

How was your care?

Easy Read Survey



This Easy Read survey is to check whether people think the care they received from the NHS met the **learning disability improvement standards**.



Standards are a way of measuring how good a service is. There are **4 Learning Disability Improvement Standards** that NHS Trusts should meet.



3 standards apply to all NHS Hospital Trusts:

- **Giving people their rights**
- **Involving people and listening to them**
- **Making sure we have the right staff with the right training**

The 4th Standard is for Trusts that have services that are only for people with learning disabilities or autistic people

- **Specialist learning disability services**

If Trusts meet the standards, it means they provide a high-quality service to people with learning disabilities or autistic people.

Please answer the questions in this survey about the care you have received from the NHS.

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.

Question 1: I am answering these questions:

☐

For myself

☐


With some help from a family member

☐

With some help from a carer




Question 2: When you received care from the NHS, did staff treat you with respect?

 ☐
Yes

 ☐
No

 ☐
Don't
know

 ☐
Doesn't
apply to me




Question 3: Did staff explain things to you in a way you could understand?

 ☐
Yes

 ☐
No

 ☐
Don't
know

 ☐
Doesn't
apply to me




Question 4: Did you feel like staff listened to you?

 ☐
Yes

 ☐
No

 ☐
Don't
know

 ☐
Doesn't
apply to me




Question 5: Did you feel like staff cared about you?

 ☐
Yes

 ☐
No

 ☐
Don't
know

 ☐
Doesn't
apply to me




Question 6: Did staff talk to you about the care you needed?

 ☐
Yes

 ☐
No

 ☐
Don't
know

 ☐
Doesn't
apply to me



Question 7: Did staff give you choices about how you were cared for?

Yes ☐

No ☐

Don't know ☐

Doesn't apply to me ☐



Question 8: Did staff listen to what your family thought?

Yes ☐

No ☐

Don't know ☐

Doesn't apply to me ☐



Question 9: When you received care, did you feel safe?

Yes ☐

No ☐

Don't know ☐

Doesn't apply to me ☐



Question 10: Did you have any concerns about your care?

Yes ☐

No ☐

Don't know ☐

Doesn't apply to me ☐



Question 11: Did you make a complaint?

Yes ☐

No ☐

Don't know ☐

Doesn't apply to me ☐



Question 12: If yes, were you given Easy Read information about how to make a complaint?

Yes ☐

No ☐

Don't know ☐

Doesn't apply to me ☐



Question 13: If you stayed in hospital, was it easy for your family to visit you?



Yes

☐

No

☐

Don't
know

☐

Doesn't
apply to me

☐

Question 14: Did staff tell you about your appointments and meetings in a way you could understand?



Yes

☐

No

☐

Don't
know

☐

Doesn't
apply to me

☐

Question 15: Were your appointments and meetings arranged to suit you?



Yes

☐

No

☐

Don't
know

☐

Doesn't
apply to me

☐

Question 16: If you needed to be seen in an emergency, were you seen quickly?



Yes

☐

No

☐

Don't
know

☐

Doesn't
apply to me

☐

Question 17: Would you recommend this service to a friend or family?



Yes

☐

No

☐

Don't
know

☐

Doesn't
apply to me

☐