

INTEGRATED CARE EXPERIENCE SURVEY

WHAT IS THIS SURVEY ABOUT?

In your local area, health and care organisations are working together to join up and improve the way they deliver services to meet the changing needs of local communities. To understand how well this is working, we would like to hear about your experience of using health and social care services.

The findings of the survey will help us understand what is good about your care, how it can be improved and inform how services are delivered in the future.

In this questionnaire we will often refer to 'health and social care professionals'. When answering these questions, please think about all the health and social care professionals you have interacted with. This may include a GP, consultant or specialist, nurse, care worker who supports with day-to-day activities, pharmacist, community support worker, counsellor or therapist, occupational therapist, dietician, or physiotherapist as well as many other professionals.

Consent

By completing and returning this questionnaire you are agreeing:

- for the information you provide, and the information from your GP patient record to be used to carry out the survey, and
- that your personal information can be held and used by NHS England and organisations acting under its instructions

USE OF HEALTH AND SOCIAL CARE SERVICES

01 In the last six months, which of the following health and social care services have you used, if any?

Please consider all health and care services when answering this question, including private health and care.

Please put an **X** in all the boxes that apply.

- ☐ Urgent or emergency care
(for example, 999, NHS 111, A&E, minor injuries unit, walk-in centre, emergency out of hours GP or dentist)
- ☐ GP services

- ☐ Community services
(this may involve a healthcare professional coming to your home to help and support you or going to see a healthcare professional in a community clinic such as a physiotherapist)
- ☐ Dentistry
- ☐ Pharmacy
- ☐ Opticians
- ☐ Mental health services
(for example, counselling, therapy or hospital treatment)
- ☐ Care home services
- ☐ Home care services
(a care worker coming to your home to provide care and support)
- ☐ Social services
(for example, social workers or safeguarding teams)

- ☐ Other voluntary, local authority or community support services
(for example, transport services, day centres provided by charities, community centres, lunch clubs)
- ☐ I haven't used health and social care services in the last six months
- ☐ Other health and social care service (please write in)

02 Over the last six months, how often have you used health and social care services?

- ☐ More than once a week
- ☐ About once a week
- ☐ About once a fortnight
- ☐ About once a month
- ☐ Once or twice in the last six months
- ☐ I haven't used health and social care services in the last six months
- ☐ Don't know / can't remember

03 Thinking about the last six months... Overall, how would you rate your care?

Please only consider the care and support you have received from health and social care professionals rather than any help you may have received from family or friends.

- ☐ Very good
- ☐ Fairly good
- ☐ Fairly poor
- ☐ Very poor
- ☐ Don't know / can't remember

04 Thinking about the last six months, has the care and support you received helped you live life to the best of your ability?

- ☐ Yes, completely
- ☐ Yes, to some extent
- ☐ No, not at all
- ☐ Don't know / can't remember

05 The last time you had an appointment, did the health or social care professional have the information they needed about you from your health and care record?

- ☐ Yes
- ☐ No
- ☐ I have not had an appointment with a health or social care professional
- ☐ Don't know / can't remember

06 Thinking about the last six months...

Did all the different people caring for you work well together to give you the best possible care and support?

Please only consider the health and social care professionals who have provided you with care and support rather than any help you may have received from family or friends.

- ☐ Yes, all of them worked well together
- ☐ Most of them worked well together
- ☐ Some of them worked well together
- ☐ No, they did not work well together
- ☐ Don't know / can't remember

07 Thinking about the last six months...

When you have needed to, have you been able to discuss all of your needs with a health or social care professional?

- ☐ Yes, definitely
- ☐ Yes, to some extent
- ☐ No, not at all
- ☐ Don't know / can't remember
- ☐ I have not needed to discuss my needs with a health and social care professional

08 How confident, if at all, are you that you would know which health or social care service to contact if you are worried about your condition or treatment?

- ☐ Very confident
- ☐ Fairly confident
- ☐ Not very confident
- ☐ Not at all confident
- ☐ Don't know

09 Thinking about the last six months...

Did you feel your emotional wellbeing was considered when health and social care professionals were providing your care?

- ☐ Yes, definitely
- ☐ Yes, to some extent
- ☐ No, not at all
- ☐ Don't know / can't remember

10 In the last six months, when you have been in contact with health and social care professionals, were you directed toward any services or organisations that offered support for your emotional wellbeing?

- ☐ Yes
- ☐ No
- ☐ Don't know / can't remember

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The NHS aims to offer certain people with long-term conditions more proactive care. This involves supporting them to manage their own health and care which should help them to live well and prevent their symptoms worsening.

The proactive care journey starts with a patient being contacted by a health or social care professional to discuss their health and wellbeing.

Have you ever been contacted by a health or social care professional (e.g. your GP or a Care Co-ordinator) to ask about your health and wellbeing?

- ☐ Yes, about my general health and wellbeing
- ☐ Yes, about a specific condition that I have
- ☐ No
- ☐ Don't know

12 How useful, if at all, did you find this consultation?

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

DEMOGRAPHICS

The following questions ask for demographic information (such as age, gender and ethnicity). Your answers will help us understand whether experiences of health and social care services vary between different groups of the population. Your answers will be kept confidential and not linked to your medical records.

