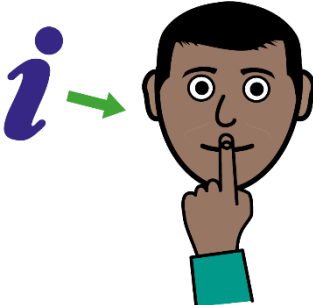
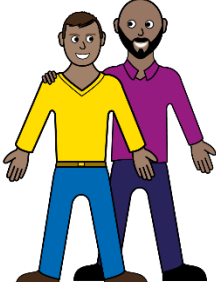
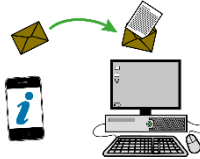
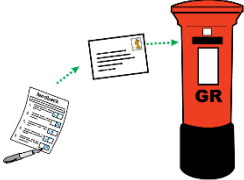




Accessible information survey

	Accessible information means doctors, hospitals, dentists and social carers must send you information you can understand.
	Information for you should be in Easy Read if that is what you want.
	Your doctor or nurse should phone you, text you or send you an email if that is what you want.
	We want to hear if you get information you can read from doctors, nurses and others. We have made this survey so everyone can tell us about what happens to them.

	After the survey we will write a report about accessible information. We will give the report to health organisations, councils and others who provide information. We will also put it on the internet for everyone to read.
	We will not use the information you tell us for anything else. We will not ask your name. But at the end we will ask some questions about you so we know the kind of people who filled in our survey.
	You can fill in the survey on your own or with a friend, a family member or a support worker.
email  feedback 	There are two ways to return the survey. • Email it to ruth.stockdale@hwny.co.uk. Ruth works for Healthwatch North Yorkshire • Put it in an envelope and send it to: Freepost HEALTHWATCHNORTHYORKSHIRE • You do not need to use a stamp



Please return the survey by Friday 22 April



You can also fill out this survey on a computer if you want to. The link is here:

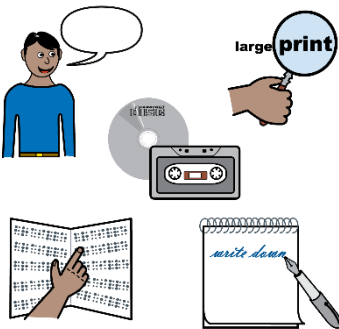
<https://www.surveymonkey.co.uk/r/HJGBG55>

Survey

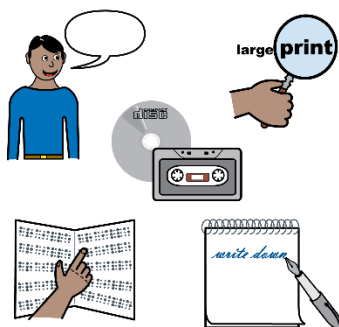
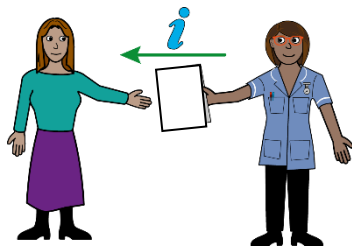
Do you need information in a different format?

For example, large print, Easy Read or plain language?

Please tick one box:



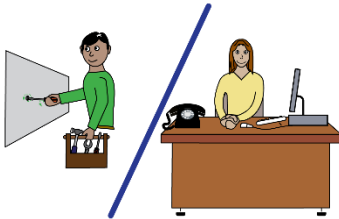
Yes	
No	
Not sure	



How do you like people like doctors and nurses to send you information?

Please tick one box:

Easy Read letter	
Email	
Text message	
Text relay service	
Phone call	
Large print letter	
Braille	
Audio	
Makaton	
British sign language	
Not sure	



Has a health or care organisation asked you if you needed information in a different format?

Tick as many boxes as you need:

Yes my doctor	
Yes the hospital	
Yes my social care provider	
Yes my dentist	
Yes my optician	
Yes my local council	
Yes my college	
Yes my workplace	
No-one has asked me	



Have you asked anyone for information in a different format?

Please tick one box:

Yes	
No	
Not sure	



Who did you ask and what did they do?

