

Do you use wheelchair services in Surrey or know someone who does?



The NHS in Surrey is designing a new wheelchair service for children, young people and adults.



We want to know what you think.

Please complete this short survey and help design the new service.



Please send us your answers by Thursday 17th May 2018.

About you



Question 1: Are you...

Someone who uses a wheelchair?





A parent, partner or carer of someone who uses a wheelchair?



Someone who works with people who use wheelchairs?



Other - please say what:

Our idea for the future













Currently wheelchair services in Surrey are run by different organisations in different places.

These include:

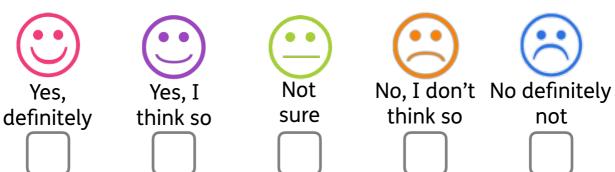
- Assessing if somebody needs a wheelchair
- Collecting wheelchairs
- Repairing wheelchairs
- Delivering wheelchairs
- Other equipment

Currently wheelchair users have to contact a few different organisations.

We are thinking about creating just one wheelchair service that is easy to access.

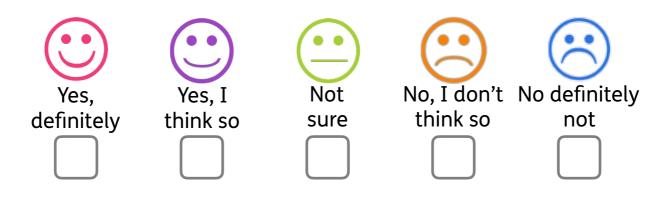


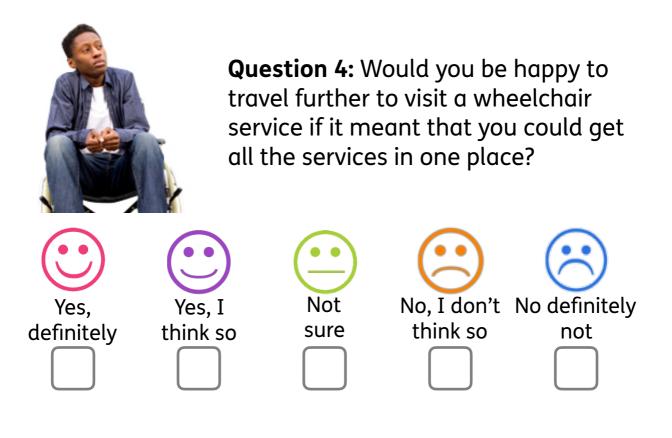
Question 2: Would you prefer to have one wheelchair service for Surrey instead of different services as we have now?





Question 3: Would you prefer to have just one number to call or text, or one email address, if you want anything to do with your wheelchair?





Why do you say that?



Where should the service be based?



Wheelchair services are currently based in 5 different places in Surrey.



If you are unable to travel, home visits may be possible.



If we do change to just one service we also need to look at where the new services are based.



Question 5: Where do you go for appointments now?



East Surrey Hospital in Redhill – This service will shortly be moving to Redhill Aerodrome



Farnham Hospital



The Jarvis Centre in Guildford



Woking Community Hospital



Leatherhead Hospital



I receive home visits



I am completing this survey on behalf of someone else



Other - please say where:



Question 6: Do you have any comments about these places? Are they accessible to you?

Question 7: How do you travel to your appointment?

By car

By bus

🛛 By taxi

NHS Patient Transport Services

Community transport services

Other please say:

Question 8: How long does your journey usually take?



Less than 30 minutes



30 minutes to 1 hour



Between 1 and 2 hours



More than 2 hours

9





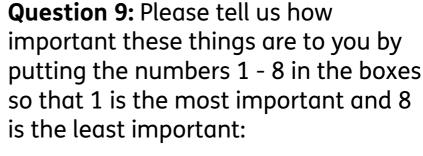






What is most important to you?







The building and the space inside is accessible to people in wheelchairs



Having equipment there which you can see and try out



Being able to get there by public transport



A clean, suitable place that is right for the service



Good parking, including disabled parking





Being able to carry out repairs there and then



The amount of time it takes to travel to the appointment



Good toilets

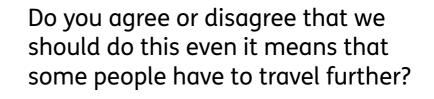
Question 10: We are thinking that some of the places where we currently offer services from may change, so that:



They offer more services of different kinds



You don't have to go to lots of different appointments















Please say why you say that?

Wheelchair services and the community equipment service



We are thinking about joining up the wheelchair service with the community equipment service.

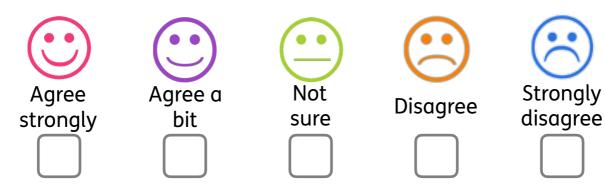


Many people use both services.

People would only have to contact one service.



Question 11: Do you agree or disagree that the wheelchair service and the community equipment service should be joined up if this is possible?





Question 12: Have you any other comments?



About you



Please answer these questions about you. Your answers will help us make sure that we are getting the views of all the different communities in Surrey.



Question 13: What is your ethnic group?

White



British



East European



Gypsy or Traveller

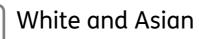
Other White background



White and Black Caribbean



White and Black African





Other mixed race



Asian

Indian



Bangladeshi

Other Asian background



Black

Caribbean

African

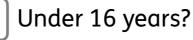
Other Black background

Other ethnic background

Prefer not to say

Question 14: How old are you?

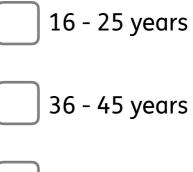


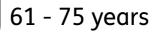


26 - 35 years

46 - 60 years

76 - 85 years





Question 15: Are you
Male
Female
Transgender
Prefer not to say



Question 16: Is your gender the same as the one that was given to you when you were born?





Prefer not to say

Question 17: Are you disabled?



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	Yes	



Prefer not to say

Thank you



Please now send your answers back to us by:

Email:

contactus.surreydownsccg@nhs.net

Post:





FREEPOST RTEY-LSGG-UHBE Communications Team NHS Surrey Downs CCG Cedar Court Guildford Road Leatherhead KT22 9AE

You don't need to put a stamp on the envelope.



Please send your answers back by Thursday 17th May 2018.

For more information



If you need more information please contact us at:



Telephone: 01372 201732



Textphone: 07747 201500



Email: contactus.surreydownsccg@nhs.net

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