
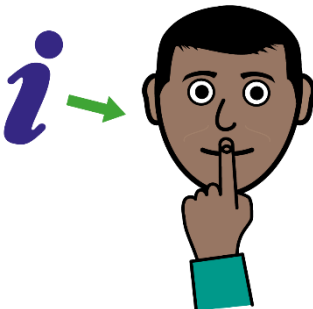
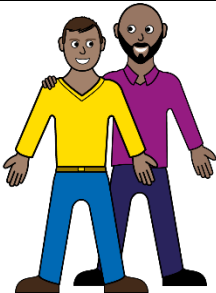






Accessible information survey

	<p>Accessible information means doctors, hospitals, dentists and social carers must send you information you can understand.</p>
	<p>Information for you should be in Easy Read if that is what you want.</p>
	<p>Your doctor or nurse should phone you, text you or send you an email if that is what you want.</p>
	<p>We want to hear if you get information you can read from doctors, nurses and others.</p> <p>We have made this survey so everyone can tell us about what happens to them.</p>

	<p>After the survey we will write a report about accessible information. We will give the report to health organisations, councils and others who provide information. We will also put it on the internet for everyone to read.</p>
	<p>We will not use the information you tell us for anything else. We will not ask your name.</p> <p>But at the end we will ask some questions about you so we know the kind of people who filled in our survey.</p>
	<p>You can fill in the survey on your own or with a friend, a family member or a support worker.</p>
 	<p>There are two ways to return the survey.</p> <ul style="list-style-type: none"> • Email it to ruth.stockdale@hwny.co.uk. Ruth works for Healthwatch North Yorkshire • Put it in an envelope and send it to: Freepost HEALTHWATCHNORTHYORKSHIRE • You do not need to use a stamp



Please return the survey by Friday 22 April



You can also fill out this survey on a computer if you want to. The link is here:

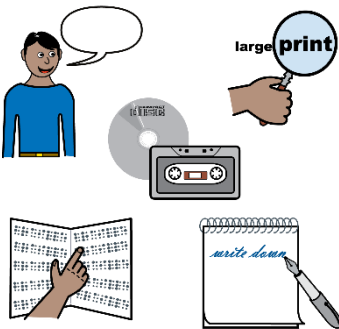
<https://www.surveymonkey.co.uk/r/HJGBG55>

Survey

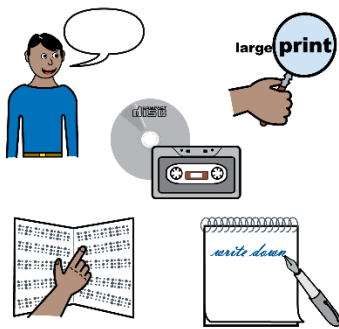
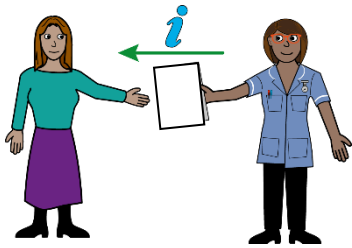
Do you need information in a different format?

For example, large print, Easy Read or plain language?

Please tick one box:



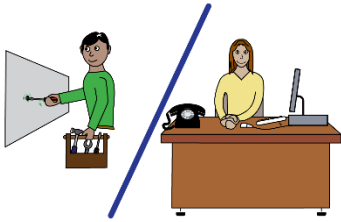
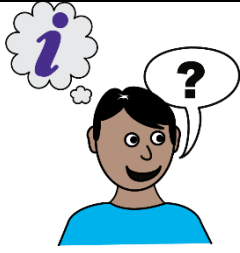
Yes	<input type="checkbox"/>
No	<input type="checkbox"/>
Not sure	<input type="checkbox"/>



How do you like people like doctors and nurses to send you information?

Please tick one box:

Easy Read letter	
Email	
Text message	
Text relay service	
Phone call	
Large print letter	
Braille	
Audio	
Makaton	
British sign language	
Not sure	



Has a health or care organisation asked you if you needed information in a different format?

