



Using online health and care services

Tell us what you think



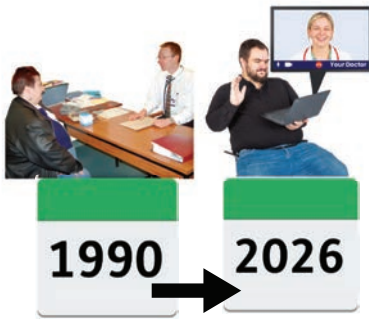
About online health and care services

Health services are things like:

- Doctors and chemists.
- Hospitals and ambulances.
- Dentists.
- Services that support people with their **Mental health**.
Mental health is things like your thoughts, feelings and how you cope in everyday life.



Social care is care that you get in your own home or in the local community. Things might be in places like a day centre or care home.



The way people use health and care services is changing.



In the past, you had to contact a service by phone.



Or you could go in and speak to someone face to face.



Today, you can use health and care services **online**.

Online means using a computer phone or tablet to do something. It is also called **digital**.



You can use online health and care services for things like:

- Booking your appointments.



- Sending your doctor a message about your health.



- Having a video appointment with your doctor.



Please book your
flu vaccine
online or call us

- Getting a text message to remind you about an appointment or tell you your test results.



Using the **NHS app**

The **NHS app** is something you can use on a phone or a tablet.

You can use the NHS app to get information about your health.

Problems with using online services



Lots of people in our area cannot get online.



Some people do not have a computer, tablet or phone.



Or they may not know where they can go to get on a computer.



Some people do not know how to use a computer, tablet or phone.



Or they feel they are not very good at going on one.



And some people just don't like using computers or going online.



People who cannot get online may find it harder to get information about their health.



And they may not be able to get all of the support they need from services.

About our survey



We want to know what people think about using online health and care services.



We have some questions for you.



Your answers will help us to make sure people can get the information and support they need.



Send your answers back to us by **Friday 30 October.**

What we will do with your answers



We will use what people tell us to write a report.



We will give the report to people who make decisions about health and care services.



It will help them to understand what they need to think about when they plan services.



When we have finished writing our report, we will put it on our website for other people to read.

How we look after and use your answers



We will keep your answers safe and private.



We will not share them with anyone.



We will only use your answers to help make health and care services better.



We will follow the law about looking after your answers.



We will not be able to work out who you are from your answers.

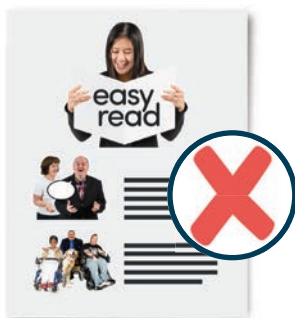


Nobody will know it was you who told us.



You can find more information about how we look after people's answers on our website:

www.healthwatchwakefield.co.uk/privacy



It is not in easy read.



Questions for you

Question 1: Tell us which of these things you can do.

You can tick more than 1 box

☐

I can get on a **smart phone**.
A **smart phone** is like a mini computer or tablet but you can use it as a phone too.

☐

I can get on a tablet

☐

I can get on a laptop or a computer

☐

I can go online at my house

☐

I can go online on my phone when I am out and about.

☐

None of these things.

☐

Question 2: How good are you at using computers and going online.



I am very good at it.

☐

I am ok at it.

☐

I am not very good at it.

☐

I do not use computers or go online.



Question 3: Tell us how you have used online health and care services in the past 12 months. This could be for yourself or someone else.

You can tick more than 1 box



☐ I have used the NHS App.



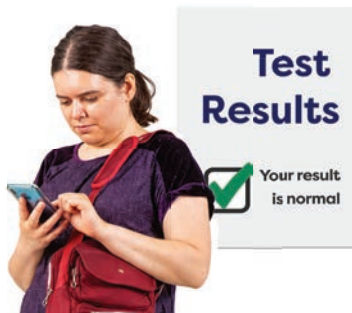
☐ I have contacted my local doctor online.



☐ I have ordered a repeat prescription online.
This is when you order more medicine from your doctor using your computer or phone.

☐

I booked an appointment at the hospital.

☐

I have got information about my health.

Things like test results or a letter from the hospital.

☐

I have got information about social care.

☐

None of these things.



Question 4: If you have not used online health and care services in the past 12 months, please tell us why. Write your answer in this box.



Question 5: Have you needed help to use online health and care services?



☐ Yes. I need help a lot.



☐ Yes. I need help sometimes.



☐ No. I do not need help.



Question 6: Have you ever found it hard to get help from services because you had to go online?

