

NHS Long Term Plan

The survey questions

General Survey

whot
would you do?

It's your NHS. Have your say.

About this survey

With growing pressure on the NHS - an ageing population, more people living with long-term conditions, and lifestyle choices affecting people's health - changes are needed to make sure everybody gets the support they need.

The Government is investing an extra £20bn a year in the NHS. The NHS has produced a Long Term Plan, setting out all the things it wants health services to do better for people across the country. Now your local NHS needs to hear from you about what those changes should look like in your community.

The Long Term Plan sets out what the NHS wants to do better, including making it easier for people to access support closer to home and via technology, doing more to help people stay well, and providing better support for people with cancer, mental health conditions, heart and lung diseases, long-term conditions, such as diabetes and arthritis, learning disabilities and autism, and for people as they get older and experience conditions such as dementia.

Your local NHS needs to hear from you about what it should do to make care better for your community.

- How would you help people live healthier lives?
- What would make health services better?
- How would you make it easier for people to take control of their own health and wellbeing?
- What would you do to make support better for people with long-term conditions?

Share your views and help make care better.

Survey 1 - people's general experiences of health and care services

1. Do you consent to Healthwatch using your responses?

Yes (If yes, go to Q2)

No (If no, go to end of survey)

2. Pick the area that best describes where you live

2b Who are you responding on behalf of?

Yourself

Someone else

Having what I need to live a healthy life

The NHS isn't just there to help you when you're ill, but to support you to live a healthy life too. Tell us what you think local services could do to help you stay well.

3a) Rate how important the following things are to you when it comes to living a healthy life:

	Very important	Important	Neutral	Not important	Not important at all
<i>Easy access to the information I need to help me make decisions about my health and care</i>					
<i>The knowledge to help me do what I can to prevent ill health</i>					
<i>Access to the help and treatment I need when I want it</i>					
<i>Professionals that listen to me when I speak to them about my concerns</i>					
<i>For every interaction with health and care services to count; my time is valued</i>					

3b) If there was one more thing that would help you live a healthy life, what would it be?

Being able to manage and choose the support I need

When you are unwell and need support or treatment for your condition you need to be properly informed to make choices about what works best for you. Tell us what local services need to do to make this a reality.

4a) Rate how important the following things are to you when it comes to managing and choosing the support you need:

	Very important	Important	Neutral	Not important	Not important at all
<i>If I have a long term condition I decide how the NHS spends money on</i>					
<i>Choosing the right treatment is a joint decision between me and the relevant health and care professional</i>					
<i>I make the decision about where I will go to receive health and care support</i>					
<i>I should be offered care and support in other areas if my local area can't see me in a timely way</i>					
<i>I make the decision about when I will receive health and care support</i>					
<i>My opinion on what is best for me, counts.</i>					
<i>Communications are timely</i>					
<i>I have time to consider my options and make the choices that are right for me</i>					

4b) If there was one more thing that would help you to manage and choose how the NHS supports you, what would it be?

The help I need to keep my independence and stay healthy as I get older

Our ageing population is placing greater demands on the NHS. We know that people want to be able to look after themselves for longer, and the NHS wants to help you do so.

5a) Rate how important the following things are to you when it comes to keeping your independence and ageing healthily:

	Very important	Important	Neutral	Not important	Not important at all
<i>I want to be able to stay in my own home for as long as it is safe to do so</i>					
<i>I want my community to be able to support me to live my life the way I want</i>					
<i>I want my family and friends to have the knowledge to help and support me when needed</i>					
<i>I want there to be convenient ways for me to travel to health and care services when I need to</i>					
<i>I want my family to feel supported at the end of life</i>					

5b) If there was one more thing that would help you retain your independence and live healthily for as long as possible, what would it be

How you interact with your local NHS

The NHS wants to adapt to make it easier for people to access support they need, when they need it.

6a) Rate how important the following things are to you when it comes to keeping your independence and ageing healthily:

	Very important	Important	Neutral	Not important	Not important at all
<i>I have absolute confidence that my personal data is managed well and kept secure</i>					
<i>I can access services using my phone or computer</i>					
<i>I can talk to my doctor or other health care professional wherever I am</i>					
<i>I can make appointments online and my options are not limited</i>					
<i>Any results are communicated to me quickly making best use of technology</i>					
<i>I manage my own personal records so that I can receive continuity in care</i>					
<i>I am able to talk to other people who are experiencing similar challenges to me to help me feel better</i>					

6b) If there was one more thing that you think need to change to help you to successfully manage your health and care, what would it be?