Tick as many boxes as you need:

Doctor

Didn't ask	
Always get right format	
Sometimes get right format	
Never get right format	

Hospital

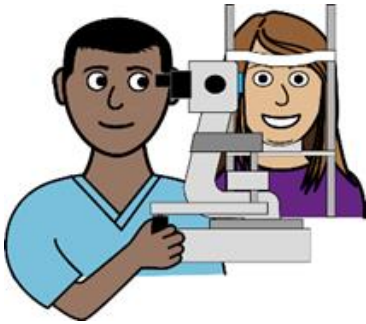
Didn't ask	
Always get right format	
Sometimes get right format	
Never get right format	

Social care provider

Didn't ask	
Always get right format	
Sometimes get right format	
Never get right format	

Dentist

Didn't ask	
Always get right format	
Sometimes get right format	
Never get right format	



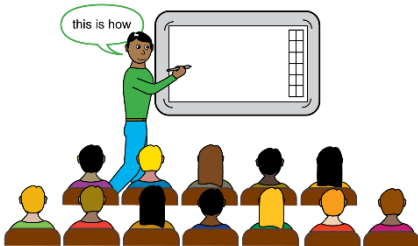
Optician

Didn't ask	
Always get right format	
Sometimes get right format	
Never get right format	



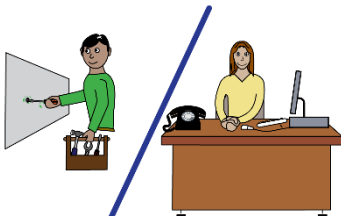
Council

Didn't ask	
Always get right format	
Sometimes get right format	
Never get right format	



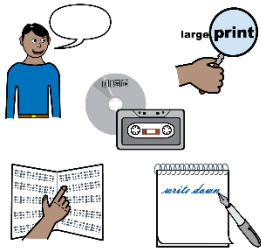
College

Didn't ask	
Always get right format	
Sometimes get right format	
Never get right format	



Workplace

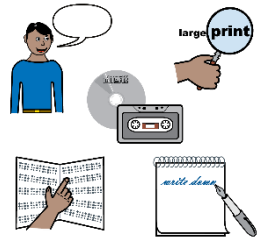
Didn't ask	
Always get right format	
Sometimes get right format	
Never get right format	



Do you get information from your doctor that you can understand?

Please tick one box:

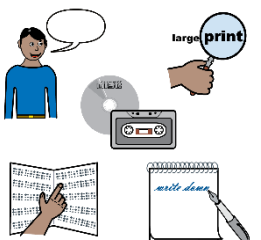
Yes, always	
Yes, sometimes	
No	
Don't know	



Do you get information from the hospital that you can understand?

Please tick one box:

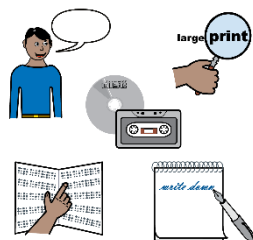
Yes, always	
Yes, sometimes	
No	
Don't go to the hospital	
Don't know	



Do you get information from your dentist that you can understand?

Please tick one box:

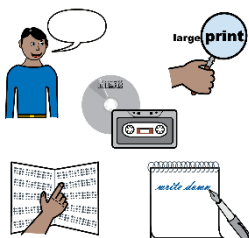
Yes, always	
Yes, sometimes	
No	
Don't know	



Do you get information from **social care** or about your care that you can understand?

Please tick one box:

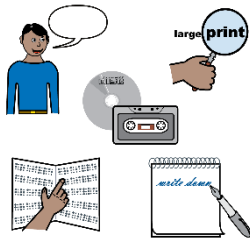
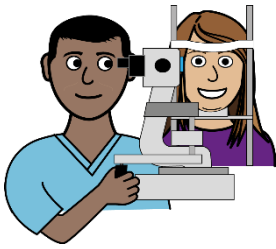
Yes, always	
Yes, sometimes	
No	
Don't know	
Don't need social care	



Do you get information from your **local Council** that you can understand?

Please tick one box:

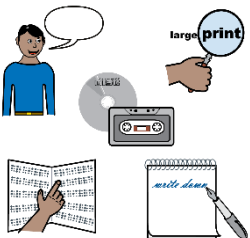
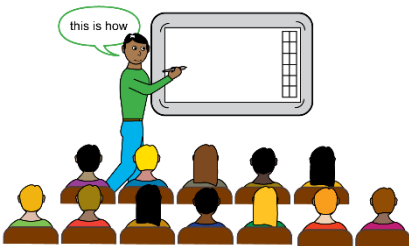
Yes, always	
Yes, sometimes	
No	
Don't know	



Do you get information from your **optician** that you can understand?

