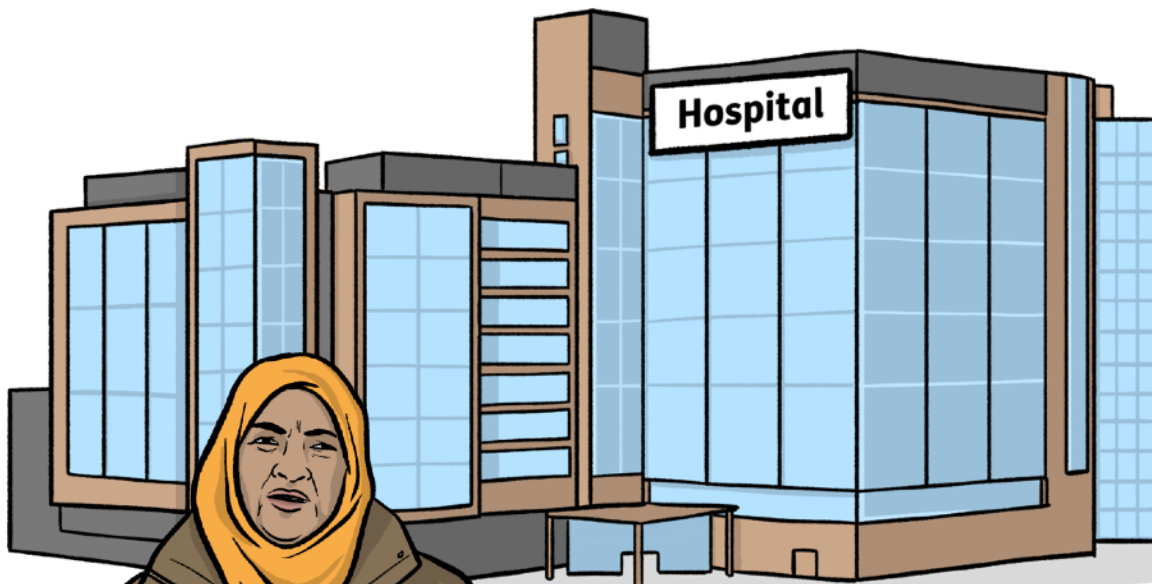




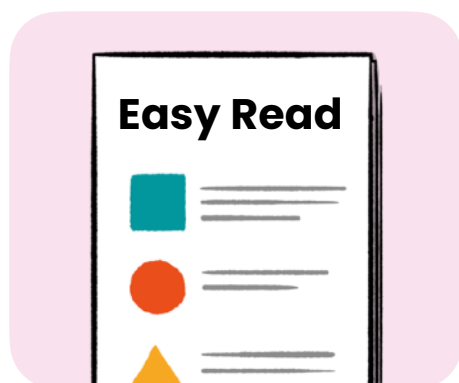
Patient survey

Finding out about difficult
experiences leaving hospital



**Easy
Read**

Easy Read

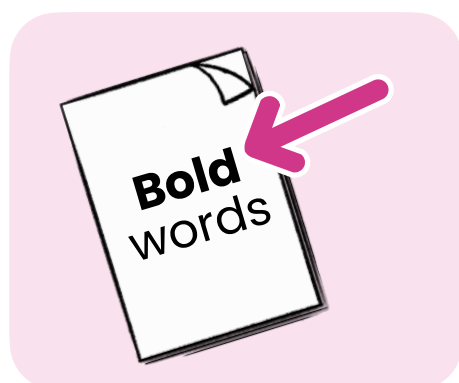


This is an Easy Read version of some information.

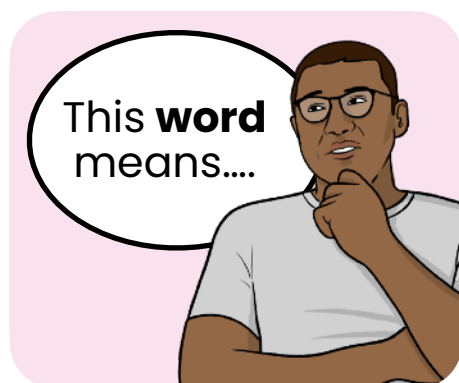
It uses easier words and pictures.



