

Have your say

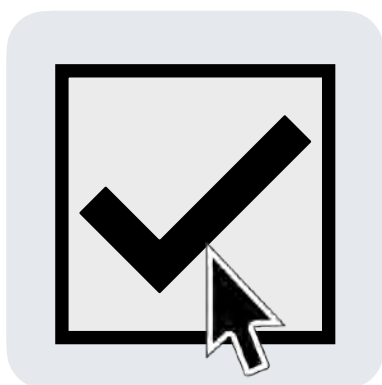


Easy
Read

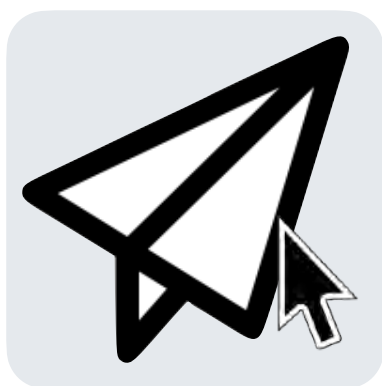
How to use this survey on a computer



You can complete this survey on your computer. First you will need to download it.



When you open the survey on your computer, you will be able to click on the tick boxes and write in the text boxes.



When you have finished the survey, save it to your computer and email a copy to:

info@healthwatchsomerset.co.uk

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In this Easy Read document, difficult words are in **bold**. We explain what these words mean in the sentence after they have been used.



Some words are pink and underlined. These are links which will go to another website which has more information.

Introduction



We are Healthwatch. We work to make sure health and care services are the best they can be for the people who use them.



We want to know if you think there are things that health and care services can do to improve.



Please answer these questions to tell us.

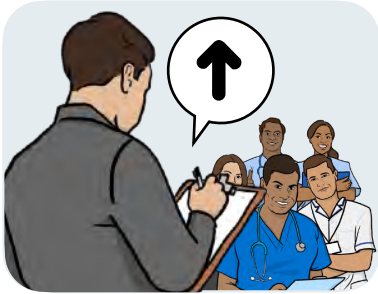


If you need advice or information about local services, talk to your local Healthwatch.



You can find your local Healthwatch on this website:
[https://
www.healthwatchsomerset.co.uk/](https://www.healthwatchsomerset.co.uk/)

How we use your information



We will use the information you give us to spot things that could be better.



We might use the things you say in reports, but we will not use your name.



If you are giving us information for someone else, make sure you have asked them first.



You can find out more about how we use your information on this website:

[https://
www.healthwatchsomerset.co.uk/
privacy](https://www.healthwatchsomerset.co.uk/privacy)

Questions



Question 1: What kind of service would you like to tell us about?

You can pick more than 1.



GP services – this is your local doctor



Dentists



Pharmacies



Hospital inpatient – this means staying in hospital overnight



Hospital appointments – this means you have planned to go to hospital for some care



Mental health support



Social care – this is support for people who need some help with everyday things, in care homes or at home



Accident and emergency, or minor injury units – this is where you go if you are injured



Ambulances and paramedics – this is who takes you to hospital if you need to go right away



NHS 111 - this is a phone line you can call for health advice

Other issue or service - please tell us which service you are talking about



Question 2: Please tell us about what happened to you.

Think about:

- What went well?
- What could have been better?

A large, empty rectangular box with a dark blue border, intended for the user to write their response to the question.



Question 3: Are you talking about a particular service, like a part of a hospital or your local doctor?

If so, please tell us which one.

A large, empty rectangular box with a dark blue border, intended for the respondent to provide their answer to the question.



Question 4: How easy was it to get the help and support you needed?

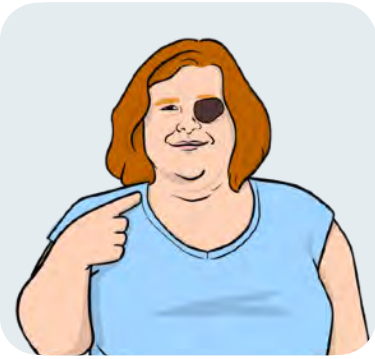
- Very easy
- Easy
- Neither easy nor difficult
- Difficult
- Very difficult
- None of these



Question 5: How good would you say your care was?

- Good
- Neither good nor bad
- Bad
- Sometimes good, sometimes bad
- Not sure
- None of these

Question 6: Are you...



