

# Survey Results

As part of the engagement we hosted two surveys, one about general health and another focusing on long term conditions.

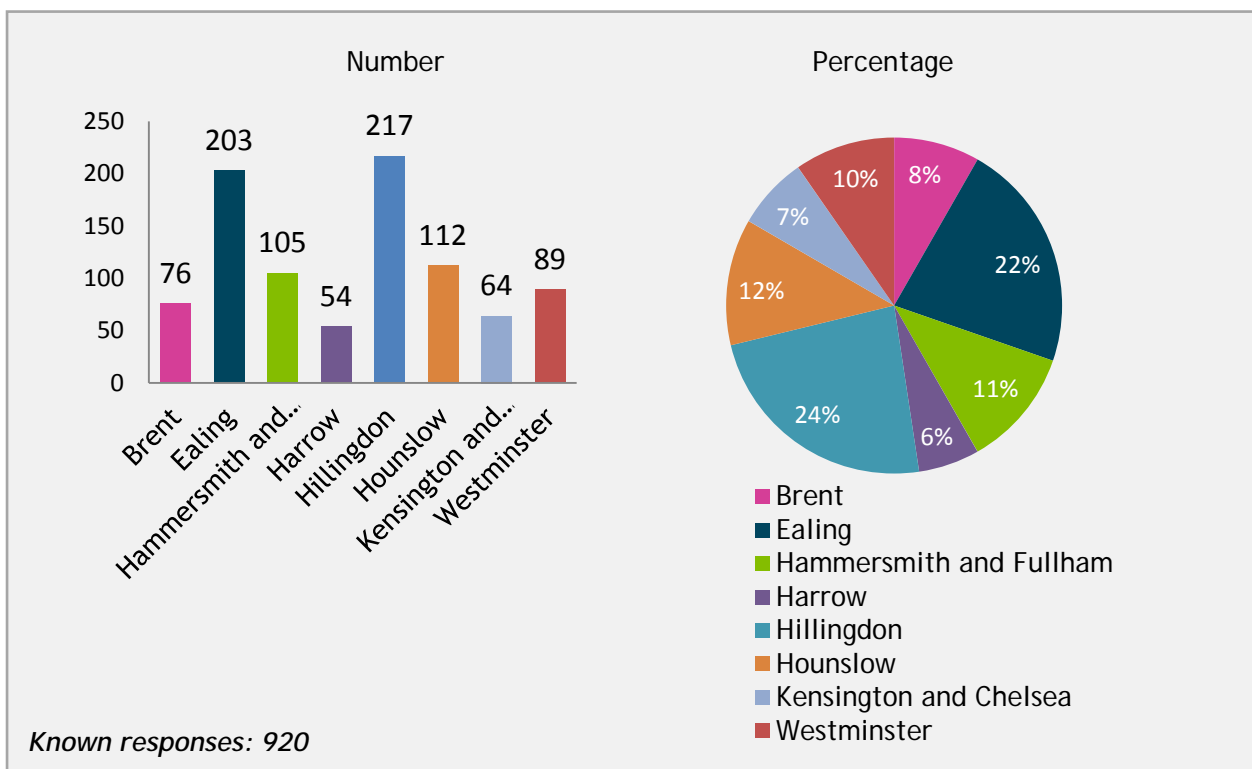
## General Survey

The general survey covered three topic areas:

- Managing and choosing support.
- Keeping independent and staying healthy as you get older.
- Interacting with the local NHS.

It was completed by 920 people who live in Central and North West London:

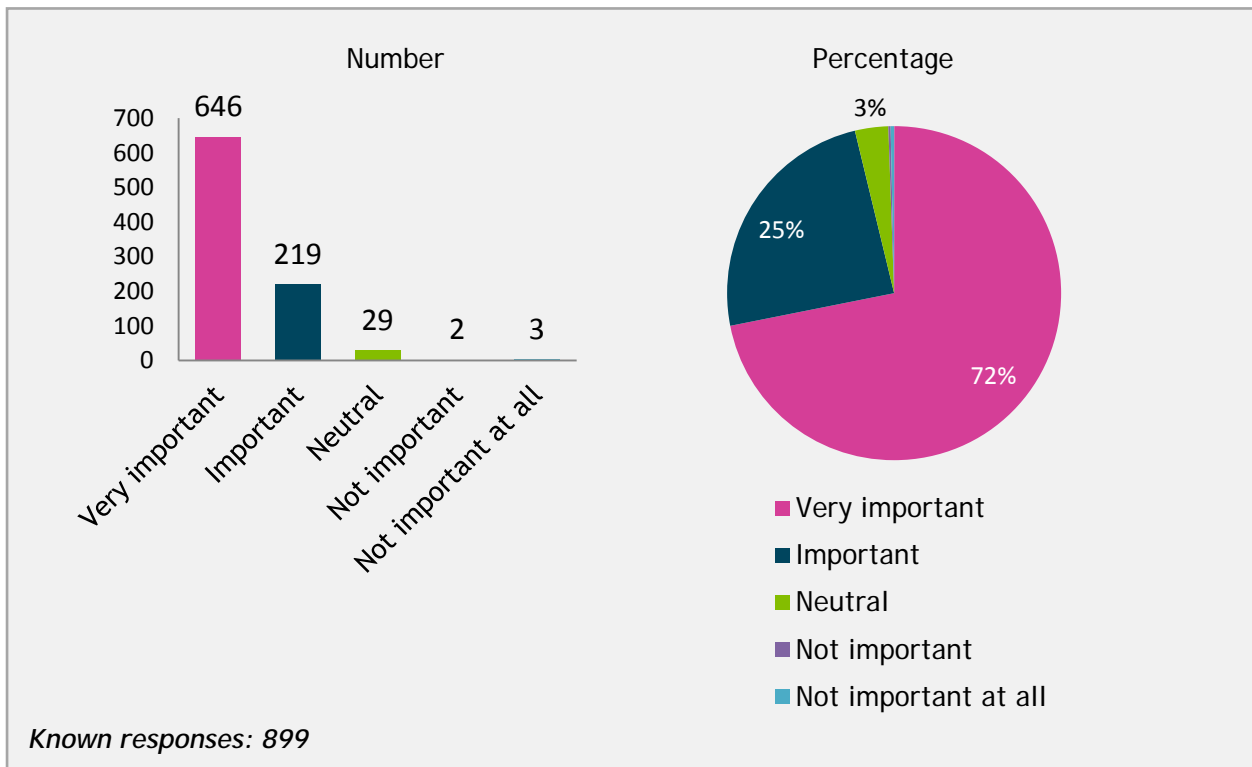
### London Borough



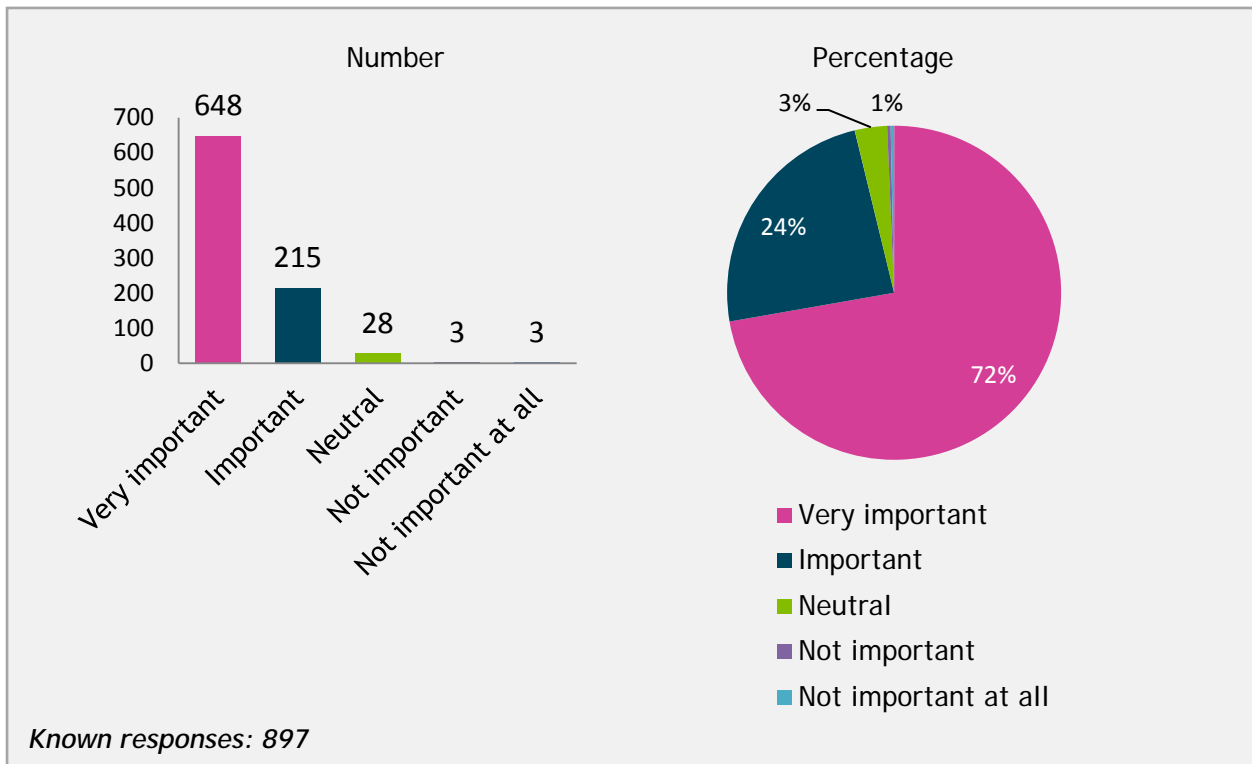
In the next section we show the survey results.

