

**Accessible information survey**

Accessible information means that everyone should get information and communication from key organisations that they can understand.

Organisations that should provide accessible information as part of the Accessible Information Standard include health bodies like GPs, dentists, hospitals, clinics and care providers like Councils and care homes. It is good practice for other organisations like council departments, colleges and workplaces to provide information in a format people can understand.

We want to know if anyone has asked you about the type of information you need, if you have asked for information in a different format and what has happened. Your feedback may be used in a report about people's experiences.  This will help us make organisations aware of their responsibilities under the Accessible Information Standard and make recommendations to improve services.

Your feedback will anonymous but at the end of the survey we will ask you some questions that will tell us a bit about you.

If you are happy to talk us more about your experiences, please provide your name and contact details at the end of the survey. This information will only be used to contact you and will not be linked to your responses which will remain anonymous.

The survey will take just a few minutes to complete. Thank you for helping us to make a difference.

The closing date for the survey is Friday 22 April. Please return your survey to [ruth.stockdale@hwny.co.uk](mailto:ruth.stockdale@hwny.co.uk). If you would rather print out your survey you can send it to Freepost HEALTHWATCHNORTHYORKSHIRE. Note you do not need to add a stamp.

For all the answers, you can mark or bold your chosen answer or delete the answers that don’t apply, whichever is easier for you. If you answer other, please add more information as appropriate.

**Questions:**

1. Do you need information/communication in an alternative format, eg large print, electronic/digital, Braille, Easy Read, plain language?

* Yes
* No
* Other

1. What is your preferred way of getting information from or communicating with health providers like GPs, dentists, hospitals, social care, the council or other organisations?

* Email
* Text message
* Text relay service
* Phone call
* Easy Read letter
* Large print letter
* Braille
* Audio
* Makaton
* British Sign Language
* Other

1. Has any health or care organisation ever asked you if you needed information in a different format? Please mark, or don’t delete, all that apply.
   * Yes, my GP
   * Yes, the hospital
   * Yes, my social care provider
   * Yes, my dentist
   * Yes, my optician
   * Yes, my local Council
   * Yes, my college
   * Yes, my workplace
   * No organisation has asked me
2. Have you ever asked for information/communication in a different format?
   * Yes
   * No
   * Don’t know
   * Other
3. If you have asked for information in a different format, who did you ask and what was the response?

**GP**

* Didn’t ask
* Get right format all the time
* Get right format sometimes
* Never sent the right format

**Hospital**

* Didn’t ask
* Get right format all the time
* Get right format sometimes
* Never sent the right format

**Social care provider**

* Didn’t ask
* Get right format all the time
* Get right format sometimes
* Never sent the right format

**Dentist**

* Didn’t ask
* Get right format all the time
* Get right format sometimes
* Never sent the right format

**Optician**

* Didn’t ask
* Get right format all the time
* Get right format sometimes
* Never sent the right format

**Local council**

* Didn’t ask
* Get right format all the time
* Get right format sometimes
* Never sent the right format

**College or workplace**

* Didn’t ask
* Get right format all the time
* Get right format sometimes
* Never sent the right format

1. Do you get information/communication from your doctor/GP in your preferred format?

* Yes, always
* Yes, sometimes
* No
* Not applicable
* Other

1. Do you get information/communication from the hospital in your preferred format?

* Yes, always
* Yes, sometimes
* No
* Not applicable
* Other

1. Do you get information/communication from your dentist in your preferred format?

* Yes, always
* Yes, sometimes
* No
* Not applicable
* Other

1. Do you get information/communication from social care or about your care in your preferred format?
   * Yes, always
   * Yes, sometimes
   * No
   * Not applicable
   * Other
2. Do you get information/communication from your local Council in your preferred format?
   * Yes, always
   * Yes, sometimes
   * No
   * Not applicable
   * Other
3. Do you get information/communication from your optician in your preferred format?

* Yes, always
* Yes, sometimes
* No
* Not applicable
* Other

1. Do you get information/communication from your college or workplace in your preferred format?

* Yes, always
* Yes, sometimes
* No
* Not applicable
* Other

1. Tell us how do you feel if you don’t get information/communication in your preferred format?

Please type or write your answer below:

1. What happens if you don’t get information/communication in your preferred format?
   * Someone else has to tell me what it says
   * I have to wait to find out what it says
   * I sometimes miss things, including appointments and meetings
   * Someone else finds out private information about me
   * I sometimes miss out on information
   * Other
2. Is there anything you would like to change about how organisations communicate with you? and why?

Please type or write your answer below:

1. In the past five years, has getting information/communication in your preferred format:

* Got better
* Stayed the same
* Got worse
* Don’t know
* Not applicable
* Other

1. Would you prefer to use other types of communication?  Please select all those you would like to use:
   * Email
   * Text message
   * Text relay service
   * Phone call
   * Easy Read letter
   * Large print letter
   * Braille
   * Audio
   * Makaton
   * British Sign Language
   * Other
2. If you have internet access and use websites are they accessible to you?
   * Yes, they are all accessible
   * Yes, some parts of the websites are accessible
   * No
   * Don’t know
   * Other
3. Tell us about any accessible websites you can recommend?

Please type or write your answer below:

1. Is there anything else you want to tell us?

Please type or write your answer below:

1. Would you be happy to have a follow up interview about this topic? If yes, please give your name and tell us the best way to contact you with your contact information. Please add information below:

**Information about you**

1. Where do you live? Please select the district which best represents where you are:

* Craven
* Hambleton
* Harrogate
* Richmondshire
* Ryedale
* Scarborough
* Selby
* York

1. Which gender do you identify with?

* Woman
* Man
* Non binary
* Intersex
* Prefer to use my own term
* Prefer not to say
* Other

24. What is your age?

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

25. What is your ethnicity?

* Arab
* Asian / Asian British: Bangladeshi
* Asian / Asian British: Chinese
* Asian / Asian British: Indian
* Asian / Asian British: Pakistani
* Asian / Asian British: any other Asian / Asian British background
* Black / Black British: African
* Black / Black British: Caribbean
* Black / Black British: any other Black / Black British background
* Mixed multiple ethnic groups: Asian and white
* Mixed multiple ethnic groups: Black African and white
* Mixed multiple ethnic groups: Black Caribbean and white
* Mixed multiple ethnic groups: any other mixed multiple ethnic groups
* White: British / English / Welsh / Scottish / Northern Irish
* White: Irish
* White: Gypsy, Traveller, Irish Traveller
* White: Roma
* White: other white background
* Any other ethnic group
* Prefer not to say

26. Sexual orientation

* Asexual
* Bisexual
* Gay Man
* Heterosexual / straight
* Lesbian / gay woman
* Pansexual
* Prefer not to say
* Prefer to use my own term
* Other

27. Why do you need information in a different format?

* 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 have difficulty reading
* Other

Thank you very much for your time.

Don’t forget to email this survey to [ruth.stockdale@hwny.co.uk](mailto:ruth.stockdale@hwny.co.uk) or send it to Freepost HEALTHWATCHNORTHYORKSHIRE