Some people may still want help to read it.



Some words are **bold** to show they are important.



We explain bold words if they are hard to understand.

What is in this booklet

About Healthwatch4

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About Healthwatch

Healthwatch works to improve health and care services for everyone by:



- Listening to the people who use health and care services.



- Telling managers of health and care services what people think so they can improve.



- Looking into problems with health and care services and saying what should happen.

About this survey



Healthwatch wants to find out how people are affected when leaving hospital is difficult or if they leave hospital later than expected.



Some people leave hospital too early or too late.

Some people leave hospital without the right care in place.



We want to make sure more people leave hospital at the right time and with the right support.



This survey will ask about a time when someone you care for had a difficult experience leaving hospital.



We only want to hear about difficult experiences that happened when leaving an NHS hospital in the past 12 months.

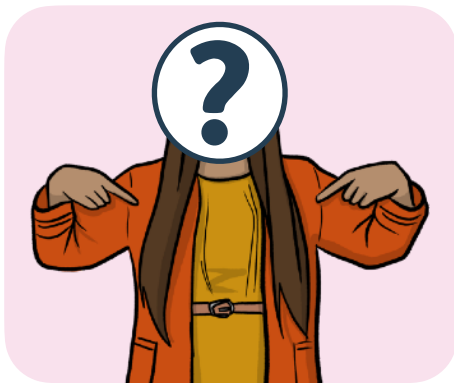


If you left hospital more than once in the past 12 months, please answer about the most recent difficult experience leaving hospital.

How we use your information



Your answers will help us to make things better for other hospital patients in the future.



We might use the things you say in our Healthwatch reports, but we will not use your name.



We will follow the law about keeping your information safe and private.

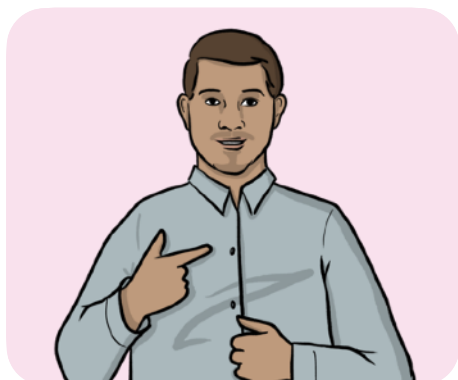


You can find out more about how we use your information in the privacy policy on our website:

www.healthwatch.co.uk/privacy

The privacy policy is not in Easy Read.

Survey questions



Question 1: Which of these options best describes you?

Please tick 1 box.

☐

I am answering about my own hospital stay

☐

I am a family member, friend or carer answering for someone I support



Question 2: In the last 12 months, did you stay for at least 1 night in an NHS hospital in England?

Please tick 1 box.

☐

Yes

☐

No

☐

I do not know



If you answered 'No' or 'I do not know' to this question, please stop the survey here.



Question 3: Thinking about your time in hospital, did any of these things happen?

Tick all the boxes that apply.

☐

I stayed in hospital longer than expected, even though I had finished my hospital treatment

☐

I left hospital before I felt well enough to leave

☐

I left hospital before all of the care I needed was in place

This includes any support, equipment, medication, transport or housing help you needed after hospital.

There are more answers on the next page.

☐ Something else happened that made it difficult when I left hospital

☐ None of these things happened

☐ I do not know



If you answered 'None of these things happened' or 'I do not know' to this question, please stop the survey here.



Question 4: What is your gender?

Please tick 1 box.

☐

Man

☐

Woman

☐

Non-binary

Non-binary means someone who does not feel themselves to be either male or female.

☐

Other

☐

I do not want to say



Question 5: Are you from a **minority ethnic background**?

A **minority ethnic background** is a small group of people of the same race, in a place where most other people are a different race.

Please tick 1 box.

☐

Yes

☐

No

☐

I do not want to say



Question 6: What was the main reason you stayed in hospital?

Please tick 1 box.

