

# The Equality Delivery System for the NHS



We are \_\_\_\_\_  
We are part of the NHS.

There are some questions for you to answer  
about our services.

Please think about the services below when  
you answer the questions.



## 1. Do you get the healthcare you need?

For example

- do you get good healthcare?
- does it work well for you?

Please tick 1 box

Yes  No  Sometimes

Please tell us how well we are doing with this.  
(You can put a circle round your choice)

**We are doing**



**Very well**



**Well**



**OK but we need to do more**



**Badly**



## 2. Do staff talk to you to find out what you need?

Please tick 1 box

Yes

No

Sometimes

**Please tell us how well we are doing with this.**  
(You can put a circle round your choice)

**We are doing**



**Very well**



**Well**



**OK but we need to do more**



**Badly**

**Answer question 3 if you get care from more than one health service**



### **3. Does it work well when you change from one health service to another?**

For example

- do health staff tell you what is going on?
- are there any problems when you change to the other service?

**Please tick 1 box**

Yes       No       Sometimes

**Please tell us how well we are doing with this.**  
(You can put a circle round your choice)

**We are doing**



**Very well**



**Well**



**OK but we need to do more**



**Badly**



#### 4. Do you feel safe when you get your healthcare?

Please tick 1 box

Yes  No  Sometimes

**Please tell us how well we are doing with this.**  
(You can put a circle round your choice)

**We are doing**



**Very well**



**Well**



**OK but we need to do more**



**Badly**



## 5. Do you get help to keep healthy?

For example do health staff give you things like

- health checks
- advice on how to keep healthy
- injections to stop you getting some illnesses.

They are sometimes called vaccinations or jabs.

Please tick 1 box

Yes  No  Sometimes

Please tell us how well we are doing with this.  
(You can put a circle round your choice)

We are doing



Very well



Well



OK but we need to do more



Badly



## 6. Do you have any problems getting the healthcare you need?

For example does anything stop you getting good healthcare?

This could be anything, like hard information or buildings that are hard to use.

Please tick 1 box

Yes  No  Sometimes

Please tell us how well we are doing with this.  
(You can put a circle round your choice)

We are doing



Very well



Well



OK but we need to do more



Badly



## 7. Do you have a say in your care?

For example

- do health staff tell you what is happening with your care?
- do you have a say in what happens?

Please tick 1 box

Yes  No  Sometimes

**Please tell us how well we are doing with this.**  
(You can put a circle round your choice)

**We are doing**



**Very well**



**Well**



**OK but we need to do more**



**Badly**





## 8. Do health staff treat you well?

For example

- do they listen to you?
- do they treat you in a good and fair way?

Please tick 1 box

Yes  No  Sometimes

**Please tell us how well we are doing with this.**  
(You can put a circle round your choice)

**We are doing**



**Very well**



**Well**



**OK but we need to do more**



**Badly**



**Answer question 9 if you have made a complaint to the NHS group.**

**A complaint is when you tell someone you are not happy with their service.**

### **9. Did we deal with your complaint well?**

**Please tick 1 box**

Yes       No       Sometimes

**Please tell us how well we are doing with this.**  
(You can put a circle round your choice)

**We are doing**



**Very well**



**Well**



**OK but we need to do more**



**Badly**



**You can tell us more here if you want  
to about the care you get from us**

**What are we doing well?**

**What could we do better?**