Tick as many boxes as you need:

Yes my doctor	<input type="checkbox"/>
Yes the hospital	<input type="checkbox"/>
Yes my social care provider	<input type="checkbox"/>
Yes my dentist	<input type="checkbox"/>
Yes my optician	<input type="checkbox"/>
Yes my local council	<input type="checkbox"/>
Yes my college	<input type="checkbox"/>
Yes my workplace	<input type="checkbox"/>
No-one has asked me	<input type="checkbox"/>



Have you asked anyone for information in a different format?

Please tick one box:

Yes	<input type="checkbox"/>
No	<input type="checkbox"/>
Not sure	<input type="checkbox"/>

Who did you ask and what did they do?

Tick as many boxes as you need:



Doctor

Didn't ask	
Always get right format	
Sometimes get right format	
Never get right format	



Hospital

Didn't ask	
Always get right format	
Sometimes get right format	
Never get right format	



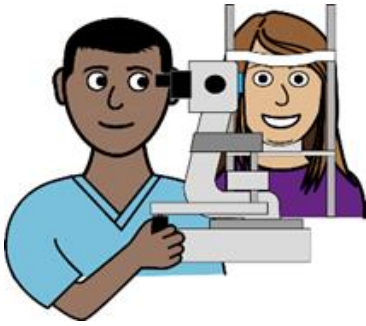
Social care provider

Didn't ask	
Always get right format	
Sometimes get right format	
Never get right format	



Dentist

Didn't ask	
Always get right format	
Sometimes get right format	
Never get right format	



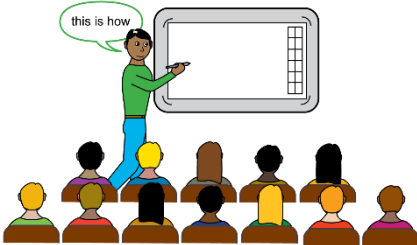
Optician

Didn't ask	
Always get right format	
Sometimes get right format	
Never get right format	



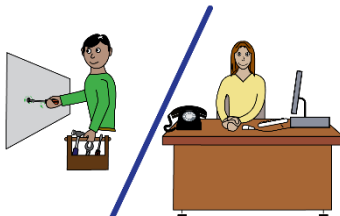
Council

Didn't ask	
Always get right format	
Sometimes get right format	
Never get right format	



College

Didn't ask	
Always get right format	
Sometimes get right format	
Never get right format	



Workplace

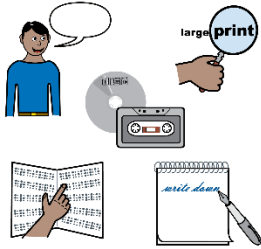
Didn't ask	
Always get right format	
Sometimes get right format	
Never get right format	



Do you get information from your doctor that you can understand?

Please tick one box:

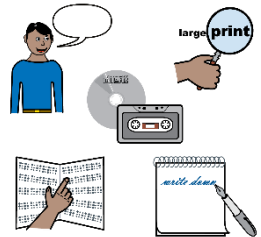
Yes, always	
Yes, sometimes	
No	
Don't know	



Do you get information from the hospital that you can understand?

Please tick one box:

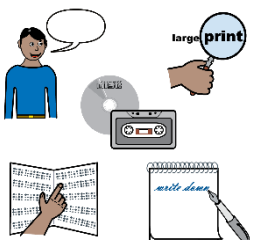
Yes, always	
Yes, sometimes	
No	
Don't go to the hospital	
Don't know	



Do you get information from your dentist that you can understand?

