

Ideas for Changing the NHS

Survey

Tell us what you think



This is an Easy Read survey.
You might need help to read this.

Please reply by 5pm on Monday 14th April 2025.

About this survey



We are the Health and Social Care department in the **Government**.

Government means the group of people in charge of the country.

We help the Government make sure people can live long and healthy lives.



We are writing a 10 Year Health Plan to fix the problems in the **NHS**.

The **NHS** is the **National Health Service**. It gives free healthcare to everyone in the UK.



People told us some ideas to fix the NHS.

We want to know what you think about them.

Your answers will help us understand what changes to make and put in our plan.



You do not need to answer every question.

You can ignore some questions if you do not want to answer them.

For example, if you do not work in the NHS you can leave the questions for NHS staff.

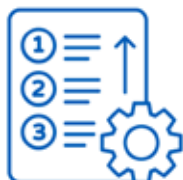
Section 1. Supporting you to make choices



Question 1

People told us the NHS should

- Help people make good choices about health.
- Be more accessible to everyone.
- Work with schools, businesses and communities.



Which 3 things would help you to stay healthy the most? You can tick up to 3 boxes.



Making it easier for me to see information about my health.



Using health and fitness apps to stay healthy.



NHS sending reminders for appointments.



Information about things going in my community to stay healthy like exercise classes and walking groups.



Making it easier to have health tests.



Health checks with healthcare staff.



None of these.



Question 2

People told us the NHS and patients should work together so people stay healthy.

Who else should help people stay healthy?

You can tick more than 1 box.



Local government, like councils.

Voluntary organisations, like health charities.



My friends and family.

My boss. For example, healthy food at work and health advice and information.



People in the public, in sport and in social media.

Fitness places like gyms and sports clubs.



Schools, colleges and universities.

None of these. Only the NHS should help us.



Other. Please tell in the box below.





End of life care is for patients who will not get better from their illness and are close to the end of life.



In end of life care staff help patients feel less pain.

And help patients plan what they want before they get too ill.



Question 3

We think patients should talk to healthcare staff earlier about end of life care.

How much do you agree or disagree with this?



Strongly agree

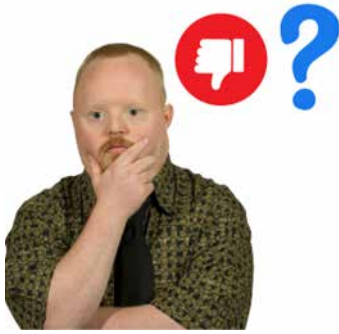
Agree

OK

Do not agree

Strongly do not agree

I do not know



Question 4

Do any of these things worry you about talking to NHS staff about end of life care?

You can tick more than 1 box.



I do not want to talk about end of life care when I am healthy.

I am not happy talking about end of life care with healthcare staff.



I do not know enough to talk about this.

This is not important to me right now.



I do not have any worries.



Something else. Please tell us in the box.

Section 2. Getting care when you need it

NHS



People said they worry about not getting care when they need it.

For example, waiting a long wait to see the GP.

NHS



Question 5

One idea is to see other NHS staff before a GP.

This would only be for some health problems.

Which other healthcare staff are you happy to speak to before a GP?



A pharmacist to talk about medication.

A nurse to talk about a small illness.



A specialist to talk about things like your diet or a hospital visit.

Mental health staff.



A therapist to talk about exercises after an injury. For example a broken toe.



None of these. I want to speak to a GP first.



Something else. Tell us in the box below.



Question 6

People normally get healthcare at the GPs or a hospital.

Where else would you be happy to talk to healthcare staff?

You can tick more than 1 box.



A mobile test clinic.

This is a service that travels to different places to do health tests, like blood tests.



A clinic in a community centre.



A clinic in a church or other faith building.



Your home.



Schools and colleges.



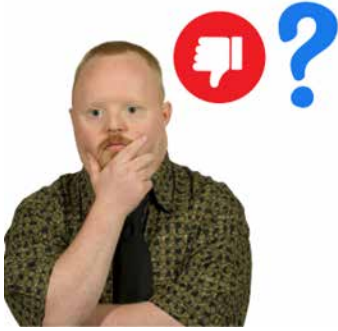
Pharmacies, where you get medication.



