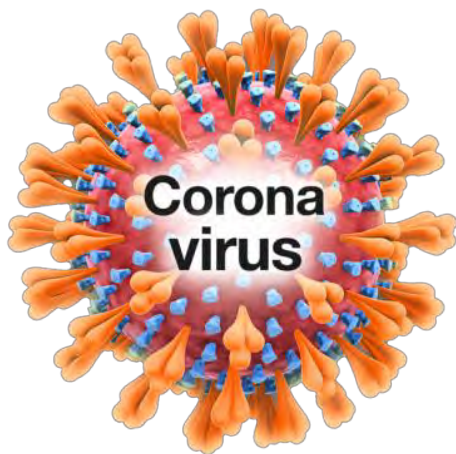


COVID-19 survey for children and young people who use health and care services (August 2020)



We need your views

Easy Read Version



Many health services have been offering online and telephone appointments during the COVID-19 pandemic to keep people safe.



We want to know what worked well.



We want to know what did not work well.



Or why you did not want a telephone or online appointment.



We will not share your personal details with anyone.



This survey is for anyone under 18.

Or anyone under 25 with special educational needs.

If you are under 16 legally you must have permission from your parent or carer to answer our questions.

Answer the questions on this page first.



☐ I am 17 or older

☐ I am 16 or younger and have permission to take this survey



I am answering the questions for

☐ me

☐ someone else

Tell us what you think



1 What health services do you use?

- ☐ Hospital services (Treliske or Derriford)
- ☐ GP services
- ☐ Autistic spectrum disorder services
- ☐ Mental health services (CAMHS)
- ☐ Children's cancer services
- ☐ Children's nursing services
- ☐ Speech and Language Therapy (SALT)
- ☐ Occupational Therapy (OT)
- ☐ Physiotherapy
- ☐ Dietetics
- ☐ Paediatricians
- ☐ Continuing care
- ☐ Short breaks
- ☐ Specialist looked after children (LAC) team

Write any other answer in this box



2 What worked well when you had an online or telephone appointment?

- ☐ Quick and easy
- ☐ Did not have to travel
- ☐ More comfortable at home
- ☐ Pleased with the result of the appointment
- ☐ Understood what I had to do to have my appointment



Write any other answer in this box

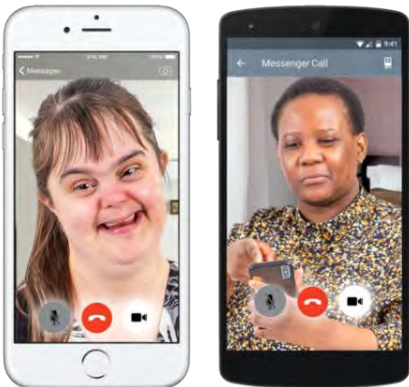
3 Tell us a bit more about what worked well and why.





4 What did not work well when you had an online or telephone appointment?

- ☐ Everything worked well
- ☐ Poor sound, picture or connection
- ☐ Timing of appointment
- ☐ Not pleased with result of appointment
- ☐ Was not able to explain what was wrong
- ☐ Did not feel listened to
- ☐ Did not want to talk on the telephone or online
- ☐ Did not have a quiet space to talk on the telephone or online
- ☐ Did not have a telephone or computer



Write any other answer in this box

5 How can online or telephone appointments be made better for you?





6 When going to appointments which do you like best?

- ☐ In person
- ☐ Video
- ☐ Web chat
- ☐ Social media (Facebook or Instagram mindfulness)
- ☐ Telephone
- ☐ Text
- ☐ Do not mind



7 If the appointment was for something serious (like cancer) would you want to get health support differently?



☐ Yes

☐ No

8 How would you wish to get health support for something serious (like cancer)?





9 Please tell us why you did not want to have an online or telephone appointment.

☐ I did have an online or telephone appointment

☐ Did not still need the appointment

☐ Did not want to talk on the telephone or online

☐ Wanted to see someone in person

☐ Did not have a quiet space to talk on the telephone or online

☐ Did not have a telephone or computer



Write any other answer in this box



If you want to see the results of the survey please write your email address in this box.



This survey closes on 14 September 2020.



Post your answers to us at

FREEPOST RTES-UZ XK-SHBG
C/O Engagement Team
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St Austell PL25 5AS



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