

Easy Read



Llywodraeth Cymru
Welsh Government

Your NHS Care

Tell us what you think



This survey was written by **Welsh Government**. It is an easy read version of 'Your NHS Wales Experience Questionnaire'.

November 2021

Introduction



This is an easy read survey. But you may still need support to read it. Ask someone you know to help you.



Words in **bold blue writing** may be hard to understand. Hard words are in bold the first time they are used.



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Where the document says **we**, this means **Welsh Government**. If you need more information about this survey, contact your health board. The details are on **page 4**.



This survey was made into easy read by **Easy Read Wales** using **Photosymbols**. To tell us what you think about this easy read version, [click here](#).

About this survey



The care that you get from the NHS is important to us.

This could be:



- an appointment with your doctor or health visitor
- staying in hospital
- a hospital appointment
- or something else



We want to ask you some questions about the care you have had with the NHS.



These questions are about the last time you used the NHS.



Most of the questions give you four options to tick.



Tick the answer that describes what you think most closely.



If there is anything you want to say that we have not asked, there is space at the end to tell us.



If you want to speak to anyone about this survey you can contact:

Questions



When was your last time you used the NHS?

Less than 6 months ago

Between 6 month and a year

Between 1 and 2 years ago

More than 2 years ago

Think about what you first thought about the care you had when you answer these questions:



1. Do you feel you were listened to?

I was always listened to



I was usually listened to



I was listened to sometimes



I was not listened to





2. If you speak Welsh, were you able to speak Welsh to staff?

I was always able to speak Welsh



I was usually able to speak Welsh



I was able to speak Welsh sometimes



I was not able to speak Welsh



3. How long did it take you to get your appointment to see someone? Was the wait:

shorter than I thought



about the right amount of time



a bit too long



far too long



Think about the place you had your care when you answer these next questions:



4. Did you feel you were well cared for?

I was always well cared for



I was mostly well cared for



I was well cared for sometimes



I was not well cared for



5. If you asked for help, did you get what you needed?

I always got the help I needed



I got the help I needed most of the time



I sometimes got the help I needed



I did not get the help I needed



Think about if you knew what care you needed when you answer these next questions:



6. Did you feel you knew what care you were having?

I always knew what care I was going to have



I knew what care I was going to have most of the time



I sometimes knew what care I was going to have



I did not know what care I was going to have





7. Were things explained to you in a way you could understand?

They were always explained in a way I understood



They were explained in a way I could understand most of the time



They were sometimes explained in a way I could understand



They were not explain to me in a way I could understand



8. Were you able to make choices about your care?

I was always able to make choices about my care



I made choices about my care most of the time



I sometimes made choices about my care



I did not make any choices about my care



Think about your overall experience when answering these next questions:



9. How was your overall experience?

Very Good

Good

Not sure

Could be better

Could be a lot better



10. Was there anything that was good that you would like to tell us about?



11. Was there anything we could have done better?

About you



We want to make sure everyone is treated fairly.

The questions below will help us to make sure we treat all people fairly.



We follow a law called the General Data Protection Regulation (GDPR) to keep your information safe.



We will not tell anyone about your identity.

1. How old are you?



- Under 15 years old
- 16 to 24 years old
- 25 to 34 years old
- 35 to 44 years old
- 45 to 54 years old
- 55 to 64 years old
- 65 to 74 years old
- 75 years and over
- I do not want to say

2. How do you describe yourself?



- Female
- Male
- Other
- I do not want to say

3. When you were born were you described as



Female

Male

Other

I do not want to say



4. Do you have difficulty with day-to-day tasks because of illness or disability?

This could mean getting around, personal care such as washing, and cooking food

Yes, a lot

Yes, a bit

Not at all

I do not want to say

5. Which of these words best describes how you think of yourself?



Bisexual - I love and fancy men and women

Gay - I am a man and I love and fancy other men

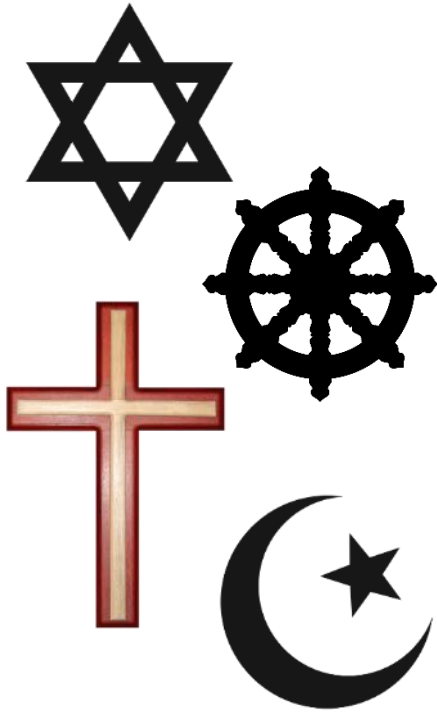
Heterosexual - I love and fancy people of the opposite sex to me

Lesbian - I am a woman I love and fancy other women

I would rather not say

Other

6. What is your religion?



I do not have a religion

I am Christian (all types)

I am a Buddhist

I am Hindu

I am Jewish

I am Muslim

I am Sikh

I would rather not say

Other

7. How would you describe your background?

White



British

Northern Irish

Welsh

Gypsy/traveller

English

Scottish

Irish

Any other White Background. Please tell us what this is:

Mixed or multiple ethnic groups



White and Black Caribbean

White and Black African

White and Asian

Any other mixed or multiple ethnic background. Please tell us what this is:

Asian or Asian British

Indian

Pakistani

Bangladeshi

Chinese

Any other Asian background. Please tell us what this is:



Black, African or Caribbean or Black British

Black African

Black Caribbean

Any other Black, African or Caribbean background. Please tell us what this is:



Other ethnic group



Arab

Any other ethnic group

I do not want to say



Thank you