☐ An emergency, like being in an accident or suddenly being unwell

☐ Planned surgery or treatment

☐ Care and support for having a baby

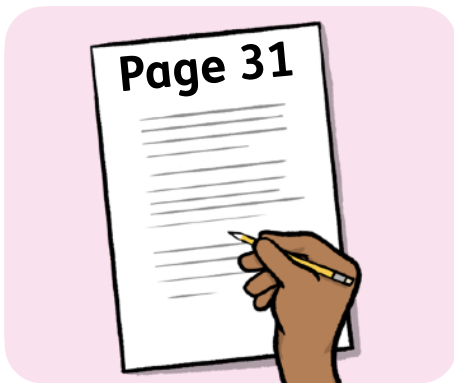
☐ Mental health care

☐ Other

☐ I do not know



The next questions are only for people who stayed in hospital longer than expected.



If you did not stay in hospital for longer than expected, go straight to Question 14 on page 31.



Question 7: How long did you stay in hospital after you were told you no longer needed hospital treatment or support?

Please tick 1 box.

☐ I left hospital the same day – please go straight to Question 14 on page 31

☐ 1 extra day

☐ 2 to 6 extra days

☐ 7 to 13 extra days

There are more answers on the next page.

☐

2 to 3 weeks

☐

More than 3 weeks

☐

I was not told when I
was medically ready to
leave

☐

I do not know



Question 8: How clear was the explanation you were given for leaving hospital later than expected?

Please tick 1 box.

☐

Very clear

☐

Quite clear

☐

Neither clear nor unclear

☐

Not very clear

☐

Not clear at all

☐

No reason was given to me

☐

I do not know



Question 9: What was the reason you could not leave hospital?

Tick up to 3 boxes.

☐

My medication was not ready

☐

The paperwork for me leaving hospital was not completed

☐

My transport was not arranged

☐

Final checks were not completed

There are more answers on the next page.

☐ My referrals or funding were still being worked out.

This means decisions about your care or who would pay for it were not finished yet.

☐ Support at my usual home was not ready, like carers or equipment.

This covers people going home as well as people going to care homes.

☐ The place where I was going to get care was not ready yet

☐ I was homeless and needed a place to stay to be arranged

☐ Me, my family, or carers did not feel ready for me to leave

There are more answers on the next page.

☐

Social care staff were worried about me leaving

Social care staff are people who support children or adults with their care and daily lives.

☐

No reason was given to me

☐

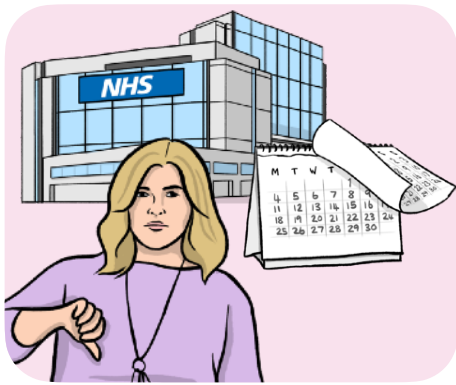
None of these answers

☐

Other

☐

I do not know



Question 10: Do you think staying in hospital longer than expected caused any of these things?

Tick all the boxes that apply.

- ☐ The health condition I already had got worse
- ☐ I got an infection while waiting to leave hospital
- ☐ I got another health problem while waiting to leave hospital
- ☐ My mental health got worse

There are more answers on the next page.

☐ I felt less confident about coping when I got home

☐ I found it harder to walk or move around

☐ I needed help with everyday tasks, like washing or dressing, that I could manage on my own before this hospital stay

☐ None of these answers

☐ I do not know



Question 11: Do you think staying in hospital longer than expected caused any of these things?

Tick all the boxes that apply.

☐

I needed to go back into hospital shortly after leaving

☐

I needed to move into a care home or other long-term care, when I might not otherwise have needed to

There are more answers on the next page.

☐ It made me less likely to go to hospital in future if I need help

☐ It made me feel less confident about getting care from the NHS

☐ None of these answers

☐ I do not know



Question 12: Do you think that leaving hospital too late caused any of these things?

