

## Tell us what you think about NHS health and care services in Sussex in 2024



**Easy read survey**

# Who we are and what this booklet is about



We are **Sussex Health and Care**.  
We are an **Integrated Care System**.



An **Integrated Care System** is a group of local organisations who work together to make health and care services better in their area.



The NHS is very important to lots of people.



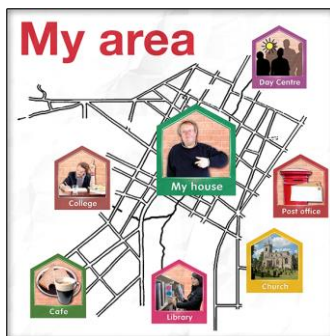
On the 5 July 2023 the NHS was 75 years old.



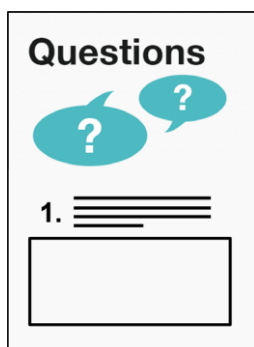
We want you to tell us what you think about NHS health and care services in Sussex.



We want to know how NHS health and care services support local **communities**.



Your **community** is where you live and the people who live there.



We have written some questions that we want you to answer. This is called a **survey**.

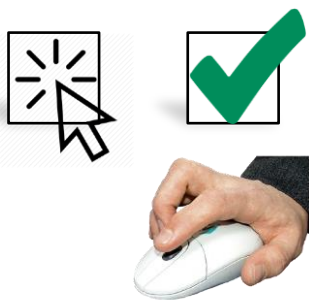


The questions are in the survey part of this booklet on **pages 6 to 23**.

# How to fill in this survey

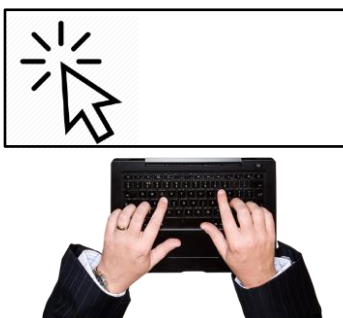


You can fill in this survey on your computer or you can print it and fill it in with a pen.



## If you fill in this survey on a computer

- If the question has small boxes, click the box next to the answer you want to choose.
- If the question has a big box, type your answer in the box underneath.



When you have filled in the survey, save it to your computer.



Attach it to an email and send it to this address

[sxicb.involvement@nhs.net](mailto:sxicb.involvement@nhs.net)



## If you fill in this survey with a pen

- If the question has small boxes, tick the box next to the answer you want to choose.
- If the question has a big box, write your answer in the box underneath.



When you have filled in the survey, post your answers to us at this address

**FREEPOST RTUZ-ECYG-ERRK**  
**NHS Sussex ICB**  
**Wicker House**  
**High Street**  
**Worthing**  
**BN11 1DJ**



You do not have to put a stamp on the envelope.



Our questions start on the next page.

# The survey

## What we want you to tell us

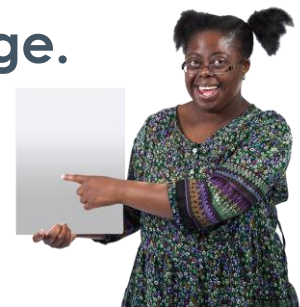
**Q How happy or unhappy are you with NHS health and care services?**

Choose 1 box that is right for you.



-  Very happy
-  Quite happy
-  I don't know
-  Quite unhappy
-  Very unhappy

**The next question is on the next page.**





**Q What are you happy about with NHS health and care services? Read the sentences below and think about what you agree with.**

Choose up to 3 boxes. This means you can choose 1 box, 2 boxes, 3 boxes or no boxes.

- I like that it's free to use the NHS.
- The care you get is good.
- You can get lots of different types of services and treatments on the NHS.
- People who work for the NHS behave in a good way.
- You do not have to wait a long time to get an appointment with a doctor or at a hospital.
- The government spends the right amount of money on the NHS.
- The NHS spends money in a good way.
- The government makes changes that are good for the NHS.
- I like the stories about the NHS that are in newspapers, on TV or on social media.
- I am unhappy with every part of the NHS.
- Something else - please tell us what

A large, empty rectangular box with a black border, intended for the user to write their response to the 'Something else' option. A blue arrow points from the text 'please tell us what' into the top right corner of this box.

