

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?



Yes, definitely



Yes, I think so



Not sure



No, I don't think so



No definitely not



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?



Yes, definitely



Yes, I think so



Not sure



No, I don't think so



No definitely not



Question 4: Would you be happy to travel further to visit a wheelchair service if it meant that you could get all the services in one place?



Yes,
definitely



Yes, I
think so



Not
sure



No, I don't
think so



No definitely
not

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?

A large, empty rectangular box with a thin black border, intended for the user to provide their comments and answers to the question above.

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

What is most important to you?



Question 9: Please tell us how important these things are to you by putting the numbers 1 - 8 in the boxes so that 1 is the most important and 8 is the least important:

- 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



Do you agree or disagree that we should do this even it means that some people have to travel further?



Agree strongly



Agree a bit



Not sure



Disagree



Strongly disagree

Please say why you say that?



A large, empty rectangular box with a thin black border, intended for the user to provide their answer to the question above.

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?



Agree strongly



Agree a bit



Not sure



Disagree



Strongly disagree



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
- Irish
- East European
- Gypsy or Traveller
- Other White background



Mixed race

- White and Black Caribbean
- White and Black African
- White and Asian
- Other mixed race



Asian

- Indian
- Pakistani
- Bangladeshi
- Other Asian background



Black

- Caribbean
- African
- Other Black background
- Other ethnic background
- Prefer not to say



Question 14: How old are you?

- | | |
|--|--|
| <input type="checkbox"/> Under 16 years? | <input type="checkbox"/> 16 - 25 years |
| <input type="checkbox"/> 26 - 35 years | <input type="checkbox"/> 36 - 45 years |
| <input type="checkbox"/> 46 - 60 years | <input type="checkbox"/> 61 - 75 years |
| <input type="checkbox"/> 76 - 85 years | <input type="checkbox"/> Over 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?

- Yes
- No
- Prefer not to say



Question 17: Are you disabled?

- Yes
- No
- 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

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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