Tick all the boxes that apply.

☐ I lost money from my job or work

☐ I lost some of my **benefits** – this is money some people get from the government to help pay for things they need to live

☐ I had extra costs I did not expect, like transport or somewhere to stay

There are more answers on the next page.

☐

It stopped me being able to care for someone I support

☐

I needed more paid or private care than I would have thought before this hospital stay

☐

A family member or carer had to care for me more than expected

☐

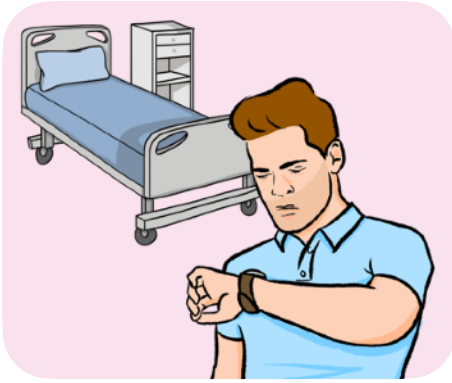
A family member or carer lost money from their job or had to take time off work

☐

None of these answers

☐

I do not know



Question 13: Did any of these things happen while you were waiting to leave hospital?

Tick all the boxes that apply.

☐

Hospital staff got me to get out of bed or move around

☐

Hospital staff helped me to move around safely

☐

Hospital staff helped me to look after my own personal care, such as washing or dressing

There are more answers on the next page.

☐ I was offered different types of treatment, like exercises or **therapy** – this is support that helps people feel better or do things more easily

☐ I was offered support for my mental health

☐ I did not need any of these types of support

☐ None of these things happened

☐ I do not know



Question 14: When you were told you were leaving hospital, how ready did you feel to leave?

Please write a number from 1 to 5 to say how ready you felt.

1 means you did not feel ready at all.

5 means you felt completely ready.

If you do not know how ready you felt to leave hospital, please tick this box:

☐

I do not know



Question 15: How much of the care, support or recovery plans you needed were in place when you left hospital?

This could include care at home, equipment, medication, transport, help with housing, or follow-up appointments.

Please tick 1 box.

☐

All the care I needed was in place – go straight to Question 18 on page 39

☐

Most of the care I needed was in place

There are more answers on the next page.

☐ Some of the care I needed was in place

☐ None of the care I needed was in place

☐ I did not need any care to be in place - go straight to Question 18 on page 39

☐ I do not know - go straight to Question 18 on page 39



Question 16: Which types of care were not in place when you left hospital?

Tick all the boxes that apply.

☐

Care at home

☐

A place in a care home

☐

Equipment or things to help me at home, like a handrail

There are more answers on the next page.

☐

Medication I needed
after leaving hospital

☐

Transport to take me
home

☐

Follow-up appointments

☐

Clear information about
what would happen next

☐

Help with housing or a
place to stay

There are more answers on the
next page.

☐

Support from family or carers

☐

Health support in my local area near where I live

☐

None of these answers – go straight to Question 18 on page 39

☐

I do not know – go straight to Question 18 on page 39



Question 17: How did it affect you to not have the right care in place when you left hospital?

Tick all the boxes that apply.

☐

It did not affect me at all

☐

It made me feel stressed and anxious

☐

I could not go back home safely

☐

A family member or carer had to care for me more than expected

There are more answers on the next page.

☐ My health got worse

☐ I had to contact NHS services for help

☐ I had to go back to hospital

☐ It cost me money

☐ None of these answers

☐ I do not know



Question 18: How much did you feel involved in deciding when to leave hospital?

Please tick 1 box.

☐

Very involved

☐

Quite involved

☐

Neither involved nor uninvolved

☐

Quite uninvolved

☐

Not very involved at all

☐

I do not know



Question 19: Before you left hospital, were you told who to contact if you were worried about your health or care after leaving?

Please tick 1 box.

☐

Yes

☐

No

☐

I do not know



Question 20: Please use this box to write anything else you want to say about your experience leaving hospital:

About you



Please answer these questions about yourself.

If you are answering the questions for someone else, please answer about that person.