## How important are the following in helping to live a healthy life?

Easy access to the information I need to help me make decisions about my health and care

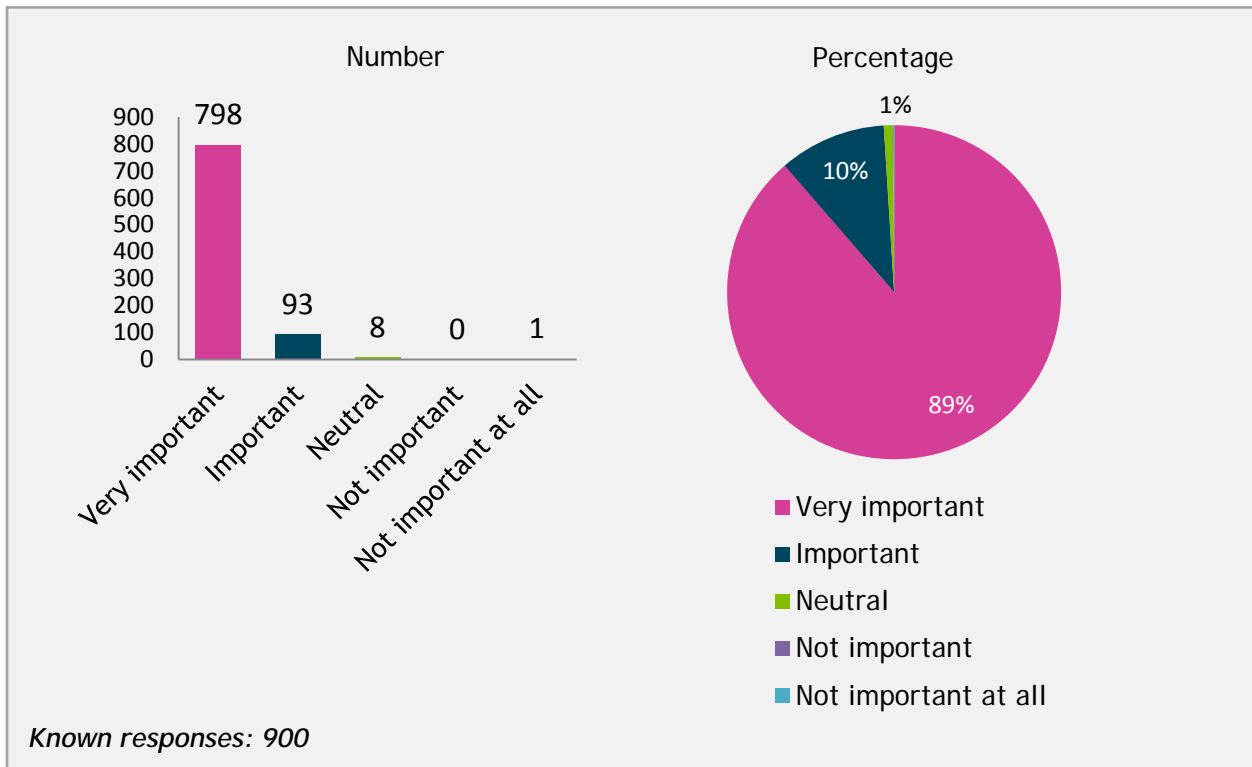


