



The NHS is 65 this year. Every day the NHS helps people stay healthy, recover from illness and live independent and fulfilling lives. The NHS is loved, respected and performs well against other health systems. However, if it is to survive another 65 years, it must change.

The Big Conversation Questionnaire

We know there is too much variation in the quality of care across the country and at times the NHS fails to live up to the high expectations we have.

We need to ensure that the NHS always delivers a safe, high quality, value-for-money service. And it must put a greater emphasis on keeping people healthy and well - preventing rather than treating illness. We also need to do far more to help those with mental illness and particular communities who experience health inequalities.

We are asking local people and organisations how they think we can address these issues in our area. We would very much appreciate if you could share your thoughts by completing this questionnaire.

You do not have to answer all questions, simply the ones that matter most to you.

A. Long-term conditions

- Long-term conditions include things like diabetes, high blood pressure and chronic breathing problems
- A long-term condition is an illness that cannot be cured but can be managed with medication and therapy
- Many people in Hartlepool and Stockton-on-Tees are living with long-term conditions and more people are developing them.

1. Please indicate whether you agree or disagree with the following statements by ticking the appropriate box:

	Strongly agree	Agree	Disagree	Strongly disagree	Don't know
The quality of local health services for patients with long-term conditions is high					
I have confidence and trust in the safety of local health services for patients with long-term conditions					
The local NHS delivers safe, high quality care for patients with long-term conditions					

2. How do you think services could be improved?

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3. The NHS has limited finances going forward but still has to maintain quality and safety standards, is there anything you think that could be discontinued?

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4. How can we help people with long-term conditions do more to keep healthy and well?

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5. What stops people doing this and how could the local clinical commissioning group help?

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6. What three things would make the biggest difference to patients living with a long-term conditions?

- i.
- ii.
- iii.

7. In relation to long-term conditions, which three of the following are most important to you? (Please tick only three)

- | | |
|---|--|
| <input type="checkbox"/> Services are easy to access | <input type="checkbox"/> Parking is easy |
| <input type="checkbox"/> Services are available at weekends and in the evenings | <input type="checkbox"/> The service is close to where I live |
| <input type="checkbox"/> There are good public transport links | <input type="checkbox"/> The quality and safety of the care provided |

8. Is there anything else you would like to say about services for patients with long-term conditions?

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B. Children and young people

- Children and young people in Stockton and Hartlepool have a range of social and health care issues
- More than 50% of mental health issues begin during the teenage years
- Children and Young people are particularly vulnerable to harm and abuse so we work with local organisations such as the council and police to make sure that services are joined up and children are protected.

1. Please indicate whether you agree or disagree with the following statements by ticking the appropriate box:

	Strongly agree	Agree	Disagree	Strongly disagree	Don't know
The quality of local health services for children and young people is high					
I have confidence and trust in the safety of local health services for children and young people					
The local NHS delivers safe, high quality care for children and young people					

2. How do you think services for children and young people could be improved?

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3. The NHS has limited finances going forward but still has to maintain quality and safety standards, is there anything you think that could be discontinued?

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4. How can we help children and young people do more to keep healthy and well?

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5. What stops them doing this and how could the local clinical commissioning group help?

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6. What three things would make the biggest difference to services for children and young people?

i.

ii.

iii.

7. In relation to services for children and young people, which three of the following are most important to you? (Please tick only three)

Services are easy to access

Parking is easy

Services are available at weekends and in the evenings

The service is close to where I live

There are good public transport links

The quality and safety of the care provided

8. Is there anything else you would like to say about services for children and young people?

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C. Urgent & Emergency Care

- Urgent and emergency care includes things like Accident and Emergency departments, the North East Ambulance Service, walk-in centres and out-of-hours services provided by GPs
- Some people use urgent care services when their conditions are not urgent. This can stop others receiving urgent care when they need it
- More people use urgent care services in Hartlepool and Stockton-on-Tees than in many other parts of the country.

1. Please indicate whether you agree or disagree with the following statements by ticking the appropriate box:

	Strongly agree	Agree	Disagree	Strongly disagree	Don't know
The quality of local urgent and emergency care services is high					
I have confidence and trust in the safety of urgent and emergency care services					
The local NHS delivers safe, high quality urgent and emergency care					

2. How do you think urgent and emergency care services could be improved?

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3. The NHS has limited finances going forward but still has to maintain quality and safety standards, is there anything you think that could be discontinued?

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4. How can we help people to use urgent and emergency care services in the right way?

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5. What stops them doing this and how could the local clinical commissioning group help?

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6. What three things would make the biggest difference to patient experience?

i.

ii.

iii.

7. In relation to urgent and emergency services, which three of the following are most important to you? (Please tick only three)

Services are easy to access

Parking is easy

Services are available at weekends and in the evenings

The service is close to where I live

There are good public transport links

The quality and safety of the care provided

8. Is there anything else you would like to say about urgent and emergency care services?

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D. Maternity

Maternity services are the care you receive before, during and after you have a baby. The care can be delivered in hospitals, at your GP surgery or in your own home.