Your answers will help us to know we are hearing from different groups of people.



Question 21: How old are you?

Please write your age in the box, or tick the box below it to say you do not know.

☐

I do not know

☐

I do not want to say



Question 22: What is your **ethnicity**?

Ethnicity is your race or background. For example, Black, White or Asian.

Please tick 1 box.

☐

Arab



Asian or Asian British

☐

Bangladeshi

☐

Chinese

☐

Indian

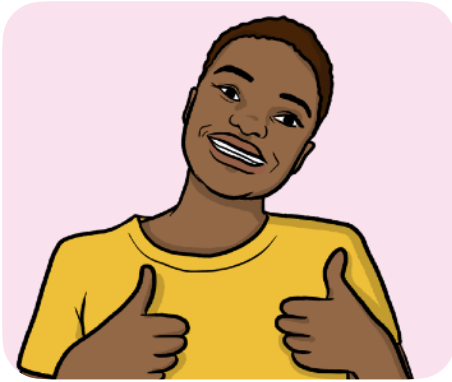
☐

Pakistani

☐

Any other Asian or Asian British background

There are more answers on the next page.



Black or Black British

☐

African

☐

Caribbean

☐

Any other Black or Black British background



Mixed or more than 1 ethnicity

☐

Asian and White

☐

Black African and White

☐

Black Caribbean and White

☐

Any other Mixed or more than 1 ethnicity

There are more answers on the next page.



White

☐ British, English, Northern Irish, Scottish or Welsh

☐ Irish

☐ Gypsy, Traveller or Irish Traveller

☐ Roma

☐ Any other White background

☐ I do not want to say

☐ Any other ethnicity



Question 23: Are any of these things true for you?

Tick all the boxes that apply.

☐

I have a disability

☐

I have a long-term health condition

☐

I have a mental health condition

☐

I have dementia, memory problems or a cognitive impairment

☐

I am neurodivergent, for example autistic, ADHD/ADD, dyslexic or Tourette's

There are more answers on the next page.

- ☐ I need help with everyday things like moving around and personal care
- ☐ I need support to use services and understand information
- ☐ None of these answers
- ☐ I do not want to say
- ☐ I do not know



Question 24: How much money do you have to live on?

Please tick 1 box.

☐

I have plenty to spend on things I need, and plenty left for extras I want

☐

I have enough to spend on things I need, and a small amount for extras I want

☐

I have enough to spend on things I need, and not much else

☐

I do not have enough for things I need and sometimes run out of money

☐

I do not want to say

☐

I do not know



Question 25: Which of these choices best describes you?

Please tick 1 box.

☐

Working full time

☐

Working part time

☐

No job and looking for work

☐

No job and unable to work because of health issues or disability

☐

Retired

There are more answers on the next page.

☐

Stay at home parent

☐

Carer to someone I live with

☐

Student

☐

Doing unpaid work or volunteering

☐

I do not want to say

☐

I do not know

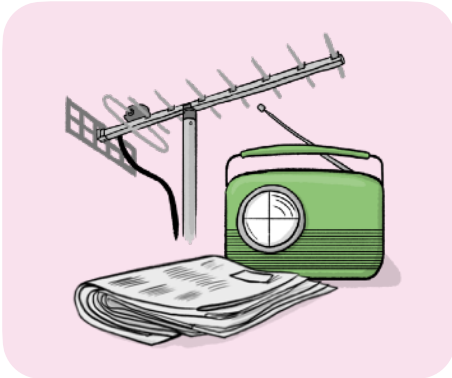


Question 26: Which area of England do you live in?

Please write in the box:

Can we contact you?

Using your story



We use the stories people tell us when we talk about our work to **the media**.

The media is newspapers, radio or TV.



Can we contact you if we want to talk about your story to the media?

We will not give them your name without asking you first.

☐

Yes

☐

No



If you ticked yes, please write your name and email address in this box:

Thank you



Thank you for taking part in this survey.



Your answers will help us to make things better for other hospital patients in the future.



You can find out more about Healthwatch on our website:
www.healthwatch.co.uk