

# CQC's plans for the questions it asks NHS patients

Easy read (May 2016)

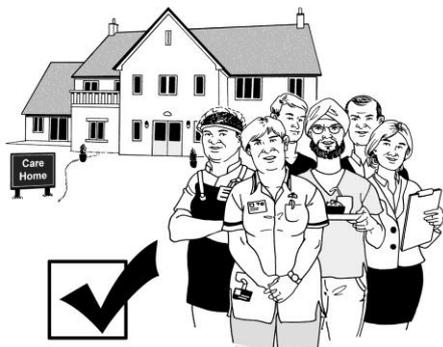


This is an easy read version of the document '**Consultation: CQC's NHS Patient Survey Programme (May 2016)**'. It asks you questions about our plans for what we should ask patients to help us understand what sort of healthcare they get. We do this in 'patient surveys'.



**Please let us know what you think by Thursday, 21 July 2016.**

# What are the surveys about?



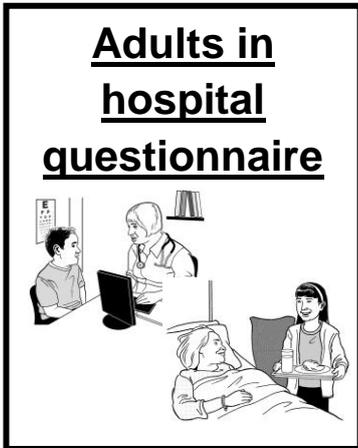
CQC's patient surveys ask what care people have had and what can be done better.

We want to ask you questions about what you think about our plan for patient surveys and about how we tell you our findings.

Your answers will help people know what your local hospitals are like, so we need lots of people to answer the questions.

Your answers will let CQC and other organisations help services give you and everyone else better care.

# Questions (circle 1 answer per question)



1. We would like to stop doing separate surveys for patients who do not need to stay in hospital and patients who need to stay in hospital, and combine them both into one survey.

Do you agree?



Agree



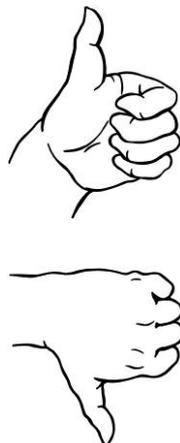
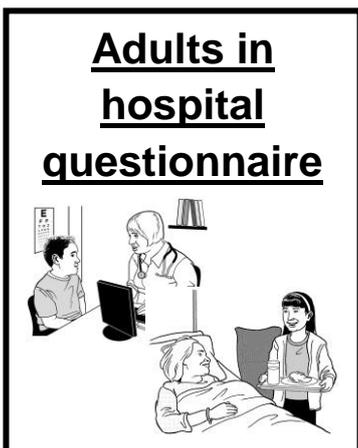
Neither agree  
or disagree



Disagree



Not sure

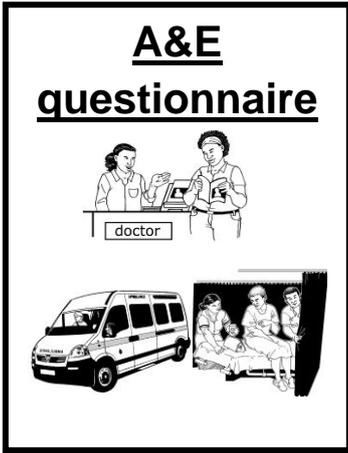


If we had one survey for patients who need to stay in hospital and patients who don't need to stay in hospital, why would this be good or bad for you?

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2. We would like the A&E (accident and emergency) survey to include all care services that need to act quickly, so as well as A&E, include GPs that work outside office hours, NHS 111 call centre and ambulance services.

Do you agree?



Agree



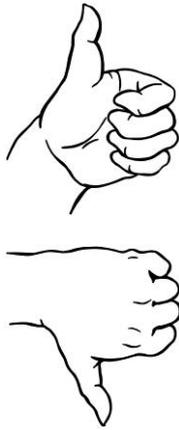
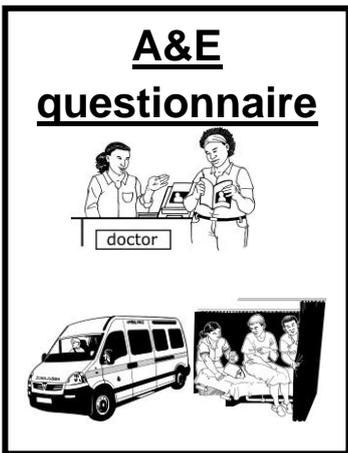
Neither agree  
or disagree



Disagree



Not sure



If the survey included all these services, why would this be good or bad for you?

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**Children and young peoples questionnaire**



**3. We would like to do a survey for children and young people more often.**

**Do you agree?**



Agree



Neither agree or disagree

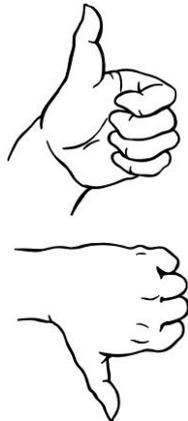


Disagree



Not sure

**Children and young people's questionnaire**



If we did the survey for children and young people more often, why would this be good or bad for you?

