



NHS England – Learning Disability Improvement Standards (LDIS) project

Easy Read Guidance for Patient Survey

If you need help with the survey, you can contact the **NHS Benchmarking
Network team**.

Email: nhsbn.nhsildsupport@nhs.net

They can help answer your questions.



1. What is this about?



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 questions that mean something to you.



We will keep your answers private.



2. Who is this survey for?

This survey is for:

- People **18 years or older**
- People with a **learning disability**
- People who used an **NHS hospital** in the last year

You can do the survey:

- On your **own**, or
- With help from a **family member or carer**

3. How to start the survey



The survey is **online**.

You can do the survey here: <https://www.improvementstandards.nhs.uk/patient-survey>

You can ask a family member or carer to help you answer the questions if you want.

Step 1: Who is the survey for?

When you start, you will be asked who is this survey for?

Search for your hospital or Trust by name:

Who are you completing this for?

I don't know

First, tell us which survey you need. You can also use the search box above to find your hospital or Trust directly.

I had treatment

A family member had treatment

You'll choose where you received care next.



You will see two choices:

1) “I had treatment”

Choose this if:

- You have a learning disability
- You are **18 years old or over**
- You had care from the NHS in the last year

This takes you to the patient survey

2) “A family member was treated here”

Do **not** choose this for yourself. This is for your family or carer

Step 2 Where was the care given?

Next, you will be asked where the care took place. Choose the option that matches where your care happened most recently.

Search for your hospital or Trust by name:

Where did you receive care?

[I don't know](#)

[← Back](#)

Choose the option that best matches the care you (or the person you care for) received.

[In the community \(not in a hospital\)](#)

[In a hospital](#)

You'll choose your region next.

You will see two choices:

1) “In the community (not in a hospital)”

Choose this if the care happened:

- At a clinic or health centre
- At home



- Somewhere other than a hospital

2) “In a hospital”

Choose this if the care happened:

- In an NHS hospital

Step 3: Where do you live and who provided care?

The next page helps the NHS understand where you got your care.

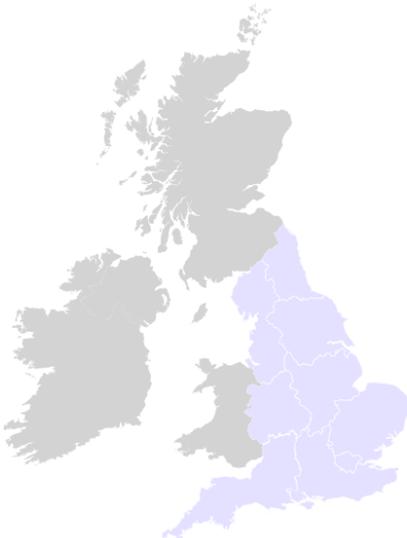
You will be asked to choose the region where you live

Search for your hospital by name:

Where do you live?

[I don't know](#) [Help](#)

- East
- East Midlands
- London
- North East
- North West
- South East
- South West
- West Midlands
- Yorkshire and Humberside





Then you will be asked to choose the hospital or NHS trust

Search for your hospital or Trust by name:

Which hospital did you visit? I don't know

[◀ Back](#) **London**

Barking and Dagenham

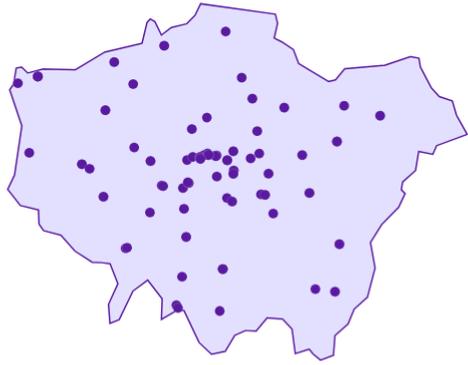
- Barking Birth Centre, Barking
Barts Health NHS Trust
- Barking Community Hospital, Barking
Barking, Havering and Redbridge University Hospitals NHS Trust

Barnet

- Barnet General Hospital, Barnet
Royal Free London NHS Foundation Trust
- Edgware Community Hospital, Edgware
Royal Free London NHS Foundation Trust

Bexley

- Queen Mary's Hospital, Sidcup
Dartford and Gravesham NHS Trust



You can:

- Choose your hospital or trust from the list
- Search your hospital or trust by **name**, or
- Choose “**I don't know**” if you are not sure

Step 4: Check your hospital or trust

Once you have chosen the hospital you will see:

- The hospital or trust name
- The NHS logo

Please check this carefully.



Search for your hospital or Trust by name:

Is this correct? I don't know

This will take you to a short survey about the care you received.

Continue to patient survey

Want to choose a different hospital or Trust?

This is not correct

NHS
Manchester University
NHS Foundation Trust
Manchester University NHS Foundation Trust

Royal Manchester Children's Hospital

You will see two choices:

1) “Continue to patient survey”

Choose this if the hospital or trust is correct.

You will then start the survey questions.

2) “This is not correct”

Choose this if the hospital or trust is wrong.

You will go back and choose and can choose a different place.

4. What is the Patient Survey?

This survey takes about 6 minutes.

You don't have to answer all questions. Only answer the questions that mean something to you.

Questions are in 5 parts:

1) Talking and Understanding 

2) Respect and Kindness 

3) Choice in Care 



4) **Feeling Safe and Being Heard** 

5) **Your Overall Experience** 

Questions will look like the image below with short questions and answer options:



a. Did staff explain things to you in a way you could understand?

 A Yes	 B No	 C Sometimes	 D Doesn't apply to me
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Pick the answer that feels right for you.

When you choose an answer, the next question will appear.

You can:

- Press **OK** to skip a question
- Use the arrows to go back or forward



a. Overall, how would you rate your care?

 A Good	 B Ok	 C Poor
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Submit

Never submit passwords! - [Report abuse](#)

When you have reached the end of the survey, please press the “**Submit**” button.

★ **Thank you!** ★

Thank you for taking part.

Your answers help make care better and safer for people with a learning disability.