On a digital device like a phone or tablet.



None. I want to go to a GP or hospital.



Question 7

Do these things worry you about talking to different staff instead of a GP?

You can tick more than 1 box.



Healthcare services not working together.



Getting worse healthcare.



New healthcare staff or a new place.



I am not worried about anything.



I am worried about something else.
Please tell us in the box below.



Question 8

People said they would be happier seeing different healthcare staff in new places if there were rules to make it safe.

Which of these things are most important to you?

You can tick up to 3 boxes.



My personal data is looked after safely.



Healthcare staff listen to my worries.



Healthcare staff can see my health information so they know how to look after me.



My GP should have information about all my healthcare appointments and conversations.



Getting healthcare more quickly.



Getting healthcare at a better time or place.



I do not know.



Something else. Tell us in the box below.

Section 3. Helping staff to care for patients



Question 9

People said it is hard booking lots of appointments with different healthcare staff.



We want all healthcare staff to be able to see your health information.

This means 1 healthcare staff can help you with more health problems.

And you would not need to see lots of different people.



How much do you agree or disagree with all healthcare staff seeing your health information?



Strongly agree



Agree



OK



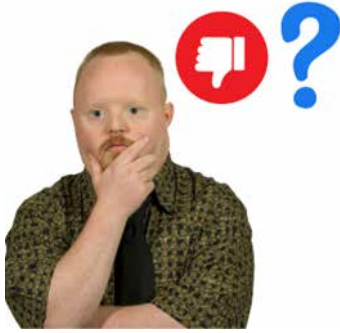
Do not agree



Strongly do not agree



I do not know



Question 10

Do these things worry you about talking to 1 healthcare worker about your health?

This is instead of talking to different health **specialists** about different health problems.

You can tick more than 1 box.



I do not want healthcare staff to see all my health information.



Healthcare staff should be specialists in 1 area of healthcare only.



I am worried about healthcare staff telling me what to do about my general health.



I am not worried.



I am worried about something else.
Please tell us in the box.



Some NHS staff give advice and information to help you get the right healthcare.



One idea is to have more staff do this job.



Question 11

How do you feel about these staff helping you to use the NHS and find the right services and information?

Tell us how much you agree or disagree with this idea.



Strongly agree

Agree

OK

Do not agree

Strongly do not agree

I do not know

Section 4. Helping people who need it most



People who need healthcare the most do not always get it.



One idea this is to spend more money on healthcare in places where people need it most.



For example, using **mobile** health clinics so you can see healthcare staff more easily.

Mobile means the health clinic moves around the country.



Question 12

How do you feel about the NHS spending more money on healthcare in places where people need it most?

Tell us how much you agree or disagree with this idea.



Strongly agree

Agree

OK

Do not agree

Strongly do not agree

I do not know

Question 13



Another idea is for NHS staff to work in places around the UK where people need healthcare the most.

Or where there are not enough healthcare staff.



The NHS could pay staff more to work in places where we need them the most.

For example, in hospitals or at the GPs.



How much do you feel about the NHS paying staff more to work in places where we need them the most?

Tell us how much you agree or disagree with this idea.



Strongly agree

Agree

OK

Do not agree

Strongly do not agree

I do not know



Question 14

One idea is that people with **complex needs** get appointments before other people.

For example, someone with a learning disability, autism or dementia.



This means they get the right healthcare as soon as possible.

They could have longer GP appointments. Or could be seen before other people.



How do you feel about people with complex needs getting help more quickly?

Tell us how much you agree or disagree with this idea.



Strongly agree

Agree

OK

Do not agree

Strongly do not agree

I do not know

Section 5. Better care using technology



People told us that technology could help make healthcare better.

For example people could use the NHS app more to make health appointments.



Question 15

How do you feel about having the NHS app as the main way to get help from the NHS?

Tell us how much you agree or disagree with this idea.



Strongly agree

Agree

OK

Do not agree

Strongly do not agree

I do not know



Question 16

Imagine the NHS app is the main way to get services and healthcare.



How likely are you to use the NHS app?