Tell us what is most important

Out of the statements below, we want you to pick the one that you feel is most important to you.

7.What is most important to you to help you live a healthy life? [pick one]

- Easy access to the information I need to help me make decisions about my health and care
- The knowledge to help me do what I can to prevent ill health
- Access to the help and treatment I need when I want it
- Professionals that listen to me when I speak to them about my concerns
- For every interaction with health and care services to count; my time is valued

8.What's most important to you to be able to manage and choose the support you need? [pick 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 relevant health and care professional
- I make the decision about where I will go to receive health and care support
- I should be offered care and support in other areas if my local area can't see me in a timely way
- I make the decision about when I will receive health and care support
- My opinion on what is best for me, counts
- Communications are timely
- I have time to consider my options and make the choices that are right for me

9. What's most important to you to help you keep your independence and stay healthy as you get older? [pick one]

- I want to be able to stay in my own home for as long as it is safe to do so
- I want my community to be able to support me to live my life the way I want

- I want my family and friends to have the knowledge to help and support me when needed
- I expect there to be convenient ways for me to travel to health and care services when I need to
- I expect that my family and I will feel supported at the end of life

10. What is most important to you when interacting with the NHS [pick one]

- I have absolute confidence that my personal data is managed well and kept secure
- I can access services using my phone or computer
- I can talk to my doctor or other health care professional wherever I am
- I can make appointments online and my options are not limited
- Any results are communicated to me quickly making best use of technology
- I manage my own personal records so that I can receive continuity in care
- I am able to talk to other people who are experiencing similar challenges to me to help me feel better

11. If you have any further comments please write them below.

Tell us a bit about you

By telling us more information about yourself, you will help us better understand how people's experiences may differ depending on their personal characteristics. However, if you do not wish to answer these questions you do not have to.

12. Your age

- | | |
|-----------------------------------|---------------------------------|
| <input type="checkbox"/> Under 18 | <input type="checkbox"/> 45-54 |
| <input type="checkbox"/> 18-24 | <input type="checkbox"/> 55 -64 |
| <input type="checkbox"/> 25-34 | <input type="checkbox"/> 65-74 |
| <input type="checkbox"/> 35-44 | <input type="checkbox"/> 75+ |

13. Your ethnicity

- | | |
|---|---|
| <input type="checkbox"/> African | <input type="checkbox"/> Indian |
| <input type="checkbox"/> Arab | <input type="checkbox"/> White British |
| <input type="checkbox"/> Asian British | <input type="checkbox"/> Pakistani |
| <input type="checkbox"/> Bangladeshi | <input type="checkbox"/> Any other white background |
| <input type="checkbox"/> Black British | <input type="checkbox"/> Any other mixed background |
| <input type="checkbox"/> Caribbean | <input type="checkbox"/> Other |
| <input type="checkbox"/> Gypsy or Irish Traveller | |

14. Do you consider yourself to have a disability?

- | | |
|------------------------------|--|
| <input type="checkbox"/> Yes | <input type="checkbox"/> I'd prefer not to say |
| <input type="checkbox"/> No | |

15. Are you a carer?

- | | |
|------------------------------|-----------------------------|
| <input type="checkbox"/> Yes | <input type="checkbox"/> No |
|------------------------------|-----------------------------|

16. Do you have:

- | | |
|--|----------------------------------|
| <input type="checkbox"/> a long term condition | <input type="checkbox"/> Neither |
| <input type="checkbox"/> multiple conditions | |

17. Which of the following best describes you?

- | | |
|---|------------------------------------|
| <input type="checkbox"/> Heterosexual | <input type="checkbox"/> Asexual |
| <input type="checkbox"/> Gay or lesbian | <input type="checkbox"/> Pansexual |
| <input type="checkbox"/> Bisexual | <input type="checkbox"/> Other |

18. Your gender

- | | |
|---------------------------------|--|
| <input type="checkbox"/> Male | <input type="checkbox"/> Other |
| <input type="checkbox"/> Female | <input type="checkbox"/> Prefer not to say |

19. Your religion

- | | |
|--|--------------------------------------|
| <input type="checkbox"/> Buddhist | <input type="checkbox"/> Muslim |
| <input type="checkbox"/> Christian | <input type="checkbox"/> Sikh |
| <input type="checkbox"/> Hindu | <input type="checkbox"/> Other |
| <input type="checkbox"/> Jewish | <input type="checkbox"/> No religion |
| <input type="checkbox"/> I'd prefer not to say | |

