

How was your care? Easy Read Survey



NHS England has worked with people who use health services and their families, and health services colleagues, to develop 4 standards that NHS trusts should meet.



Standards are a way of measuring how good your service is. They help the NHS improve the care it provides.

[You can read more about the standards here.](#)

How to complete this survey.



Please tell us about the care you received the last time you used NHS services.

This could be care in a hospital, clinic, community service, or another NHS setting.

Your answers will help us to improve NHS services in your area.



You do not have to answer all the questions. Only answer the questions that mean something to you.

We will keep your answers private.

Please tell us about the care you received the last time you went to the hospital.

About you

These questions are all about who is helping you to answer this survey.

Question 1a: I am answering these questions:



- For myself
- With some help from a family member
- With some help from a carer or other supporter

Question 1b: Where did you receive your care?

Please give any information you can remember. For example, this could include the name of the hospital or clinic you attended or the name of the NHS Trust.

Talking and Understanding

These questions are all about how staff talk to you and help you understand your care.



Question 2a: Did staff explain things to you in a way you could understand?



Yes



No



Sometimes



Doesn't apply to me



Question 2b: Were you given information in a way that was easy for you to understand? (For example: Easy Read, pictures, short video, or someone explaining it clearly.)



Yes



No



Sometimes



Doesn't apply to me



Question 2c: Did staff talk to you about the care you needed?



Yes



No



Sometimes



Doesn't apply to me



Question 2d: Did staff tell you about your appointments and meetings in a way you could understand?



Yes



No



Sometimes



Doesn't apply to me

Respect and Kindness

These questions are all about how staff treated you



Question 3a: When you received care, did staff treat you with respect?



Yes



No



Sometimes



Doesn't apply to me



Question 3b: Did you feel like staff listened to you?



Yes



No



Sometimes



Doesn't apply to me



Question 3c: Did you feel like staff cared about you?



Yes



No



Sometimes



Doesn't apply to me



Question 3d: Did staff listen to what your family thought?



Yes



No



Sometimes



Doesn't apply to me

Choices in care

These questions are all about being involved in your care and having choices.



Question 4a: Did staff give you choices about how you were cared for?



Yes



No



Sometimes



Doesn't apply to me



Question 4b: Did staff arrange your appointments and meetings at times that worked well for you?



Yes



No



Sometimes



Doesn't apply to me



Question 4c: If you stayed in hospital, was it easy for your family to visit you?



Yes



No



Sometimes



Doesn't apply to me

Feeling Safe and Being Heard

These questions are all about feeling safe and what happened if you had worries or complaints.



Question 5a: When you received care, did you feel safe?



Yes



No



Sometimes



Doesn't apply to me

Question 5b: If you needed to be seen in an emergency, were you seen quickly?



Yes



No



Don't know



Doesn't apply to me



Question 5c: Did you have any concerns about your care?



Yes



No



Don't know



Doesn't apply to me

Question 5d: Did you make a complaint?



Yes



No



Don't know



Doesn't apply to me

Your Overall Experience

These questions are all about how happy you were with your care.



Question 6a: Overall, how would you rate your care?



Good



Ok



Poor