Please tick one box:

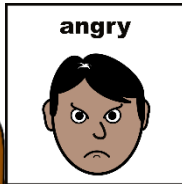
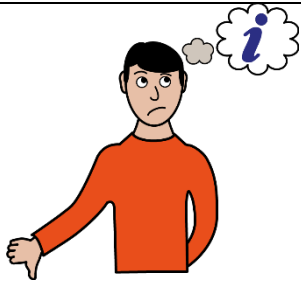
Yes, always	
Yes, sometimes	
No	
Don't know	
Don't go to the optician	



Do you get information from your **college or work** that you can understand?

Please tick one box:

Yes, always	
Yes, sometimes	
No	
Don't know	
Don't go to work or college	



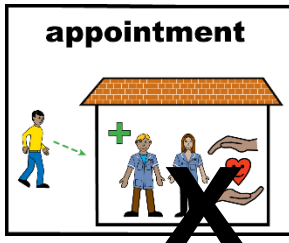
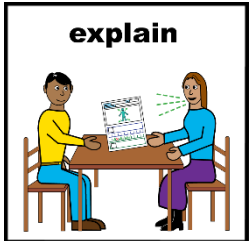
How do you **feel** if you don't get information you can understand?

Please tick one box:

Angry	
Very sad	
Quite sad	
I don't mind	
I don't know	



Tell us more about this if you want to

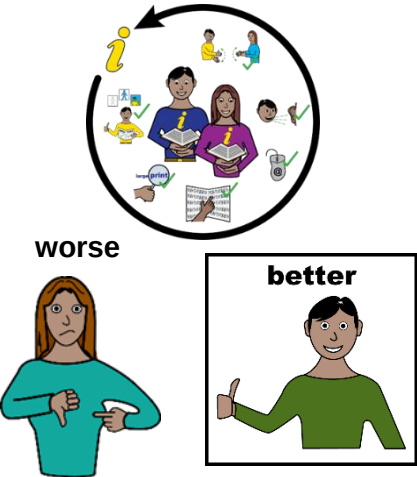
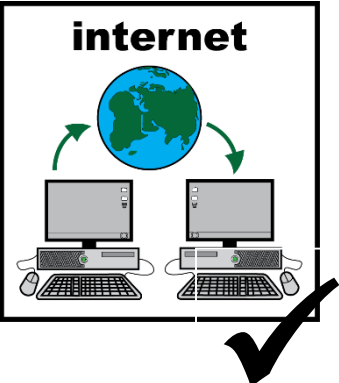


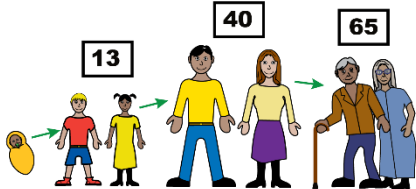
What happens if you don't get information that you can understand?

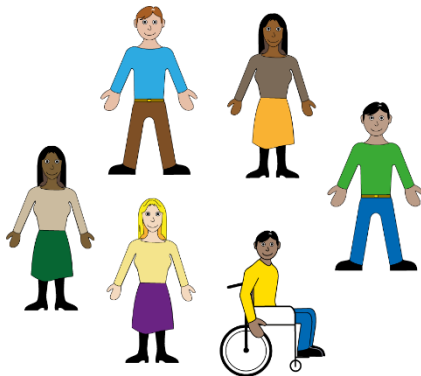
Tick as many boxes as you need:

Someone has to tell me what is says	
I have to wait to find out what it says	
Sometimes I miss things like appointments	
Someone else sees private information about me	