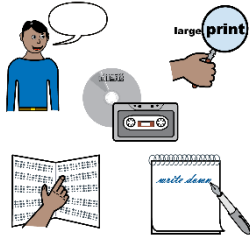
Please tick one box:

Yes, always	
Yes, sometimes	
No	
Don't know	





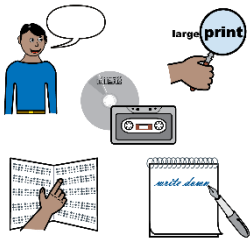
adult social care



Do you get information from **social care** or about your care that you can understand?

Please tick one box:

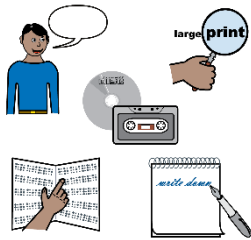
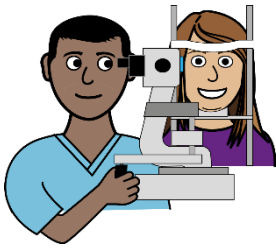
Yes, always	
Yes, sometimes	
No	
Don't know	
Don't need social care	



Do you get information from your **local Council** that you can understand?

Please tick one box:

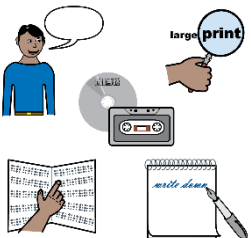
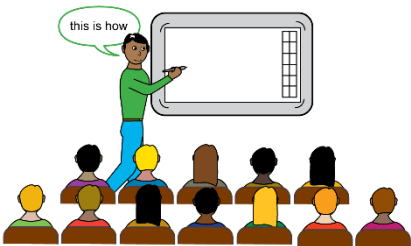
Yes, always	
Yes, sometimes	
No	
Don't know	



Do you get information from your **optician** that you can understand?

Please tick one box:

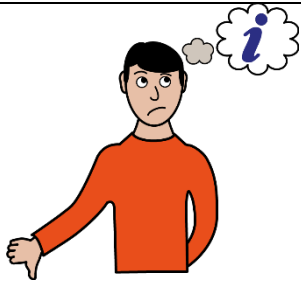
Yes, always	
Yes, sometimes	
No	
Don't know	
Don't go to the optician	



Do you get information from your **college or work** that you can understand?

Please tick one box:

Yes, always	
Yes, sometimes	
No	
Don't know	
Don't go to work or college	



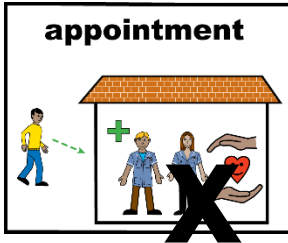
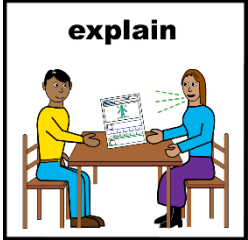
How do you **feel** if you don't get information you can understand?

Please tick one box:

Angry	
Very sad	
Quite sad	
I don't mind	
I don't know	



Tell us more about this if you want to



What happens if you don't get information that you can understand?

Tick as many boxes as you need:

Someone has to tell me what is says	<input type="checkbox"/>
I have to wait to find out what it says	<input type="checkbox"/>
Sometimes I miss things like appointments	<input type="checkbox"/>
Someone else sees private information about me	<input type="checkbox"/>



Tell us more about this if you want to



worse



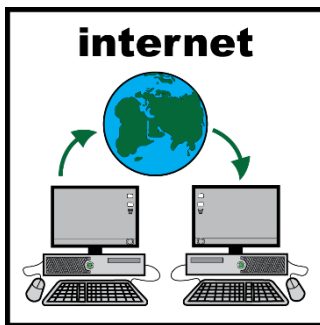
better



In the last **5 years** has getting information you can understand:

Please tick one box:

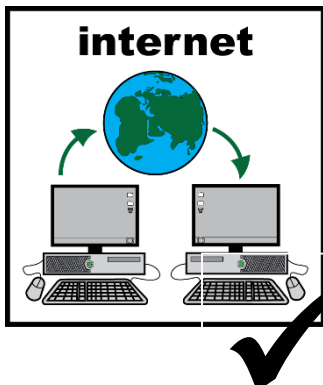
Got better	<input type="checkbox"/>
Got worse	<input type="checkbox"/>
Stayed the same	<input type="checkbox"/>
I don't know	<input type="checkbox"/>



If you use computers, can you understand **websites**?

