

We are North East Hampshire and Farnham Clinical Commissioning Group.

We are the part of the NHS that arranges and pays for many of your health services.

There are some questions for you to answer about those services. This is so we can make sure that everybody in our area has equal access to health services and that they are treated fairly and with respect by those health services.

Please think about the services below when you answer the questions.

The doctor's surgery



Hospital



Community services
(services, like nursing and therapy, that you get at home or in the area where you live – but not at your doctor's surgery or in hospital)

You can find out more here:

<http://www.nhsconfed.org/resources/2015/07/what-are-community-health-services>



Please send your finished survey to: The Quality Team, North East Hampshire and Farnham Clinical Commissioning Group, Fourth Floor, Aldershot Centre for Health, Hospital Hill, Aldershot, GU11 1AY.



1. Do you get the healthcare you need?

For example

- do you get good healthcare?
- does it work well for you?

Please tick 1 box

Yes No Sometimes

Please tell us how well we are doing with this.
(You can put a circle round your choice)

We are doing



Very well



Well



OK but we need to do more



Badly



2. Do staff talk to you to find out what you need?

Please tick 1 box

Yes No Sometimes

Please tell us how well we are doing with this.
(You can put a circle round your choice)

We are doing



Very well



Well



OK but we need to do more



Badly



3. Do you have a say in your care?

For example

- do health staff tell you what is happening with your care?
- do you have a say in what happens?

Please tick 1 box

Yes No Sometimes

Please tell us how well we are doing with this.
(You can put a circle round your choice)

We are doing



Very well



Well



OK but we need to do more



Badly

	Level 1 Outpatients Department
	Radiology (X-Ray) Blood Tests
	SABP Community Services
	Podiatry / Physiotherapy

Answer question 4 if you get care from more than one health service

4. Does it work well when you change from one health service to another?

For example

- do health staff tell you what is going on?
- are there any problems when you change to the other service?

Please tick 1 box

Yes No Sometimes

Please tell us how well we are doing with this.
(You can put a circle round your choice)

We are doing



Very well



Well



OK but we need to do more



Badly



5. Do you feel safe when you get your healthcare?

Please tick 1 box

Yes

No

Sometimes

Please tell us how well we are doing with this.
(You can put a circle round your choice)

We are doing



Very well



Well



OK but we need to do more



Badly



6. Do you get help to keep healthy?

For example do health staff give you things like

- health checks
- advice on how to keep healthy
- injections to stop you getting some illnesses.

(They are sometimes called vaccinations or jabs.)

Please tick 1 box

Yes No Sometimes

Please tell us how well we are doing with this.

(You can put a circle round your choice)

We are doing



Very well



Well



OK but we need to do more



Badly



7. Do you like how healthcare staff communicate with you?

For example are you given information in a way that you understand?

This could be anything, like the way they talk to you to the way information is written or shown to you.

Please tick 1 box

Yes No Sometimes

Please tell us how well we are doing with this.
(You can put a circle round your choice)

We are doing



Very well



Well



OK but we need to do more



Badly



8. Do you have any problems getting the healthcare you need?

For example does anything stop you getting good healthcare?

This could be anything, like hard information or buildings that are hard to use.

Please tick 1 box

Yes No Sometimes

Please tell us how well we are doing with this.
(You can put a circle round your choice)

We are doing



Very well



Well



OK but we need to do more



Badly



9. Do health staff treat you well?

For example

- do they listen to you?
- do they treat you in a good and fair way?

Please tick 1 box

Yes No Sometimes

Please tell us how well we are doing with this.
(You can put a circle round your choice)

We are doing



Very well



Well



OK but we need to do more



Badly



Answer question 10 if you have made a complaint about any treatment or service.

A complaint is when you tell someone you are not happy with their service.

10. Did we deal with your complaint well?

Please tick 1 box

Yes No Sometimes

Please tell us how well we are doing with this.
(You can put a circle round your choice)

We are doing



Very well



Well



OK but we need to do more



Badly



You can tell us more here if you want to about the care you get from us

What are we doing well?

What could we do better?



THIS SURVEY AND YOU:

We will use the information you have given us to make health services better.



To make services better we would like to know something about you.

Please tell us the area where you live.
For example, Aldershot



My age is:

Please tick 1 box

I am filling in this survey for someone else

Yes

No



I am male:

Yes No

I am female:

Yes No

My ethnic group is:

White

Mixed or multiple ethnic groups

Asian or Asian British

Black, African, Caribbean or Black British

Any other ethnic group

I would prefer not to say

I have a physical disability:

Yes No I would prefer not to say

I have a learning disability:

Yes No I would prefer not to say

I have a mental health problem:

Yes No I would prefer not to say

THANK YOU