Very likely

Quite likely

Not likely or unlikely

Quite unlikely

Very unlikely

I do not know



Question 17

Do any of these things worry you about the app?

You can tick more than 1 box.



I do not have any worries about the app.



Not everyone has a smartphone or tablet to use the app.



People do not have skills to use app.

People want to speak to a person first.



It will be hard to keep things private.



The app might not do what people want.



Something else. Tell us in the box.

Question 18

We want every patient to have 1 health record to keep all their health information in 1 place.

All healthcare staff looking after you will see it.

What do you like most about this idea?

Please tick 1 box only.



You do not have to keep telling healthcare staff the same information.



You can see all your health information and get personal advice online.



You can link your record to apps or a smartwatch to check your health yourself.



It is quicker and saves the NHS money.



I do not know.



Something else. Tell us in the box below.

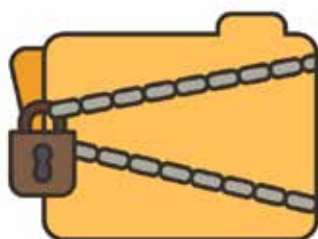
Section 6. About you



The 10 Year Plan must include everyone's ideas and experiences.

We are asking the next questions to make sure we are listening to everyone.

Not to find out who you are.



Your answers are **anonymous**.

This means no one can find out who you are.

Your answers are **confidential**.

This means your answers are private.



Question 19

How old are you?

You can write your age in the box below.
Or tick the box if you do not want to say.

I do not want to say

Question 20

Are you male or female?

Your answer might not be the same as what it says on your passport.



Male

Female

I do not want to say

Question 21

Is your **gender** the same as when you were born?



Yes

No

I do not want to say

If no, please put your gender in the box.

Question 22

Tell us what area you live in, like your town or county. Or tick one of the boxes below.



I do not live in the UK

I do not want to say

Question 23

Please write the 1st half of your postcode in the box. Do not write the whole postcode.

WC2R 1LA

We will not use this to find out who you are. You do not have to give us your postcode.

Question 24

Which ethnic group are you?



White English, Welsh, Scottish or Northern Irish

White Irish

White Gypsy or Irish Traveller

White Other



Mixed White and Black Caribbean

Mixed White and Black African

Mixed White and Asian

Mixed Other



Asian or Asian British Bangladeshi

Asian or Asian British Chinese

Asian or Asian British Indian

Asian or Asian British Pakistani

Asian or Asian British Other



Black or Black British African

Black or Black British Caribbean

Black or Black British Other



Other ethnic group - Arab

I do not want to say

If you said other, tell us in the box.



Question 25

Do you have a disability?

Tick as many as you need to.

No I do not have a disability.

I have a learning disability or difficulty.

I am neurodivergent like autism or ADHD.

I have hearing or sight loss or sensory impairment.

I have a physical or mobility disability.

I have a mental health illness like anxiety.

I have been ill for a long time.

I do not want to say.

Question 26

Are you a **carer**?

A family **carer** is anyone who cares for someone because they are ill or disabled and need support. Carers are not paid and can be children or adults.

No I am not a carer.

Yes for a child.

Yes for a parent.

Yes for a partner like a husband or wife.

Yes for someone in your family.

Yes for a friend.

Yes for a neighbour.



Questions for health or care workers

Only answer these questions if you have worked for a health or care organisation in the last year.



Question 28

What type of health or care organisation do you work for? For example, a charity or hospital.

I do not want to say



Question 29

What area of England do you work in?

I do not want to say



Question 30

What is your job? For example, healthcare assistant, cleaner, student, support worker.

I do not want to say



Question 31

How long have you been doing health and care work? This can include other jobs doing the same kind of work.

I do not want to say

What happens next



When you have finished, please email your survey to changeNHS@thinksinsight.com

Or post it to
Thinks Insight and Strategy
West Wing
Somerset House
London WC2R 1LA



We will use your answers to write our 10 Year Health Plan.

We will put this on our website
www.change.nhs.uk



If you have any questions about this survey you can email us on
changeNHS@thinksinsight.com



You can write to us at
Thinks Insight and Strategy
West Wing
Somerset House
London WC2R 1LA.

Thank you to the experts by experience who checked this Easy Read.