Please tick one box:

Yes, I can understand them all	<input type="checkbox"/>
I can understand some websites	<input type="checkbox"/>
I can't understand any websites	<input type="checkbox"/>
I don't look at websites	<input type="checkbox"/>
I don't know	<input type="checkbox"/>



Tell us about any websites that are easy to understand

Information about you

Where do you live?

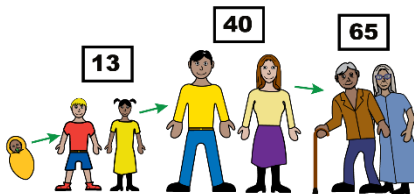
Please tick one box:



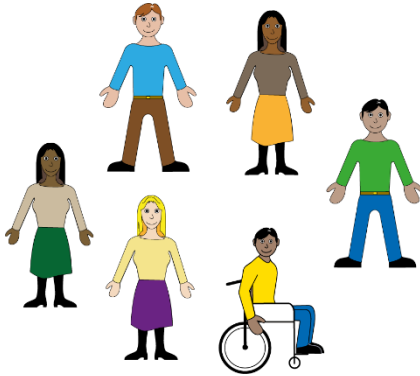
Craven	
Hambleton	
Harrogate	
Richmondshire	
Ryedale	
Scarborough	
Selby	
York	

How old are you?

Please tick one box:



0 – 12	
13 – 15	
16 – 17	
18 – 24	
25 – 49	
50 – 64	
65 – 79	
80+	



Are you?

Please tick one box:

A woman	<input type="checkbox"/>
A man	<input type="checkbox"/>
Non binary	<input type="checkbox"/>
Want to use my own term	<input type="checkbox"/>
Don't want to say	<input type="checkbox"/>



Which one best describes your sexuality?

Please tick one box:

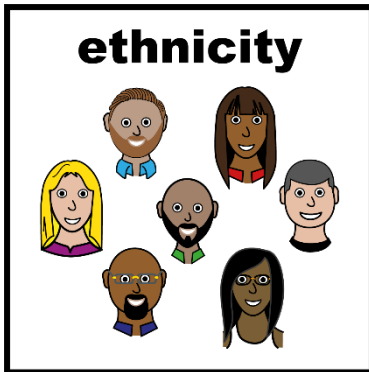
Asexual (not attracted to men or women)	<input type="checkbox"/>
Bisexual (attracted to both women and men)	<input type="checkbox"/>
Gay man (attracted to other men)	<input type="checkbox"/>
Heterosexual / straight (attracted to the opposite sex)	<input type="checkbox"/>
Lesbian / gay woman (attracted to other women)	<input type="checkbox"/>
Prefer to use my own term	<input type="checkbox"/>
Don't want to say	<input type="checkbox"/>



Why do you need information in a different format?

Tick as many boxes as you need:

I have sight loss	
I have hearing loss	
I have a learning disability	
I have a learning difficulty	
I have a physical disability	
I have autism	
I have a neurological condition	
I find it hard to read	



How do you describe your ethnic origin?

Please tick one box:

White British, Irish or other White	
Mixed ethnicity	
Asian or Asian British	
Black or Black British	
Chinese	
Other ethnic group	
Prefer not to say	



Would you like to tell us anything else?

	<p>Thank you for your time</p>
	<p>Do you need help with the survey or have questions? Would you like the survey in a different way or a different language?</p> <p>Contact Ruth Stockdale at Healthwatch North Yorkshire</p> <ul style="list-style-type: none">• Email: ruth.stockdale@hwny.co.uk• Phone: 07458 301393