Tell us more about this if you want to

	In the last 5 years has getting information you can understand: Please tick one box: <table border="1"> <tr> <td>Got better</td> <td></td> </tr> <tr> <td>Got worse</td> <td></td> </tr> <tr> <td>Stayed the same</td> <td></td> </tr> <tr> <td>I don't know</td> <td></td> </tr> </table>	Got better		Got worse		Stayed the same		I don't know			
Got better											
Got worse											
Stayed the same											
I don't know											
	If you use computers, can you understand websites? Please tick one box: <table border="1"> <tr> <td>Yes, I can understand them all</td> <td></td> </tr> <tr> <td>I can understand some websites</td> <td></td> </tr> <tr> <td>I can't understand any websites</td> <td></td> </tr> <tr> <td>I don't look at websites</td> <td></td> </tr> <tr> <td>I don't know</td> <td></td> </tr> </table>	Yes, I can understand them all		I can understand some websites		I can't understand any websites		I don't look at websites		I don't know	
Yes, I can understand them all											
I can understand some websites											
I can't understand any websites											
I don't look at websites											
I don't know											
	Tell us about any websites that are easy to understand										

Information about you																	
	Where do you live? Please tick one box: <table border="1"> <tbody> <tr><td>Craven</td><td></td></tr> <tr><td>Hambleton</td><td></td></tr> <tr><td>Harrogate</td><td></td></tr> <tr><td>Richmondshire</td><td></td></tr> <tr><td>Ryedale</td><td></td></tr> <tr><td>Scarborough</td><td></td></tr> <tr><td>Selby</td><td></td></tr> <tr><td>York</td><td></td></tr> </tbody> </table>	Craven		Hambleton		Harrogate		Richmondshire		Ryedale		Scarborough		Selby		York	
Craven																	
Hambleton																	
Harrogate																	
Richmondshire																	
Ryedale																	
Scarborough																	
Selby																	
York																	
	How old are you? Please tick one box: <table border="1"> <tbody> <tr><td>0 – 12</td><td></td></tr> <tr><td>13 – 15</td><td></td></tr> <tr><td>16 – 17</td><td></td></tr> <tr><td>18 – 24</td><td></td></tr> <tr><td>25 – 49</td><td></td></tr> <tr><td>50 – 64</td><td></td></tr> <tr><td>65 – 79</td><td></td></tr> <tr><td>80+</td><td></td></tr> </tbody> </table>	0 – 12		13 – 15		16 – 17		18 – 24		25 – 49		50 – 64		65 – 79		80+	
0 – 12																	
13 – 15																	
16 – 17																	
18 – 24																	
25 – 49																	
50 – 64																	
65 – 79																	
80+																	



Are you?

Please tick one box:

A woman	
A man	
Non binary	
Want to use my own term	
Don't want to say	



Which one best describes your sexuality?

Please tick one box:

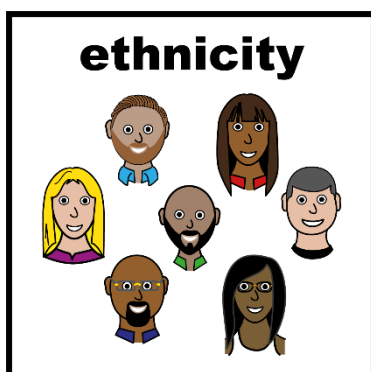
Asexual (not attracted to men or women)	
Bisexual (attracted to both women and men)	
Gay man (attracted to other men)	
Heterosexual / straight (attracted to the opposite sex)	
Lesbian / gay woman (attracted to other women)	
Prefer to use my own term	
Don't want to say	



Why do you need information in a different format?

Tick as many boxes as you need:

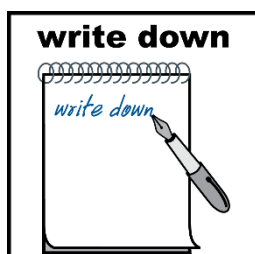
I have sight loss	
I have hearing loss	
I have a learning disability	
I have a learning difficulty	
I have a physical disability	
I have autism	
I have a neurological condition	
I find it hard to read	



How do you describe your ethnic origin?

Please tick one box:

White British, Irish or other White	
Mixed ethnicity	
Asian or Asian British	
Black or Black British	
Chinese	
Other ethnic group	
Prefer not to say	



Would you like to tell us anything else?

	Thank you for your time
	Do you need help with the survey or have questions? Would you like the survey in a different way or a different language? Contact Ruth Stockdale at Healthwatch North Yorkshire • Email: ruth.stockdale@hwny.co.uk • Phone: 07458 301393