time
- Sometimes
- Never

Please let us know the reasons for your answer.

3. Are you able to be involved as much as you wish to be in decisions about your health care?

- Always
- Most of the time
- Sometimes
- Don't know

4. The NHS will seek to move people between different services, when necessary. For example, from hospital to a community based service for rehabilitation. Have you or a relative ever been transferred from one service to another?

- Yes
- No
- Don't know

5. IF YOU ANSWERED 'YES' AT Q4: In your experience how would you describe the way your transfer of care was managed? (If you have had more than one transfer please describe your typical experience).

- Extremely well
- Well
- Badly
- Extremely badly

Please tell us why you have selected this answer.

6. In relation to the information you are provided about your health and care:

	Not at all	Sometimes	Most of the time	Always	I don't know
Are you given enough information?	<input type="radio"/>				
Do you understand the information?	<input type="radio"/>				
Is the information given in the best way for you?	<input type="radio"/>				

Please tell us why you have selected this answer.

\* 7. When you have a doctor or hospital appointment do you ever experience access problems? (Please tick all that apply)

	Doctor Appointment	Hospital Appointment
Communication	<input type="radio"/>	<input type="radio"/>
No access to foreign language interpreter	<input type="radio"/>	<input type="radio"/>
No access to British Sign Language (BSL) interpreter	<input type="radio"/>	<input type="radio"/>
No loop system	<input type="radio"/>	<input type="radio"/>
Mobility issues	<input type="radio"/>	<input type="radio"/>
Access to building	<input type="radio"/>	<input type="radio"/>
Transport problems	<input type="radio"/>	<input type="radio"/>
Other	<input type="radio"/>	<input type="radio"/>

Please give details:

\* 8. Have you experienced positive care or support from the NHS?

If yes please select all the options which describe your positive experience.

- I was respected  There was clear communication
- I (and my family/carer) were involved in discussions about my care  Other
- I was given all the information I needed

Please give details

9. Have you experienced mistakes or mistreatment when you (or someone for whom you care) have received treatment or care from the NHS?

- No
- Yes

10. IF YOU ANSWERED 'YES' AT Q9: Please select all the options which describe the mistakes / mistreatment you have experienced.

- Incorrect diagnosis
- Incorrect prescription
- Physical abuse
- Inappropriate language
- Disrespect
- Poor communication/misunderstanding
- Other

Please give details:

11. Do you know about national screening, check-ups or programmes? (e.g. breast screening or vaccinations)

- Yes
- No

12. IF YOU ANSWERED 'YES' AT Q11: How did you find out about screening programmes?

- Television advert
- Poster in doctor's surgery or health clinic
- Letter from doctor
- Talk with healthcare staff
- Health website
- A friend
- I just know
- Other (please specify)

13. The NHS welcomes feedback from patients and their relatives. Do you know how to give feedback and would feel able to tell us about your experiences, good and bad?

	Yes	Not sure	No
Can you tell us positive (good) experience about our staff and services?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Do you feel able to make a complaint if you want to?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

14. If you have made a complaint was it handled respectfully and efficiently?

- Yes
- Partially
- No

Please give details

15. If you have any other comments about issues raised by this questionnaire please tell us in the box below:

\* 16. Are you completing this survey for yourself, for someone you care for, or on behalf of an organisation?

- for myself
- for someone I care for
- on behalf of an organisation

\* 17. How old are you?

- |                                |   |
|--------------------------------|---|
| <input type="radio"/> Under 16 | <input type="radio"/> 55-64                 |
| <input type="radio"/> 16-24    | <input type="radio"/> 65-74                 |
| <input type="radio"/> 25-34    | <input type="radio"/> 75-84                 |
| <input type="radio"/> 35-44    | <input type="radio"/> 85 or over            |
| <input type="radio"/> 45-54    | <input type="radio"/> I'd prefer not to say |

\* 18. What is your gender?

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

19. What is your sexual orientation?

- Heterosexual
- Gay
- Lesbian
- Bisexual
- Other
- Prefer not to say

If other please specify

\* 20. What is your ethnic group?

- White
- Mixed or multiple ethnic groups
- Nepali
- Asian or Asian British
- Black, African, Caribbean or Black British
- Any other ethnic group
- I'd prefer not to say

21. Do you consider yourself to be disabled?

- Yes
- No
- I'd prefer not to say

22. IF 'YES' AT Q21: Please say what your disability is. (Please select as many options as apply.)

- Learning disability/difficulty
- Long-standing illness
- Mental health condition
- Physical impairment
- Sensory impairment
- I'd prefer not to say

23. Do you look after, or give any help or support to family members, friends, neighbours or others because of long-term physical or mental ill-health / disability or problems relating to old age?

- Yes
- No
- I'd prefer not to say

24. Do you have any dependent children aged under 18?

- Yes
- No
- I'd prefer not to say

25. NHS North East Hampshire and Farnham Clinical Commissioning Group is the part of the NHS that plans and pays for most of the NHS services provided to the 235,000 people registered with GP surgeries in North East Hampshire and Farnham.

We want to work with you so that local people's views are included in all of our work. If you are happy to receive information from us on our plans, campaigns, events etc., please provide a contact email address so that we can reach you.

You can contact us at any time to ask that we remove your details from our contact list.