**Winning the Best Community Care Questionnaire**

**Background brief**

Earlier this year Healthwatch Lewisham, the Save Lewisham Hospital Campaign and Carers Lewisham undertook an appreciative inquiry into community care services. The Inquiry involved gathering over 100 positive stories of community care to identify what excellent community healthcare looks like. Now we want to hear your recent experiences using a community care service.

Community care services include: district nurses, health visitors, physiotherapy at home, chiropodist, midwifes, GPs, practice nurses, community matrons, the 111 service and out-of-hours GP service

Social care community services include: social workers, care assistants, care in the home, care homes, community mental health nurses/social workers

**People have told us that the following things make for good community care:**

* **Time**
* **Accessibility**
* **Smooth Proactive pathways**
* **Empowerment of the Patient**
* **Professionalism, Skill, Sensitivity, Listening**
* **Sees the person and the social situation not just the condition**

**Questionnaire
Please print this off and return to:**

**Community Care Questionnaire 2
Save Lewisham Hospital Campaign**

**c/o Lewisham Pensioners Forum
Saville Centre
436 Lewisham High Street, Lewisham SE13 6LJ**

**Questions
Do you have a recent experience of a community care service?**

**Are you using community care services now? If not, when you did receive community care?**

**If you received a service in your home what is the first part of your postcode, if you did not receive community care in your home where did you receive this service?**

**What community care service/ s do or did you use? Please tell us about this experience.** *Outline the key words/themes of the story here*

**PLEASE THINK ABOUT THE SERVICE YOU DESCRIBE AND EVALUATE IT ON A SCALE OF 1-5
1 = LOWEST SCORE 5 = HIGHEST SCORE**

1. **How easy was it to get this service?**
2. Difficult to get

1. Easy to get
2. **To what extent do you feel you have/had enough time?**
3. -Not enough time
4. Enough time
5. **How well do/did services work together to support you?**
6. -Services didn’t work well together

5- Services worked very well together

1. **How involved are/were you about decisions made about your care?**
2. Not involved in making decisions
3. Very involved in making decisions
4. **How attentive and caring are/were the staff?**

1-Staff were not caring

5 – Staff were always caring

1. **How much support do/did you receive while using the service?**

1 – Did not receive any support

5 –Received all the support needed

1. **To what extent do/did you feel listened to?**
2. –I do/did not feel listened to
3. – I always feel listened to
4. **How well do/did staff get to know you and your social situation?**

1-Staff didn’t try to get to know me

5 – Staff did try to get to know me

**Further questions**

**Do you have a care plan that you are able to comment on?**

**What could have made the service better?**

**Would you recommend any of the community care services? Please name....................................**

**Any further thoughts or recommendations?**

**Would you be interested in keeping in touch with the organisations involved in this inquiry? If so please leave your name, contact number and email address below and say with which organisation you would like to stay in contact:**

**Information which tells us who we collected the story from**

|  |
| --- |
| Your Age group: under 16 17-25 26-49 50-74 75+ |

|  |
| --- |
| Your Gender: male female transgender other |

|  |
| --- |
| How do you describe your ethnic origin? |

|  |
| --- |
| Are you working at school or college retired unemployed looking after children full time carer other |
|  |
| Do you consider yourself to have a disability?  |
|  |
|  |

Would you like people to know this is your story? (And may we keep and use your contact details...) Yes/No

|  |
| --- |
| If yes, NameTelephone number E-mail address |

*You have helped to maintain the best community care in Lewisham. Thank you for telling us your story.*

For any questions contact Brian Fisher on brian@paers.net or *07949 595349 or Simone Riddle Healthwatch Lewisham at* *simone@healthwatchlewisham.co.uk* *or 020 7998 7796*