## Having the knowledge to help me do what I can to prevent ill health

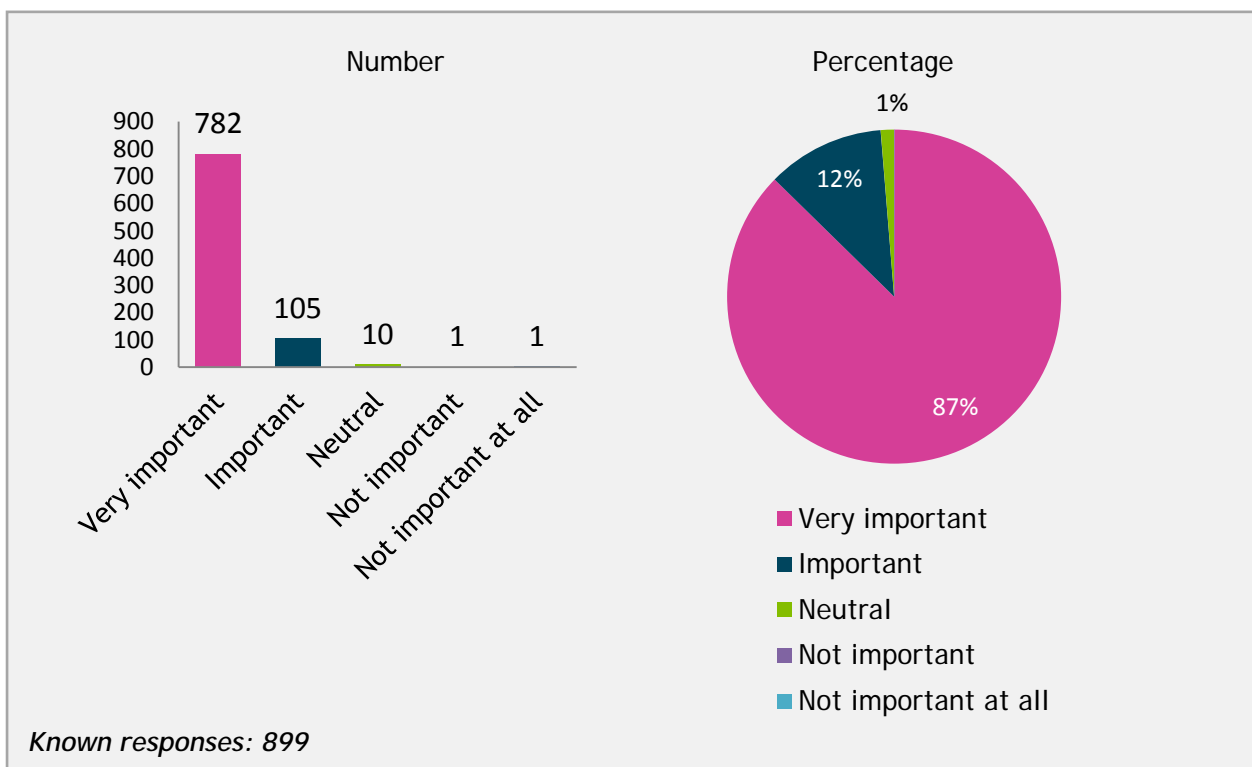


# How important are the following in helping to live a healthy life?

Access to the help and treatment I need when I want it