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**Community  
health services  
questionnaire**



4. We would like to try a new survey for health services in the community, like community nurses.

Do you agree?



Agree



Neither agree  
or disagree

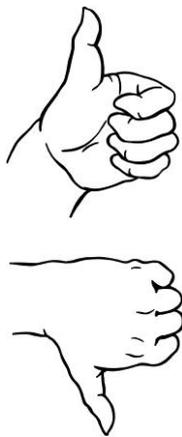


Disagree



Not sure

**Community  
health services  
questionnaire**



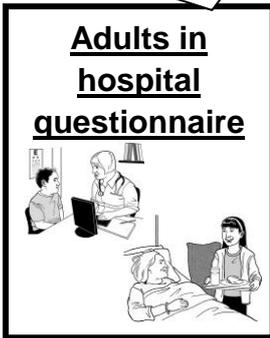
If we had a new survey about health services in the community, why would this be good or bad for you?

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Year 2016, 2017, 2018...



5. Every year, we would like a survey for adults who stay in hospitals and a survey for people who stay in mental health hospitals.

Do you agree?



Agree



Neither agree  
or disagree

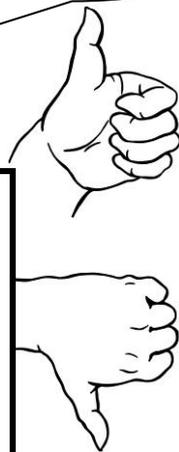
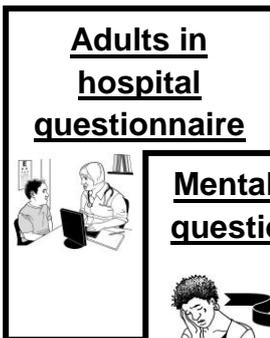


Disagree



Not sure

Year 2016, 2017, 2018...



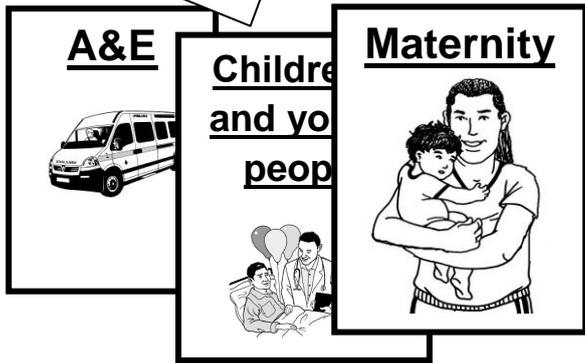
If we had these surveys every year, why would this be good or bad for you?

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Year 2017, 2018, 2019...



6. At least every 2 years, we would like to run the A&E, children and young people's, and maternity surveys. This is more often than we do now.

Do you agree?



Agree



Neither agree  
or disagree

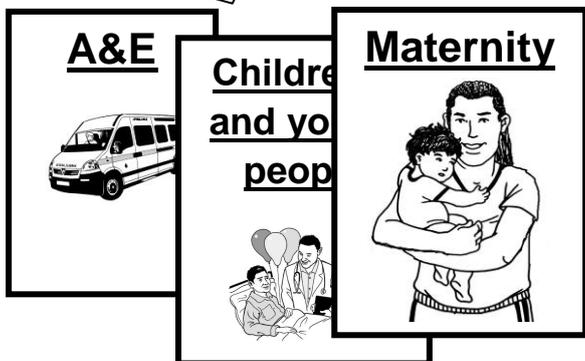


Disagree

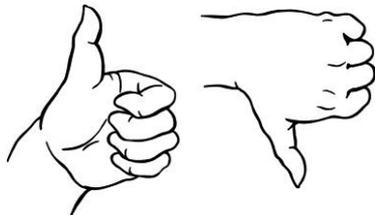


Not sure

Year 2017, 2018, 2019...



If we had these surveys at least every 2 years, why would this be good or bad for you?



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**7. We would like to try new ways to get more people to answer our surveys.**

**Do you agree?**



Agree



Neither agree  
or disagree



Disagree



Not sure



Do you have any ideas on how we can get more people to answer our surveys?

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What do you think are the reasons why people don't answer our surveys?

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**8. What can we do better so it is easier to find and use the answers to our surveys?**

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**9. Do you have any thoughts about how we can help you get the most information from our surveys?**

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## About you (you don't have to fill this in)

Your first name: \_\_\_\_\_

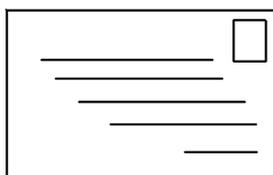
Your last name: \_\_\_\_\_

Which of the following are you? Please circle or underline 1 below.

- Member of the public
- Someone who works for a care service
- Someone who works in a university or school
- Someone who works for a charity
- Someone who works for the government or another public body
- Other – please say: \_\_\_\_\_

**Thank you for thinking about our plan for our patient surveys.**

**Please send your answers to us.**



Email:

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Post:

**Freepost RSBS-ZGCU-  
EZEE**

**NHS Patient Survey  
Consultation**

**Care Quality Commission**

**Citygate**

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