**Q What are you unhappy about with NHS health and care services? Read the sentences below and think about what you agree with.**



Choose up to 3 boxes. This means you can choose 1 box, 2 boxes, 3 boxes or no boxes.

- You cannot get some types of services and treatments on the NHS.
- There are not enough people working for the NHS.
- People who work for the NHS do not behave in a good way.
- It takes a long time to get an appointment with a doctor or at a hospital.
- The government does not spend enough money on the NHS.
- The NHS does not spend money in a good way.
- The government makes changes that are bad for the NHS.
- I do not like the stories about the NHS that are in newspapers, on TV or on social media.
- I am happy with the NHS.
- Something else - please tell us what



## The survey

# How confident you feel about the NHS



We want you to tell us how **confident** you feel about the NHS.

**Confident** means how much you trust and believe the NHS will give you the health and care services you need.

## Q How confident do you feel about the NHS?

Read the next 7 sentences and tell us how confident you feel about each one.

Choose 1 box that is right for you for each sentence.



### Sentence 1

It is easy to find the right NHS service when I need it.

-  Very confident
-  Quite confident
-  I don't know
-  Not very confident
-  Not confident at all



## Sentence 2

If I am ill, I can get an appointment with my doctor quickly.

- 😊 Very confident
- 😊 Quite confident
- 😐 I don't know
- 😞 Not very confident
- 😞 Not confident at all



## Sentence 3

If I am very ill and need emergency care, I can go to A&E and get help quickly.

**Emergency care** is care for a very bad health problem that needs to be looked at straight away.

**A&E** is short for **Accident and Emergency**. It is part of a hospital where you get emergency care.

- 😊 Very confident
- 😊 Quite confident
- 😐 I don't know
- 😞 Not very confident
- 😞 Not confident at all



### Sentence 4





**If I need help quickly but it's not an emergency, I know about other services that can help.**

-  Very confident
-  Quite confident
-  I don't know
-  Not very confident
-  Not confident at all



### Sentence 5

**If I need help or advice from the NHS, I can phone NHS 111.**

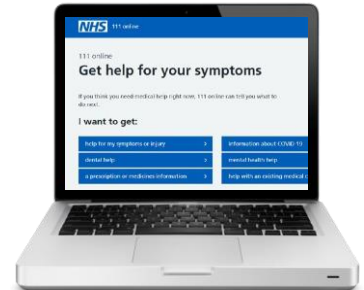
-  Very confident
-  Quite confident
-  I don't know
-  Not very confident
-  Not confident at all



## Sentence 6

If I need help or advice from the NHS, I can use the NHS 111 website.

- 😊 Very confident
- 😊 Quite confident
- 😐 I don't know
- 😞 Not very confident
- 😞 Not confident at all



## Sentence 7

I have all the information I need about NHS services I can use.

- 😊 Very confident
- 😊 Quite confident
- 😐 I don't know
- 😞 Not very confident
- 😞 Not confident at all



# The survey

## Sharing your health information






Did you know...

**Information** – your personal information, such as age, your ethnicity, whether you have any disabilities and your health conditions




**Anonymised information** – Information about you that has had all of your personal information taken out so no one can tell that it is you

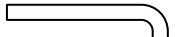
**Q Do you have any worries about sharing your health information?**

-  Yes
-  No
-  Not sure



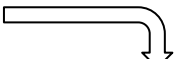
**Q** If you said yes  what you are worried about? Please choose 3 boxes that are right for you.



