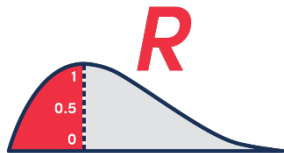




Have Your Say about NHS and Social Care Services



Let us help you through Coronavirus, or Covid-19.



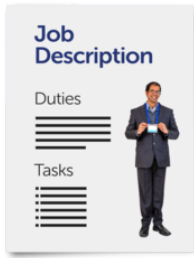
Who are Healthwatch Kingston?



We are a local champion for people who use NHS and Social Care Services.



We listen to what matters to you. We make sure your views are the same as the support you need, especially in these scary times.



It is our job to listen to people. And then to share it with other people who can do something about it.



We have the power to make sure government listens to you. Based on what you need.



We need to reach more people living in Kingston.



And people who work in Kingston.



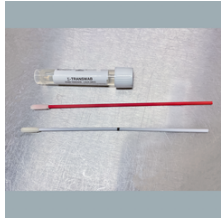
And people who study in Kingston.



So we can make things better in the community. And keep as many as you safe.



For more info, visit www.healthwatchkingston.org.uk



We would like to know how your experience is being affected by Covid-19.



Healthwatch Kingston is playing a part in making sure health and social care services are aware of any important issues during this time.



We want to help the NHS and health and social care services. They are under a lot of pressure right now.



By taking this survey, you can help us understand if there is anything else that needs to be done.

About This Survey



Do you have anything to tell us that your local NHS service can learn from?



We want to know about your experiences of health and social care in Kingston during Covid-19.



What is good about it?



What is bad, or could be better?



If you want to tell us about:



Mental Health Care



Hospital care



Social Care Support



Or any other health service



We want to hear about it.



Please take 5 minutes to share your views.



No one will know who you are unless you want to tell us. At the end.



Consent



I give permission for my answers to be stored on Healthwatch Kingston's database.




☐




☐

Please tick



Please tick the issue that you would like to talk to us about (over the last year)

 NHS Mental health services	
 NHS Hospital care e.g. accident and emergency, inpatient care, outpatient clinics, complaints	
 Social care e.g. hospice services, care homes, and home care	

 <p>Community support services eg: advocacy, safeguarding</p>	
 <p>NHS Dental services</p>	
 <p>NHS Pharmacy services</p>	



Please name the service you would like to review



Do you know the postcode? Please tell us if you do.



Share your experience of the service

It was easy to access the help and support I needed from this service

 Please fill in this easy read form

Your name

Address

Phone

Please tick



Strongly agree	Agree	Neither agree / disagree	Disagree	Strongly disagree
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Can you tell us why?



Why?



Please tick which area of Kingston do you live in?

Berrylands	
Canbury	
Chessington	
Coombe	
Kingston Town	
Kingston Vale	
Malden Rushett	
Motspur Park	
New Malden	

Norbiton	
Old Malden	
Surbiton	
Tolworth	



you got?

How happy were you with the care that



Please tick

Strongly agree	Agree	Neither agree / disagree	Disagree	Strongly disagree



Why?

Can you tell us why?



Were you happy with any further treatment / care / support that you were offered?

Strongly agree	Agree	Neither agree / disagree	Disagree	Strongly disagree



Why?

Can you tell us why?



Is there anything more you would like to tell us about your experience?



Tell us a bit about you

By telling us more information about yourself, you will help us better understand how people's experiences may be different. This can depend on the type of person they are. You do not have to answer these questions if you do not want to.

14. Gender (please tick)

Male	
Female	
Prefer not say	
Other (please specify)	

15. Sexual orientation (please tick)

Bisexual		Lesbian	
Gay		Pansexual	
Heterosexual / Straight		Prefer not to say	
Other (please specify)			

16. Please tell us which age category you fall into (please tick)

13 - 17		55 - 64	
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18 - 24		65 - 74	
25 - 34		75 +	
35 - 44		Prefer not to say	
45 - 54			

17. Please select your ethnic origin from the list below

Arab		Mixed / Multiple ethnic groups: Black African and White	
Asian / Asian British: Bangladeshi		Mixed / Multiple ethnic groups: Black Caribbean and White	
Asian / Asian British: Chinese		Mixed / Multiple ethnic groups: Asian and White	
Asian / Asian British: Indian		Mixed / Multiple ethnic groups: Any other Mixed / Multiple ethnic background	
Asian / Asian British: Pakistani		White: British / English / Welsh / Scottish / Northern Irish	
Asian / Asian British: Any other Asian / Asian British background Black / Black British: African		White: Irish	
Black / Black British: Caribbean		White: Any other background	
Black / Black British: Any other Black / Black British background		Any other ethnic group	

Gypsy, Roma or Traveller		Prefer not to say	
Other (please specify)			

Do you consider yourself to be a carer?



Are you disabled or do you have a long term health condition?

Yes, I consider myself to have a disability
Yes, I consider myself to have a long-term health condition
Yes, I consider myself to be a carer
None of the above
I prefer not to say



Please tick all that apply



Finally, how did you hear about Healthwatch Kingston?



Thank you

Thank you so much for completing the survey.

If you want to get updates from Healthwatch Kingston, please give us your name and email address. We promise to not share it with anyone. Your details and the survey answers are going to be kept apart from each other.

Name: _____

Email Address: _____

Please hand your completed survey in to the Healthwatch Office next time you are in the Kingston Quaker Centre.

OR please cut out our Freepost address label on the next page

Stick it in an envelope.

Post your survey back to us.



Freepost Plus RTZR-CTLB-GREL
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