1. Please indicate whether you agree or disagree with the following statements by ticking the appropriate box:

	Strongly agree	Agree	Disagree	Strongly disagree	Don't know
The quality of local maternity services is high					
I have confidence and trust in the safety of local maternity services					
The local NHS delivers safe, high quality maternity services					

2. How do you think maternity services could be improved?

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3. The NHS has limited finances going forward but still has to maintain quality and safety standards, is there anything you think that could be discontinued?

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4. How can we help pregnant women do more to keep healthy and well?

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5. What stops them doing this and how could the local clinical commissioning group help?

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6. What three things would make the biggest difference to maternity services?

i.

ii.

iii.

7. In relation to maternity services, which three of the following are most important to you? (Please tick only three)

Services are easy to access

Parking is easy

Services are available at weekends and in the evenings

The service is close to where I live

There are good public transport links

The quality and safety of the care provided

8. Is there anything else you would like to say about maternity services?

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E. Frail Elderly (including End of Life)

- People in the UK are living longer. The proportion of people who are very old is growing fastest
- A growing number of older people are living with two or more long term conditions
- As people age they use health services more.

1. Please indicate whether you agree or disagree with the following statements by ticking the appropriate box:

	Strongly agree	Agree	Disagree	Strongly disagree	Don't know
The quality of local health services for elderly people is high					
I have confidence and trust in the safety of local health services for elderly people					
The local NHS delivers safe, high quality care for elderly people					

2. How do you think services for the elderly and frail could be improved?

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3. The NHS has limited finances going forward but still has to maintain quality and safety standards, is there anything you think that could be discontinued?

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4. How can we help older people do more to keep healthy and well?

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5. What stops them doing this and how could the local clinical commissioning group help?

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6. What three things would make the biggest difference to health services for elderly people?

i.

ii.

iii.

7. In relation to services for the elderly and frail, which three of the following are most important to you? (Please tick only three)

Services are easy to access

Parking is easy

Services are available at weekends and in the evenings

The service is close to where I live

There are good public transport links

The quality and safety of the care provided

8. Is there anything else you would like to say about services for the elderly and frail?

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F. Mental Health & Learning disabilities

- About 1 in 4 people experience mental health problems during their life
- Mental health problems can have a very big effect on people's lives such as on relationships, housing, education and employment
- Mental health problems are varied ranging from depression and anxiety to more serious illnesses such as psychosis
- As people live longer, more are developing and living with dementia.

1. Please indicate whether you agree or disagree with the following statements by ticking the appropriate box:

	Strongly agree	Agree	Disagree	Strongly disagree	Don't know
The quality of local mental health and learning disability services is high					
I have confidence and trust in the safety of local mental health and learning disability services					
The local NHS delivers safe, high quality care for people with mental health needs/ learning disabilities					

2. How do you think mental health and learning disability services could be improved?

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3. The NHS has limited finances going forward but still has to maintain quality and safety standards, is there anything you think that could be discontinued?

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4. How can we help people do more to keep healthy and well?

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.....

5. What stops them doing this and how could the local clinical commissioning group help?

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6. What three things would make the biggest difference to the experience of patients with mental health needs/learning disabilities?

i.

ii.

iii.

7. In relation to mental health and learning disability services, which three of the following are most important to you? (Please tick only three)

Services are easy to access

Parking is easy

Services are available at weekends and in the evenings

The service is close to where I live

There are good public transport links

The quality and safety of the care provided

8. Is there anything else you would like to say about mental health or learning disability services?

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About you

1. Are you completing this survey on behalf of an organisation? Yes No

If Yes, please give name and address of organisation

.....

If No, please complete the following:

2. Please tell us the first part of your postcode (e.g. DL3, DL14, TS21 etc)

3. What sex are you?

Male Female Prefer not to say

4. What is your sexual orientation?

Bisexual (both sexes) Lesbian (same sex) Gay man (same sex)

Heterosexual/Straight (opposite sex) Prefer not to say

Other (please specify)

5. What is your age?

Under 16 16 - 25 26 - 35 36 - 45 46 - 55 56 - 65 66 - 75

76 - 85 86 + Prefer not to say

6. What is your ethnic background?

Asian or Asian British Prefer not to say

Black African/Caribbean or Black British Other (please specify)

Mixed/multiple ethnic groups

White British/European/Others

7. Do you consider yourself to be disabled?

Yes

No

Prefer not to say

Thank you very much for your time

Please return to:

Communications and Engagement Team
Freepost RTGC-XBHS-JUSS
North of England Commissioning Support Unit
Teesdale House
Westpoint Road
Thornaby
Stockton on Tees
TS17 6BL



*Hartlepool and Stockton-on-Tees
Clinical Commissioning Group*