- Strangers stealing your information (Cyber-attacks)
- Your information being shared with others by mistake
- Your health information being told to others
- Not being able to say yes or no if your health information is shared outside the NHS
- Anonymised information being used by someone outside the NHS for planning and research
- Anonymised information being used by a private organisation
- Your health information being sold to a private organisation
- Not using your anonymised information for the right reasons
- Using computers to anonymise your information for research without you saying yes
- I am not worried about my information being shared
- Something else - please tell us what 

**What would increase your confidence in the way the NHS stores and shares your health information? Please choose 3 boxes that are right for you.**



- Tell you how we're working hard to keep your information safe
- Give you details about how we secure your information
- Information should only be shared when it is needed
- Being able to say yes or no to who can see my health information
- Being helped to decide who should have access to my health information
- Staff that are allowed to see my health information have been trained on keeping my information safe
- Tell me when information has not been used in the right way, and how you will stop it from happening again
- Being given training and information on how my own health information should be shared
- Be honest and clear about why we share your health information with people outside of the NHS
- I am not worried about my information being shared
- Something else - please tell us what 

**Q** What is the name of the village, town or city closest to where you live?

Write in the box below.



**Thank you for answering our questions.**



# Questions about **you** If you are answering for yourself



We want lots of different types of people to tell us what they think about our plan to make stroke services better in West Sussex.



The next questions help us make sure we are hearing from lots of different types of people.



You do not have to answer any questions you do not want to.

R.Smith  
221 West Street  
LP1 5PD

**Q What is your postcode?**

**Q How old are you?**

Choose **1** box that is right for you.

- |  |   |
|--|---|
| <input type="checkbox"/> 25 years or less    | <input type="checkbox"/> 55 to 64 years   |
| <input type="checkbox"/> 25 to 34 years      | <input type="checkbox"/> 65 to 74 years   |
| <input type="checkbox"/> 35 to 44 years      | <input type="checkbox"/> 75 to 84 years   |
| <input type="checkbox"/> 45 to 54 years      | <input type="checkbox"/> 85 years or more |
| <input type="checkbox"/> I don't want to say |   |



**Q What is your sex?**

**Sex** means if you were born male or female.

Choose **1** box that is right for you.

- Male
- Female
- I don't want to say



**Q Is the gender you describe yourself as now the same as your sex when you were born?**



**Gender** means the way male, female or other people are described.

Choose **1** box that is right for you.



Yes



I don't want to say



No - if you want to, you can tell us the gender you describe yourself as now



**Q What is your ethnic background?**

**Ethnic background** means things like your culture, race or language.

Choose **1** box that is right for you.



White

Asian or Asian British

Black African, Caribbean or Black British

A mix of ethnic groups

A different ethnic group

I don't want to say

**Q Do you have any children you look after at home who are less than 18 years old?**

Choose **1** box that is right for you.



Yes

I don't want to say

No

**Q Are you pregnant or have you just had a baby?**

Choose **1** box that is right for you.



Yes

I don't want to say

No

**Q Do you have a disability?**

Choose **1** box that is right for you.



Yes

I don't want to say

No

**Q If you have a disability, how would you describe your disability?**

Choose **all** the boxes that are right for you.



- Physical problems
- Eyesight problems
- Hearing problems
- Speech problems
- An illness that lasts a long time, like cancer or MS
- Mental health problems
- Learning problems, like autism
- Something different - tell us what 

- I don't want to say

**Q Do you give support to someone else because they have physical or mental health problems?**

Choose **1** box that is right for you.



- Yes
- I don't want to say
- No

## Q What is your religion?

Choose **1** box that is right for you.

Christian

Muslim

Buddhist

Sikh

Hindu

A different religion

Jewish

I don't have a religion

I don't want to say



## Q What is your sexual orientation?

**Sexual orientation** means who you are attracted to.

Choose **1** box that is right for you.

Heterosexual or straight

Gay or lesbian

Bisexual

Something different - tell us what



I don't want to say



**Q Are you in the UK Armed Forces at the moment?**

This includes if you are a reserve, or in the Territorial Army.

Choose **1** box that is right for you.



Yes

I don't want to say

No

**Q Have you ever been in the UK Armed Forces?**

Choose **1** box that is right for you.



Yes

I don't want to say

No

**Q Is anyone in the family you live with in the UK Armed Forces at the moment, or have they been in the past?**

Choose **1** box that is right for you.



Yes

I don't want to say

No



**Thank you for answering our questions**