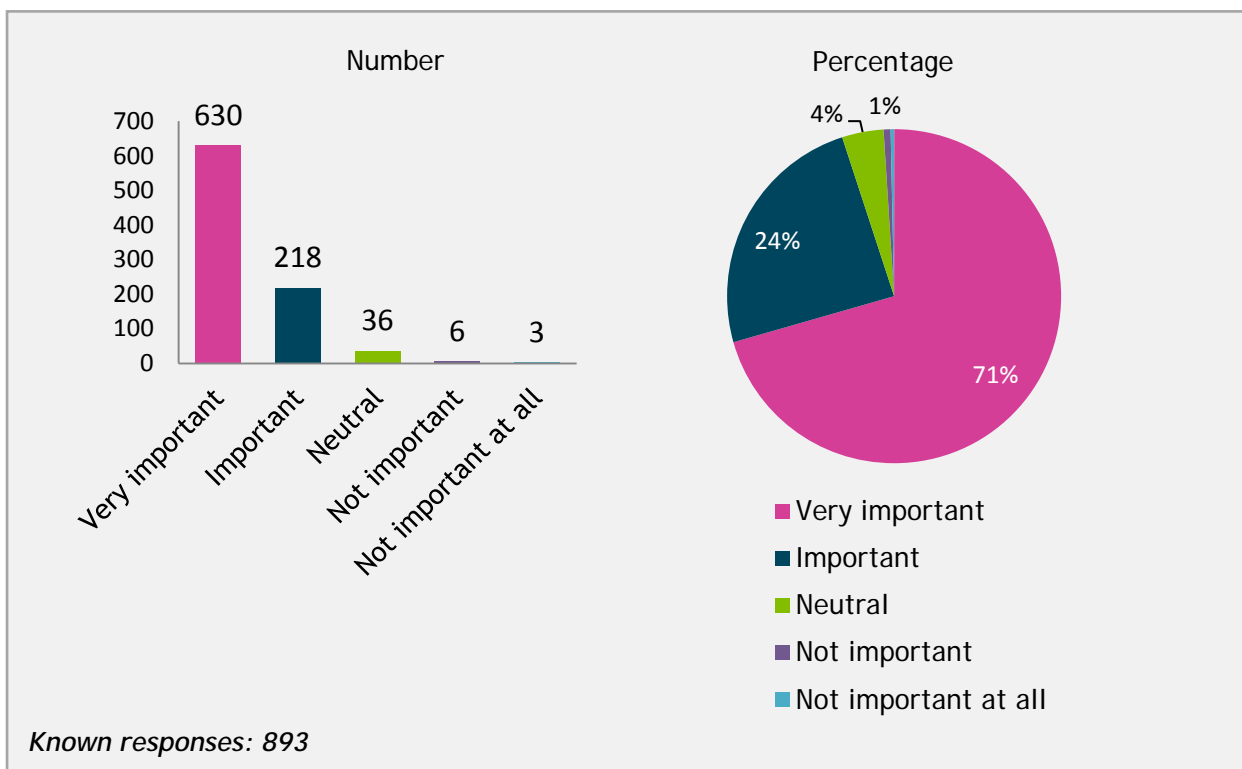


Professionals that listen to me when I speak to them about my concerns



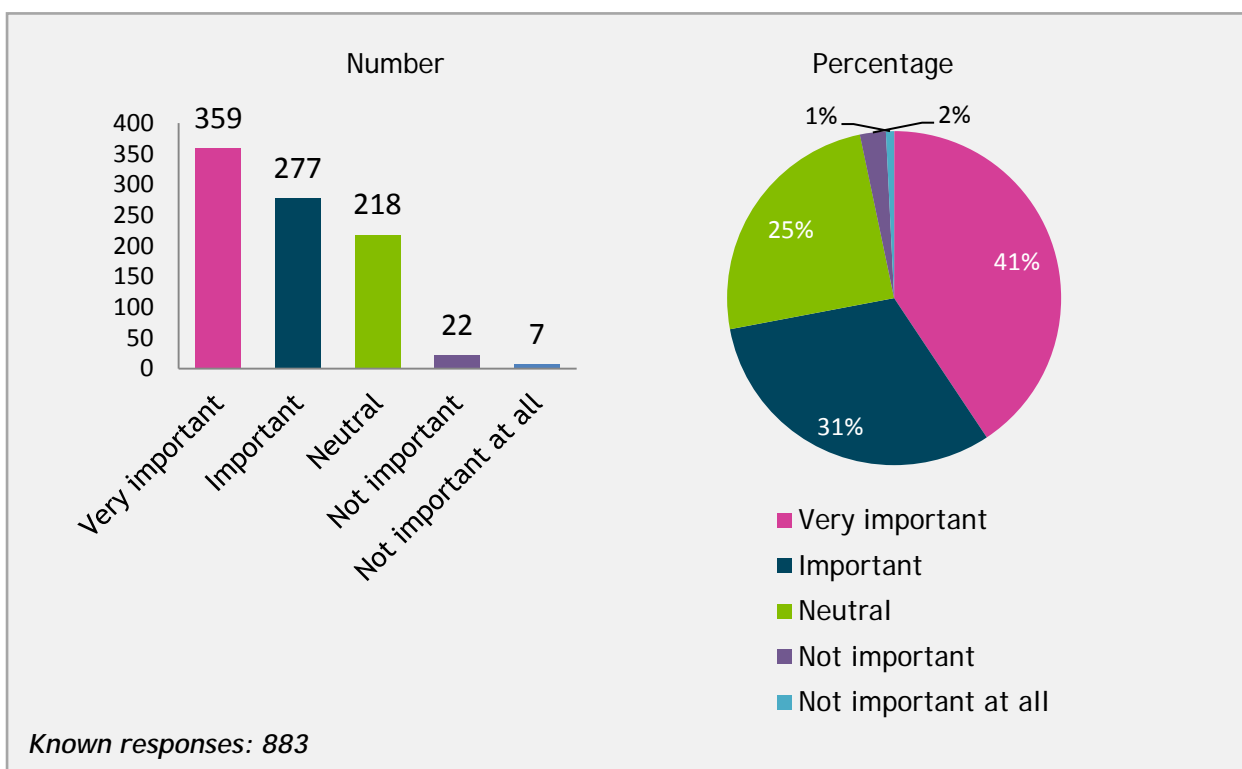
## How important are the following in helping to live a healthy life?