13 In what year were you born?

Write in your year of birth

- ☐ I would prefer not to say

14 Which of the following best describes you?

- ☐ Female
- ☐ Male
- ☐ Non-binary
- ☐ Prefer to self-describe

- ☐ Prefer not to say

15 Is your gender the same as the sex you were registered at birth?

- ☐ Yes
- ☐ No
- ☐ Prefer not to say

16 What is your religion?

- ☐ No religion
- ☐ Buddhist
- ☐ Christian (including Church of England, Catholic, Protestant and other Christian denominations)
- ☐ Hindu
- ☐ Jewish
- ☐ Muslim
- ☐ Sikh
- ☐ Other
- ☐ I would prefer not to say

17 Which of the following best describes how you think of yourself?

- ☐ Heterosexual/straight
- ☐ Gay/lesbian
- ☐ Bisexual
- ☐ Other
- ☐ I would prefer not to say

18 Do you have any long-term physical or mental health conditions, disabilities or illnesses? By long-term, we mean anything lasting or expected to last for 12 months or more.

- ☐ Yes
- ☐ No
- ☐ I would prefer not to say

19 What is your ethnic group?

WHITE

- ☐ English/Welsh/Scottish/Northern Irish/British
- ☐ Irish
- ☐ Gypsy or Irish Traveller or Roma
- ☐ Another white background (please write in)

MIXED/MULTIPLE ETHNIC GROUP

- ☐ White and Black Caribbean
- ☐ White and Black African
- ☐ White and Black Asian
- ☐ Another Mixed/multiple ethnic background (please write in)

ASIAN/ASIAN BRITISH

- ☐ Indian
- ☐ Pakistani
- ☐ Bangladeshi
- ☐ Chinese
- ☐ Any other Asian background (please write in)

BLACK/AFRICAN/CARIBBEAN/BLACK

- ☐ African
- ☐ Caribbean
- ☐ Any other Black/African/Caribbean background (please write in)

OTHER ETHNIC GROUP

- ☐ Arab
- ☐ Another ethnic group (please write in)

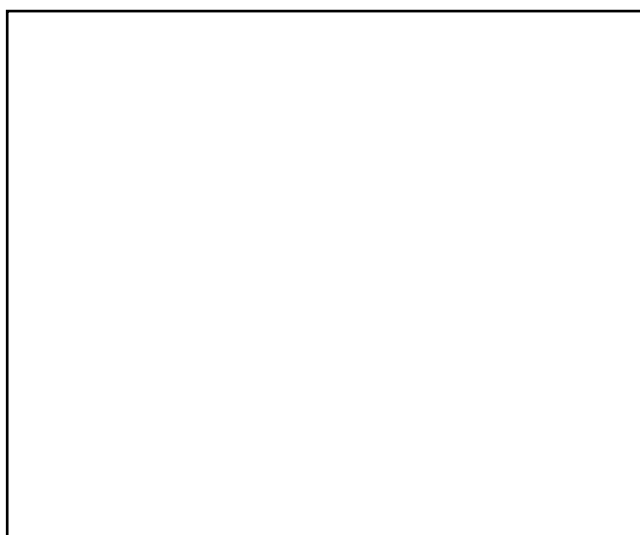
- ☐ I would prefer not to say

OTHER COMMENTS

Please note that the content you provide below will be looked at in full by NHS England, your Integrated Care Board and researchers analysing the data. Any information you give that could identify anyone will only be used if there are areas of concern. We will remove any information that could identify you before publishing any of your feedback.

20 Was there anything particularly good about the way the health and social care services you used worked together to provide care?

Please write in



21 Was there anything that could be improved?

Please write in



22 For the benefit of health and care services, NHS England would like to link your responses to the questions in this survey to other information about your health and service use.

This will allow further analysis to take place which will help increase our understanding of patients' experience. This then supports the NHS to monitor progress on care provision, drive local quality improvements and understand the impact of any changes being made.

To do this, information used to identify you to take part in this survey (NHS number, date of birth, postcode), would be used to link your survey responses to other information held by NHS England about your health and service use.

If you do not want your responses to be linked to other information about you, you do not need to give a reason and it will not affect the care you receive from the NHS in any way. NHS staff will never be made aware of your decision.

Can NHS England link your responses to the questions in this survey to other information about your health and service use?

- ☐ Yes
☐ No

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Thank you for taking the time to respond to this survey. Your feedback will help [ICS name] understand how to improve its services. We would hugely appreciate if you would agree to help us in future by:

- Agreeing to be contacted within the next two years to complete further survey questions about your experience of health and care services
- Agreeing to be contacted within the next two years to take part in further research about health and care services, this could include being asked to join a panel of people who are asked their views.

Are you willing to be re-contacted for these purposes?

- ☐ Yes – I agree to be contacted to complete further survey questions
- ☐ Yes – I agree to be contacted to take part in further research
- ☐ No I do not want to be contacted

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Would you be happy for [ICS NAME] to re-contact you in the following ways?

- ☐ By email
- ☐ By telephone
- ☐ By post

25

What is your email address?

If you are happy to be re-contacted by email, please write in your email address below, in block capitals

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If you are happy to be re-contacted by telephone, please write your telephone number below.

Please write in

THANK YOU FOR YOUR TIME.

Please return this questionnaire in the pre-paid envelope provided or send it in an envelope marked [FREEPOST ADDRESS] (you do not need a stamp).

Internal Use Only