

HW Survey - Digital Access to Health Care

Healthwatch Worcestershire finds out what people think about health and care services. We use this information to tell those who run the services how they can be improved.

We really want to hear from people about accessing health care and information digitally - online and by phone.

During Covid-19 GP practices and increasingly hospitals have been using telephone and video call consultations in place of face-to-face appointments. There has also been an increase in the use of online services such as email and text message communication and ordering of prescriptions online.

We will use your answers to provide anonymous feedback to health services about the things they need to consider when they are planning how services will operate in the future.

The information you provide is confidential, except that anonymised quotes may be used. Personal identifying information will not appear in any publications resulting from this survey. Thank you for taking a few minutes to fill this in.

1. I agree that I understand the purpose of this survey and consent to the use of the data as indicated above.

I agree

2. How do you access the internet? (tick all that apply)

- Mobile phone - using network connection
- Mobile phone - using Wi-Fi connection
- Broadband internet connection at home
- Internet in a public amenity e.g. café, library

- I am unsure / do not know
- I do not use the internet

Why?

3. Have you registered to access GP services e.g. appointments and ordering repeat prescriptions online - for example - Patient Access or NHS App

- Yes - and I have used the service
- Yes - but I have not used the service / found it difficult to use
- No

Why? How did you find this?

4. How easy would you find the following?

a) Knowing how to use the internet and the functions on your device(s) e.g. email, Zoom, messages, FaceTime

Easy OK Difficult I would not be able to
Why? No device

b) Searching for information on the internet e.g. opening times for services such as Pharmacy

Easy OK Difficult I would not be able to
Why?

c) Knowing how to take and send a photograph on a mobile phone

Easy OK Difficult I would not be able to
Why?

d) Knowing how to make / receive a video call

Easy OK Difficult I would not be able to
Why?

e) Discussing health concerns and issues via telephone / video call

Easy OK Difficult I would not be able to
Why?

f) Having somewhere private / confidential to have a conversation via telephone or video call during the day e.g. to speak to a Doctor

Easy OK Difficult I would not be able to
Why?

g) Having enough mobile phone data or credit to use the internet e.g. to be able to speak to someone via video call or download and use apps

Easy OK Difficult I do not have a mobile
Why? I am not sure / don't understand

5. Do you have any additional comments / feedback about experiences of remote GP appointments / online access to health services?

About You

This information will not be used to identify you. It just helps us to know who we have gathered feedback from overall and have a better understanding of the feedback we have received.

6. Please tell us which age category you are in

- 13 - 17 18-24 25 -34 35-44 45-54 55-64
 65-74 75-84 85+

7. Which of the following options best describes how you think of yourself?

- Male Trans Male
 Female Trans Female
 Non-binary In another way I prefer not to say

8. Where do you live?

- Worcester City Wychavon Wyre Forest Bromsgrove
 Redditch Malvern Hills

9. Do you have a disability? Yes No

10. If yes, please select from the following:

- Learning disability Autism Spectrum Condition Visual impairment
 Mental Health Hearing impairment Physical disability
 Long term condition e.g. Diabetes Other (please specify): _____

11. Please select your ethnic background:

White	Mixed ethnic groups	Asian / Asian British	Black / Black British
<input type="checkbox"/> British <input type="checkbox"/> Irish <input type="checkbox"/> Gypsy/Irish Traveller <input type="checkbox"/> European <input type="checkbox"/> White other: _____	<input type="checkbox"/> White and Caribbean <input type="checkbox"/> White and Black African <input type="checkbox"/> White and Asian <input type="checkbox"/> Any other mixed: _____	<input type="checkbox"/> Indian <input type="checkbox"/> Pakistani <input type="checkbox"/> Bangladeshi <input type="checkbox"/> Chinese <input type="checkbox"/> Any other Asian: _____	<input type="checkbox"/> African <input type="checkbox"/> Caribbean <input type="checkbox"/> Any other Black: _____ <input type="checkbox"/> Arab/any other group: _____

12. What is your first language? _____

13. Do you consider yourself to be an unpaid carer? Yes No

Unpaid carer - someone who helps to look after someone a few hours a week (or more) who relies on them for emotional, medical, personal or physical care or help with a domestic task.

14. Which of the following best describes how you think of yourself?

- Heterosexual / Straight Gay or lesbian Bisexual Prefer not to say
 Other sexual orientation not listed

15. Which of the following reflects your housing situation?

- Owner Occupier Private Tenant Social / Housing Association Tenant
 Sharing or Lodging Supported Accommodation Temporary Accommodation
 Leaving care Rough Sleeping
 Other (please state): _____
 Prefer not to say

Thank you for taking part

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