For every interaction with health and care services to count; my time is valued



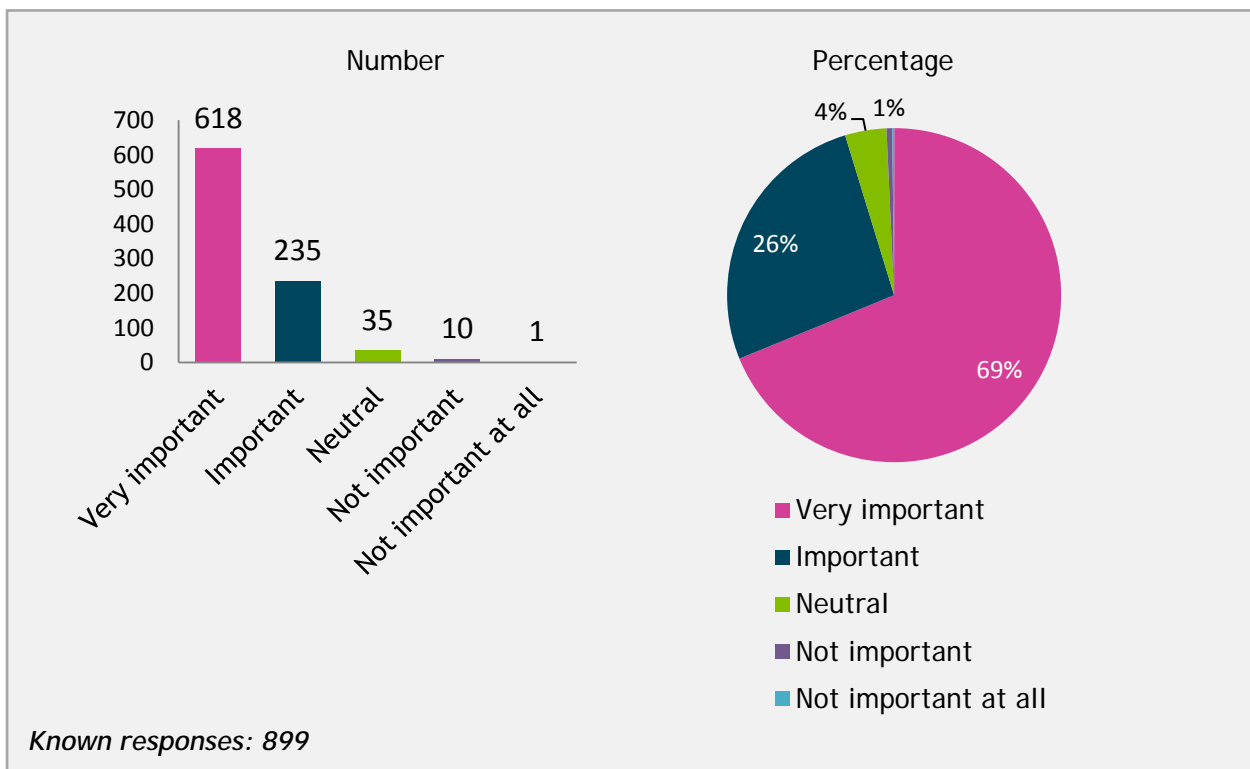
## How important are the following in managing and choosing support?

