Health and Social Care Consultation

All survey responses will be treated confidentially

We need to know your views on radical proposals to transform the way concerns about health and social care are handled. Health and social care services include services which you may have accessed through your GP, dentist or hospital and we are keen to hear what you think by completing the questions below. Your feedback is important to us and we promise to listen to all of the comments and ideas received.

If you would like the survey in another language or format e.g. large text, please contact (01785) 276820 or email:healthandsocialcareconsultation@staffordshire.gov.uk.

Please return your survey to Health and Social Care Consultation, Policy and Performance Team, Wedgwood Building, Tipping Street, Stafford, ST16 2DH.

The deadline for all survey responses is Monday 16th January 2012.

Your views on health and social care services

Receiving high quality health and social care services is important to everyone in Staffordshire.

1. Which ONE of the following statements do you most agree with? (Please click on ONE box only)
   - Everyone in Staffordshire receives high quality health and social care services
   - It depends which service you use, quality is variable
   - Standards of health and social care are poor
   - I do not have an opinion

2. How far do you agree or disagree with the following statements? (Please click on all that apply)

   | I can have a say over health and social care services that affect me | Strongly agree | Agree | Neither agree nor disagree | Disagree | Strongly disagree | Don't Know |
   | I know where to find out information about health and social care |             |      |                            |         |                  |           |
   | I am aware where to go to give feedback on a health or social care service used |             |      |                            |         |                  |           |
   | I know how to make a complaint or raise a serious issue about a health or social care service |             |      |                            |         |                  |           |

3. How important or unimportant do you think it is that patients and users can have a say on the services they receive? (Please click on ONE box only)
   - Very important
   - Fairly important
   - Neither important nor unimportant
   - Fairly unimportant
   - Very unimportant
   - Depends on the issue
4. What types of health and social issues would you like to share your views on? (Please click on all that apply)

- Having a community care assessment
- My GP
- My outpatient hospital appointment
- My experience as a patient in hospital
- Nurses who look after me at home
- Other (please state below)

5. How do you a) currently find out information and b) how would you prefer to find out information about health and social care services in your local area? (Please click on all that apply)

- Local media (newspapers, television, radio)
- NHS / County Council websites
- Resident newsletters
- Staffordshire Cares/ Purple Pages web area
- Direct contact with Health or Social Care services
- Posters/leaflets
- Your GP
- Staffordshire LINk
- Libraries
- Word of mouth
- 'Other' (please state)

6. How useful would it be to have one independent organisation help and support you in finding your way to the right health or social care service? (Please click on ONE box only)

- Very useful
- Fairly useful
- Not very useful
- Not at all useful

7. Would any of the below prevent you from giving feedback on a health and social care service you have received? (Please click on all that apply)

- I don't think it will be acted upon
- I don't like to take up staff time
- Fear of victimisation
- Don't know who to speak to
- Nothing would stop me giving feedback
- Other (please state below)

8. If you wanted to give positive or negative feedback on a health or social care service, where would you prefer it to go? (Please click on all that apply)

- The organisation delivering the service to you
- An organisation independent of health and social care

- a) positive feedback
- b) negative feedback
9. Where do you think complaints about health and social care services should be dealt with? (Please click on ONE box only)

☐ I think all complaints should be handled by an organisation independent of health and social care

☐ I think the organisation should have the chance to resolve my complaint, but if they don’t I would be able to go to an independent organisation

☐ I think all complaints should be handled by the organisation delivering the service

Please give reasons for your answer

10. How interested would you be in seeing published information on public feedback about health and social care services? (Please click on ONE box only)

☐ Very interested

☐ Fairly interested

☐ Not very interested

☐ Not at all interested

☐ Don’t know

11. Currently, feedback on health and social care services is held by a number of different organisations. Do you think health and social care organisations could have a better understanding of the issues if all public feedback was shared between the relevant organisations? (Please click on ONE box only)

☐ Yes

☐ No

☐ No opinion

12. What ONE suggestion would you make to improve the way public feedback is dealt with by health and social care services?

About you

To help us understand all of the views received we would value the following optional details. You do not have to complete this section, but it would be very helpful if you did as the information will help us make sure we reach as many people as possible.

Your age

☐ Under 18

☐ 18-30

☐ 31-49

☐ 50-64

☐ 65+

Your gender

☐ Male

☐ Female
Your ethnicity
- White - British
- White - Other
- Mixed Heritage
- Black or Black British
- Asian & Asian British
- Chinese
- Other (please state below)

Are you submitting your views as...(Please click on all that apply)
- A user of social care services, now or in the past
- A user of health services, now or in the past
- A relative of a service user/ patient
- A carer
- A health or social care professional
- A resident of Staffordshire
- A resident outside of Staffordshire
- Partner organisation
- Community group
- Nationally and locally elected member/ MP
- Other (please state below)

Do you consider yourself to have a disability or long term illness? (Long term means anything that has affected you, or is likely to affect you, over a period of time).
- Yes
- No

For analysis reasons, please tell us the first four digits of your postcode:

Your contact details
Please tell us your personal details. Any details you choose to share with us will be treated confidentially.

Your name

Organisation (if applicable)

Address / postcode

Email address

Would you be willing to be contacted again about similar consultations?
- Yes - please ensure your include your contact information above.
- No

Thank you for sharing your views. It is the intention of the project team to publish a summary of the results received. All views must be received by Monday 16th January 2012.

The information that you provide as a response to this consultation will be processed in accordance with the Data protection Act 1998. All responses will be treated confidentially.