



We want to find out about what it is like when people use health services.

You can tell us what went well and what stopped you using health services.

We want to hear your ideas to make things better. We want to hear from lots of different people.

We will not let anyone know your information when we write our report.

We will give our report to people who work in health services or plan how services run.

You can tell us your name and address at the end of the questions if you want to.

We will only keep your information for 2 years unless you tell us you do not want us to keep it any more.

We will only share your information with Inclusion Gloucestershire.

You can email us to find out more about what we do with the information you give us.

[kirsty.dalley@kftseekers.org.uk](mailto:kirsty.dalley@kftseekers.org.uk)

Our survey will finish on 20 September 2020

**Questions**

1. What do you think about it?

Good




Bad

Not sure








Have you got a doctor you usually go to if you are ill?

		
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
YES	No	Not Sure

If you don't have a doctor can you tell us why not?






Do you know how to get help with your health when you need it?  
This could be from a doctor or chemist or by phoning 111 or 999

		
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
YES	No	Not Sure






Is it easy for you to get to your health appointments?

		
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
YES	No	Not Sure



Would it be better if you could have your appointment on the phone or video call?

		
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
YES	No	Not Sure

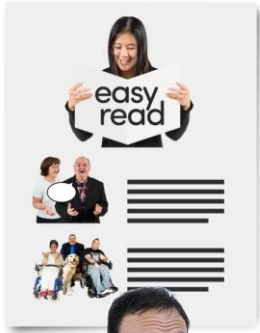


Is it easy for you to tell health people about how you feel?



Four empty square boxes for selecting an answer.

YES      A Bit      No      Not Sure



Can you get information about your medication in a way that is easy for you to understand?



Four empty square boxes for selecting an answer.

YES      A Bit      No      Not Sure



If you can't get information about your medication that you can understand, can you say why not?



Have you been asked if you need help from someone if you speak another language or use sign language?

This person is called an interpreter.



Three empty square boxes for selecting an answer.

YES      No      Not Needed



If you had help from an interpreter did it make it easier for you at your appointment?



Three empty square boxes for selecting an answer.

YES      A Bit      No



If you had help from an interpreter do you know how it was paid for?

YES No



Do you think health people treat you with respect at your appointments?

Always Usually Sometimes Hardly ever Never



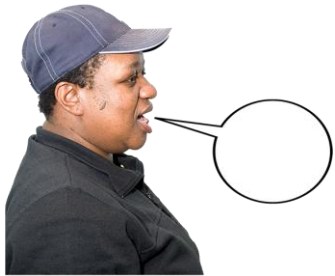
Do you think health people know about the things that are important to you like your language or religion? These are called cultural needs.

Always Usually Sometimes Hardly ever Never



If you are ill do health people explain about it and what will happen in a way you can understand?

Always Usually Sometimes Hardly ever Never



Do you get to say what you want to happen about your health?

Always Usually Sometimes Hardly ever Never

Sometimes people are treated differently because of things like their age or colour or disability.

This is called discrimination.

We want to know if you have been treated differently because of any of the reasons in our list.

Please tick the things that have meant you were treated differently.



Because of your age

Because you have a physical disability

Because you have a learning disability

Because of mental ill health

Because you speak a different language or have a different culture

Because you are a man or a woman

Because of how much money or things you have

Because of your religion

Because of who you are attracted to romantically or sexually





- Because you have autism
- Because you have hearing or sight loss
- Because of something else about you
- Not sure
- You have never been treated differently because of any of these things



If you have been treated differently because of something about you, we want to know what happened.

tick any of the things that happened to you.

- People behaved badly toward you
- The building or room was not right for your needs
- People didn't communicate with you so you could understand
- You couldn't have the health treatment you needed
- You couldn't understand the information you were given
- Your appointment was not right because of your culture







The health people did things that were not right for your culture

Something else that made you feel treated differently.

Can you say here what you think can be done so people do not feel that they are being treated differently because of something about them.



What things do you think make it more difficult to stay healthy?

Tick the things you think make the most difference.

Not having a good place to live



Not having a job or having a job you don't enjoy

Problems with money



Not being able to learn at school or college

Problems with families and relationships



Not having the right transport

You can tell us about other things you think make it difficult to stay healthy here.



Have you ever used mental health services?



YES

No

Not saying

If you said **YES** to the last question, please can you tick the services you had support from.

Your doctor



Hospital Accident and Emergency

Crisis Team

Recovery College

The Samaritans







- The Independence Trust
- Self-harm helpline
- Alexandra Wellbeing House
- Let's Talk
- MHELO
- Inclusion Gloucestershire



If you had help from another service, you can tell us here.



Have you been asked if you would like to try other things like the gym or slimming club to help with your health?



YES

No

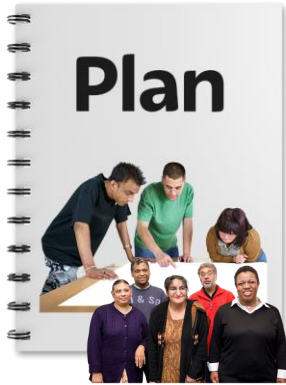


You can tell us here about any things you have tried.





You can tell us your ideas about how you can get better help with your health.



When health and social care make plans do you think they think about your culture?

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
YES	No	Not Sure



We might want to ask about other things like housing or work.

We want to know if you would like to be involved in groups or

<input type="checkbox"/>	<input type="checkbox"/>
YES GROUPS	YES SURVEYS

We want to find out what people think about mental health.

It would help us if you can answer the next questions.








Did you tell other people like family, friends or people you work with about having support with your mental health?

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Always	Sometimes	Hardly ever	Never



Have you ever felt things like embarrassment or shame or been proud of yourself when you have used mental health services.

          
 Always Usually Sometimes Hardly ever Never

You can say here how you felt about using mental health services.



The next questions are about you, so we know who has helped us with our survey.

Can you say about your gender. Tick the one that describes you.

Not saying   
 Male  Female  Transgender  Non-binary



Put a circle on your age group

Not saying



18 - 24  25 - 34  35 - 44  45 - 60  60+





Please can you tell us which of the groups in our list best describes you.

This is called ethnicity.

White - British

White - Irish

White - other group

Mixed - White and Black Caribbean

Mixed - White and Black African

Mixed - White and Asian

Any other mixed background

Asian or Asian British - Indian

Asian or Asian British - Pakistani

Asian or Asian British - Bangladeshi

Asian or Asian British - Chinese

Asian or Asian British - Any other Asian background

Black or Black British - Caribbean



Black or Black British - African

Black or Black British - Any other Black background

Not saying



If you belong to a group that is not on our list, you can tell us here.



Is English your first language?  
This is the language you usually use at home with family and friends.



YES

No



Please tick the area you live in Gloucestershire



Gloucester

Stroud

Cheltenham

Forest of Dean

Tewkesbury

Cotswolds

Thank you for helping us with our survey.

**Please send the survey to:**

Kirsty Dalley, Kingfisher Treasure Seekers, 52 Westgate Street,  
Gloucester, GL1 2NF