The person who got the care

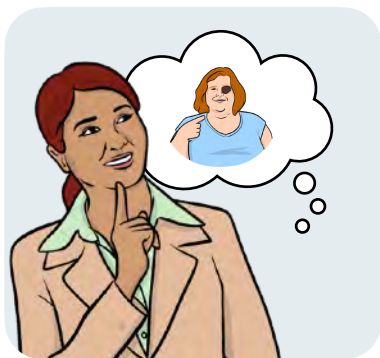


A friend, family member or carer of the person who got the care

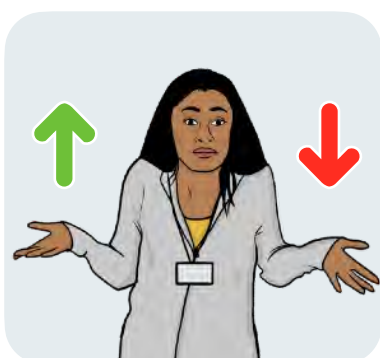


Someone else

About you



It would be helpful to know more about you.



This helps us see if different people get better or worse care.

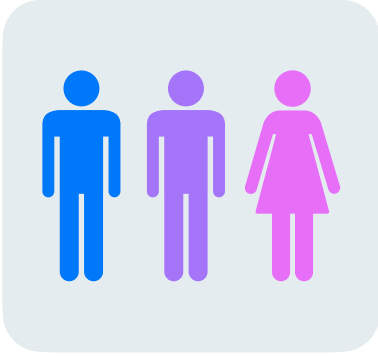


You do not have to answer these questions.



Question 7: How old are you?

- 16 to 17 years old
- 18 to 24 years old
- 25 to 49 years old
- 50 to 64 years old
- 65 to 79 years old
- 80 years old or older
- Prefer not to say



Question 8: What is your **gender**?

Gender is whether you like to be known as male, female or something else.

Woman

Man

Non-binary - this means you are not a woman or man.

Prefer not to say

I prefer to use my own word

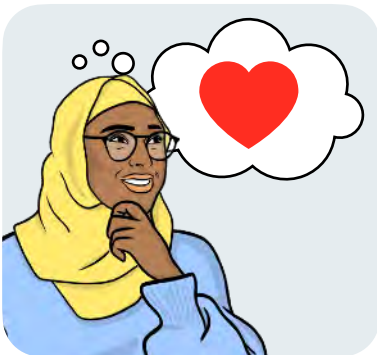


Question 9: Is your gender the same as the one you were given when you were born?

Yes

No

Prefer not to say

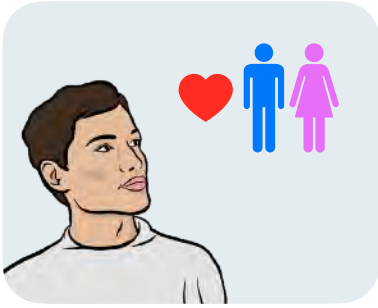


Question 10: What is your **sexual orientation**?

Sexual orientation means which gender you are attracted to. For example male, female or both.



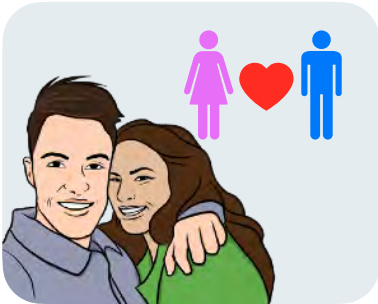
Asexual - this means you are not attracted to anybody



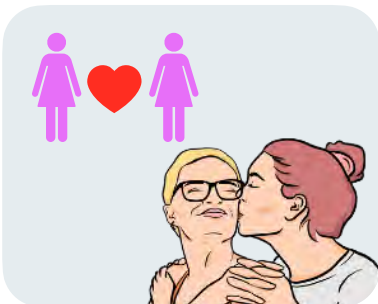
Bisexual - this means you are attracted to men and women



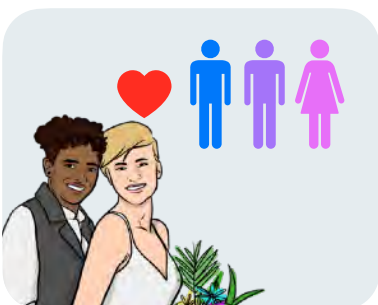
Gay man - this means you are a man who is attracted to other men



Heterosexual or Straight - this means you are attracted to the opposite gender



Lesbian or Gay woman - this means you are a woman who is attracted to other women



Pansexual - this means you are attracted to people no matter their gender

Prefer not to say

I prefer to use my own word



Question 11: What is your ethnicity?

Ethnicity is your race or background. For example Black, White or Asian.



