

Urgent treatment centres Have your say

Survey

Easy read



This survey is open from Monday 21 January 2019
to Monday 15 April 2019



To help us with our plans for urgent care in Leeds, please fill in this survey.

You can print and return it to:



**Urgent treatment centres
FREEPOST RTEG-JRZR-CLZG,
NHS Leeds CCG,
Suites 2-5 Wira House,
Wira Business Park,
West Park Ring Road, Leeds,
LS16 6EB**

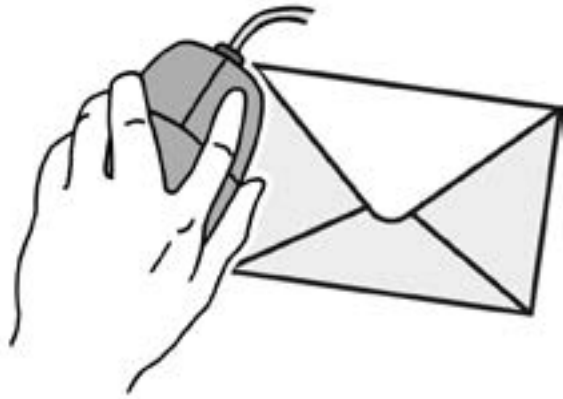


If you return the survey this way, you do not need to pay postage, but you will need to place it in an envelope and use the address above.



You can also fill in an online version at:

www.leedscg.nhs.uk/UTCSurvey



You can fill in this survey on a computer or laptop, and return it by email to:

Leedsccg.comms@nhs.net

How you access urgent care services at the moment

1. If you urgently needed medical help today, how confident are you that you would pick the right service?



Very confident

Confident

Not confident at all

Unsure

2. If you needed urgent medical help, which service would you most likely use for the first time? Pick one.



Self care

Pharmacist

GP

Walk-in centre or minor injuries unit

NHS 111

Call 999

Go straight to A&E

3. What is the main reason you would choose this service? Please tell us in the box below.

How you might access urgent care services in the future

4. After reading about our proposal, do you think you would choose to go to an urgent treatment centre instead of another service?



Yes

No

Probably

Please explain why

5. People have told us that accessing the right urgent care service can be confusing.

Do you think it will be easier for you to access urgent care services if we open urgent treatment centres in Leeds?



Yes

No

Maybe

Please explain why

Opening hours and services

6. Do you think the opening hours of 8am – 11pm for the community-based urgent treatment centres are right?



Yes, because the two centres in A&E are open 24 hours

No

If no, what hours should they be open?

Our proposal for an urgent treatment centre in east Leeds

7. We are suggesting that the fifth urgent treatment centre will be in east Leeds (most likely in Seacroft).

This is because of the future plans for the city and because not many people are using urgent care services in east Leeds.

Do you think this is the right place to open this centre?



Yes

No

If no, why not?

Access and support

8. Is there anything else we need to consider to meet any of your access needs?



9. Think of your own experience of using healthcare services in the past.

Do you think you were given the information you needed to look after yourself or a loved one before you left?



Yes

No

If no, then what would have helped?

10. Do you think there is anything missing from our proposal?

11. Do you have any other comments or suggestions that could make urgent care in Leeds better?



Equality monitoring

12. What is your postcode?



13. How old are you?



14. Do you consider yourself to have a disability?



Yes

No

Prefer not to say

If yes, please tell us which disability you have

Long term illness

Physical disability

Learning disability

Poor mental health

Deaf or hard of hearing

Blind or partially sighted

Prefer not to say

Other. Please tell us.

15. What is your ethnic background?



Asian, or Asian British

Bangladeshi

Chinese

Indian

Pakistani

Other



Black, or Black British

African

Caribbean

Other



Mixed

Asian and White

Black African and White

Black Caribbean and White

Other



White

Welsh / English / Scottish /
Northern Irish / British

Gypsy or Irish Traveller

Irish

Other

Other

Arab

Prefer not to say

Other. Please tell us.



16. What is your gender?



Male

Female

Prefer not to say

Other. Please tell us.

17. Are you transgender?

(Is your gender different to the gender you had at birth?)



Yes

No

Prefer not to say

18. What is your sexual orientation?



Bisexual
(both sexes)

Heterosexual
(other sex)

Lesbian

Gay

Prefer not to say

19. What is your relationship status?



Civil
Partnership

Living with a
partner

Divorced

Married

Widowed

Prefer not to
say

Other. Please tell us.

20. Are you pregnant at this time?



Yes

No

Prefer not to say

21. Have you given birth in the past 26 weeks?
(around 6 months)



Yes

No

Prefer not to say

22. Are you a parent or carer of a child or children under
the age of five years old?



Yes

No

23. Do you look after a child or children as a parent / grandparent / guardian but don't get money for it?



Yes

No

Prefer not to say

24. Are you a carer? This means looking after, or giving any help or support to a family member, friend or neighbour because they have a long term physical disability, mental health problems, or problems related to old age?



Yes

No

Prefer not to say

25. Would you describe yourself as homeless?



Yes

No

Prefer not to say

26. What is your employment status? (please tick all that apply)



Student

In school

In college

In university

On an apprenticeship / training course

Employed

Full time

Part time

Unemployed

Looking for work

Unable to work

Not looking for work

Other

On benefits

Prefer not to say

Other. Please tell us.

27. Do you have a religion?



Buddhism

Islam

Christianity

Judaism

Sikhism

No Religion

Hinduism

Prefer not to say

Other. Please tell us.

Thank you for filling
in this survey!