 ☐
Yes

 ☐
No

 ☐
I am not sure



Question 7: If you find it hard to use online health and care services, please tell us why.
Write your answer in this box.



Question 8: If you find it hard to use health and care services online, how does this affect you?

This might be things like:

It stops you from getting help or information.



It stops you from booking an appointment.



It makes you feel stressed or upset.



Tell us how it affects you in this box.



A large empty box for writing a response.



Question 9: What is the best way for you to use health and care services?

You can tick more than 1 box

☐

Online

☐

On the phone

☐

Face to face

☐

A mix of these things

☐

Using British Sign Language

☐

Using an interpreter if you do not speak English

☐

I don't mind

☐

Something else.

Please tell us what you would like to use.

Write your answer in this box:



Question 10: What would help to make online health and care services easy for you to use.

Write your answer in this box.



Question 11: Is there anything else you want to tell us about using online health and care services?

Write your answer in this box:

Questions about you



These questions let us know more about the people who answer our questions.



You don't have to answer the questions if you don't want to.



We will keep what you tell us private. No one will know who you are from the answers that you give.



Question 12: How old are you?

Please tick 1 box

☐

16 to 17

☐

18 to 24

☐

25 to 34

☐

35 to 44

☐

45 to 54

☐

55 to 64

☐

65 to 74

☐

75 or over

Question 13: What is your gender?

Please tick 1 box

☐

I am a woman

☐

I am a man

☐

Non-binary. This means you do not see yourself as male or female

☐

I have my own way of saying what my gender is. Tell us here if you want to:

☐

I don't want to say



Question 14: Is your gender now different to the one you were given when you were born?

☐

Yes

☐

No

☐

I don't want to say



Question 15: What is your **ethnic group**?

Your **ethnic group** is your race, background and culture.

Please tick 1 box

Black or Black British:

☐

African

☐

Caribbean

☐

Other Black or Black British.
Write your answer in this box.





Asian, or Asian British:

☐

Indian

☐

Bangladeshi

☐

Chinese

☐

Pakistani

☐

Other Asian or Asian British.
Write your answer in this box.



Mixed ethnic group:

☐

White and Asian

☐

White and Black African

☐

White and Black Caribbean

☐

Other mixed race or
backgrounds.
Write your answer in this box.





White:

☐

English, Northern Irish,
Scottish, Welsh or British

☐

Irish

☐

Gypsy or Irish Traveller

☐

Roma

☐

Any other white background.
Write your answer in this box.



Other ethnic group:

☐

Arab

☐

Another race or ethnic
background.

Write your answer in this box.

☐

I don't want to say

Question 16: Tell us how well you are able to live.

Tick 1 box

☐

I find things hard.

I don't have enough money for things like food and paying bills

☐

I am ok but things are not easy.

I have enough money for things like food and paying bills.

But I do not have any extra money.

☐

I am ok.

I have enough money for things like food and paying bills.

I have a bit of extra money too.

☐

I have money to pay for food and bills.

And I have extra money to pay for things too.



Question 17: Is there anything that makes life hard or unfair for you?

This might be things like:

You are an **unpaid carer**.

Unpaid carers mean family and friend carers who are not paid to care for people as part of their job.



You have a disability or a **health condition**.



A **long term health condition** is a problem that affects your body.

Things like having a bad back, pain, or problems with your heart or your breathing.





It could also be a **mental health** condition.

Mental health is things like your thoughts, feelings and how you cope in everyday life.



You are pregnant or had a baby in the last 12 months.



You are **LGBTQ+**.

LGBTQ+ means **L**esbian, **G**ay, **B**isexual, **T**rans, **Q**ueer and the **+** sign means other.



You do not have a home to live in

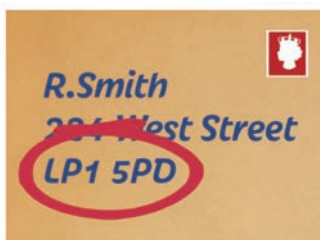


You take drugs or drink a lot of alcohol



Please tell us what makes it hard for you.

Write your answer in this box.



Your **postcode** is the letters and numbers at the end of your address.

Question 18: What is the first part of your postcode?

Write your answer in this box.

More information



If you have any questions, or for more information, you can contact us:



Phone:

01924 787 379



Email:

enquiries@healthwatchwakefield.co.uk



Write to us at:

The Plex
15 Margaret Street
Wakefield
WF1 2DQ



Online:

www.healthwatchwakefield.co.uk



Thank you for filling in this survey.