Arab



Asian or Asian British

Bangladeshi

Chinese

Indian

Pakistani

Any other Asian or Asian British background



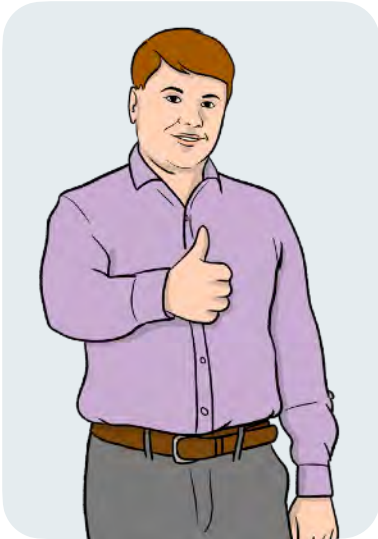
Black or Black British

- African
- Caribbean
- Any other Black or Black British background



Mixed or more than 1 ethnicity

- Asian and White
- Black African and White
- Black Caribbean and White
- Any other Mixed or more than 1 ethnicity



White

- British, English, Northern Irish, Scottish or Welsh
- Irish
- Gypsy, Traveller or Irish Traveller
- Roma
- Any other White background
- Prefer not to say
- Any other ethnicity



Question 12: Are any of these true for you?

- I have a disability
- I have had a health condition for a long time
- I am a carer
- None of these
- Prefer not to say

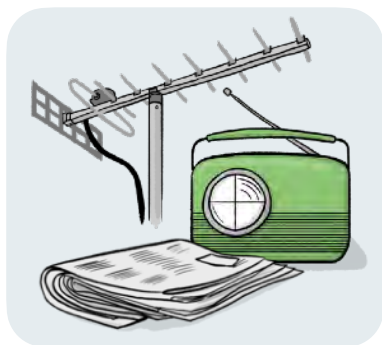


Question 13: How much money do you have?

- I have plenty to spend on things I need, and plenty left for extras I want
- I have enough to spend on things I need, and a small amount for extras I want
- I have enough to spend on things I need, and not much else
- I don't have enough for things I need and sometimes run out of money
- I don't know
- Prefer not to say

Can we contact you?

Using your story



We use the stories people tell us when we talk about our work to **the media**.

The media is newspapers, radio or TV.

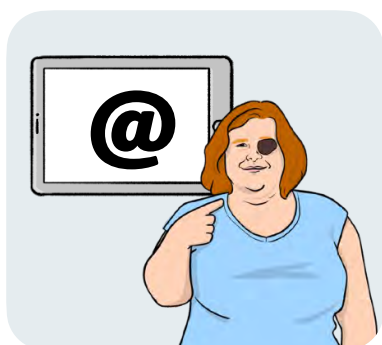


Can we contact you if we want to talk about your story to the media?

We will not give them your name without asking you first.

Yes

No

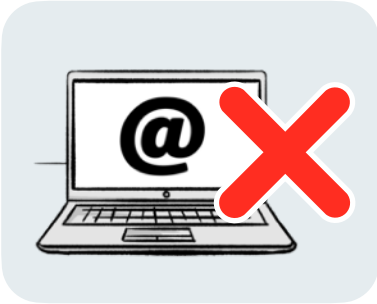


If you ticked yes, please write your name and email address in this box:

Emails



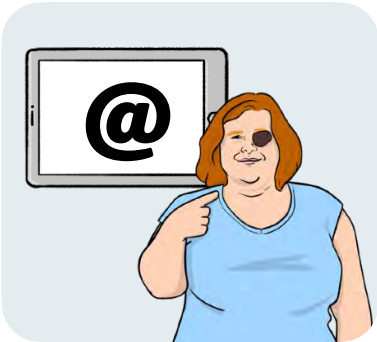
Would you like us to email you with information about what we are doing?



You can stop getting emails from us at any time.

Yes

No



If you ticked yes, please write your name and email address in this box:

For more information

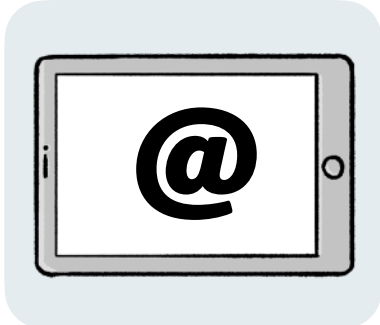


You can look at our website here:
[https://
www.healthwatchsomerset.co.uk](https://www.healthwatchsomerset.co.uk)



If you need more information
please contact us by:

- phone: 0800 999 1286



- email:
info@healthwatchsomerset.co.uk