If I have a long term condition I decide how the NHS spends money on me

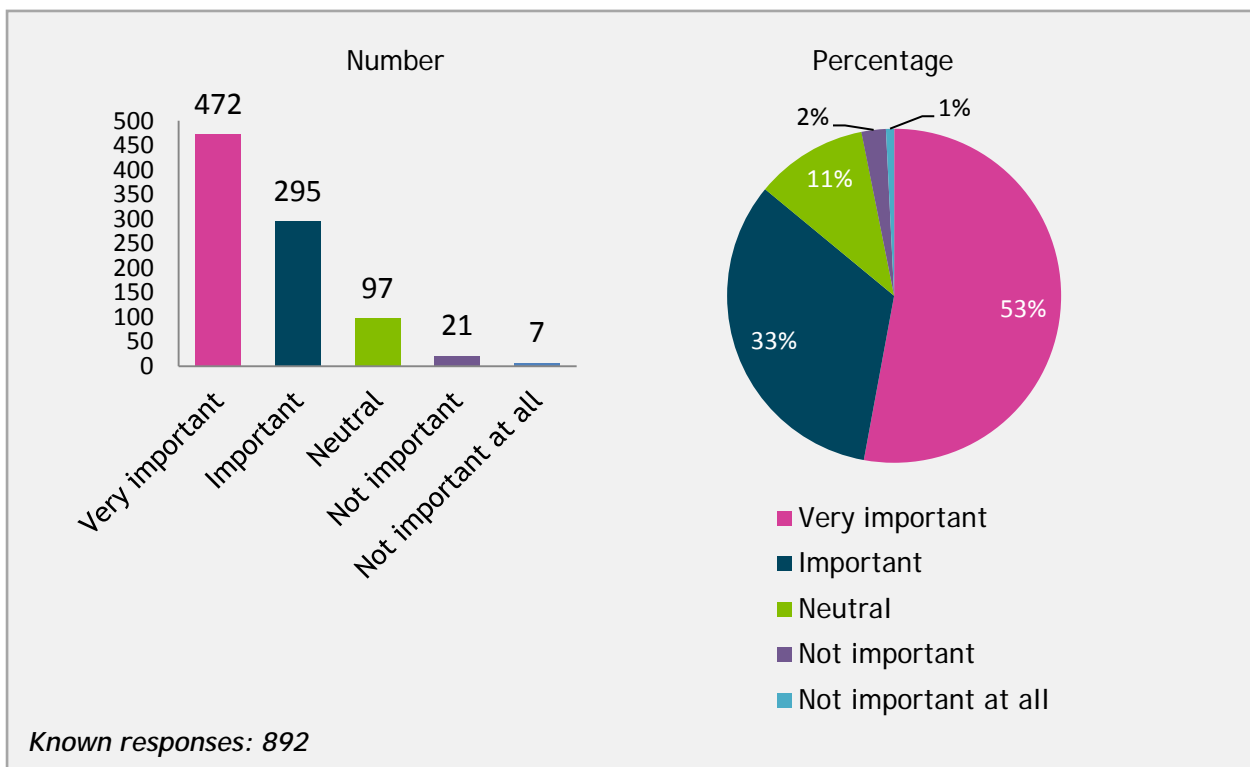


## How important are the following in managing and choosing support?

Choosing the right treatment is a joint decision between me and the relevant health and care professional

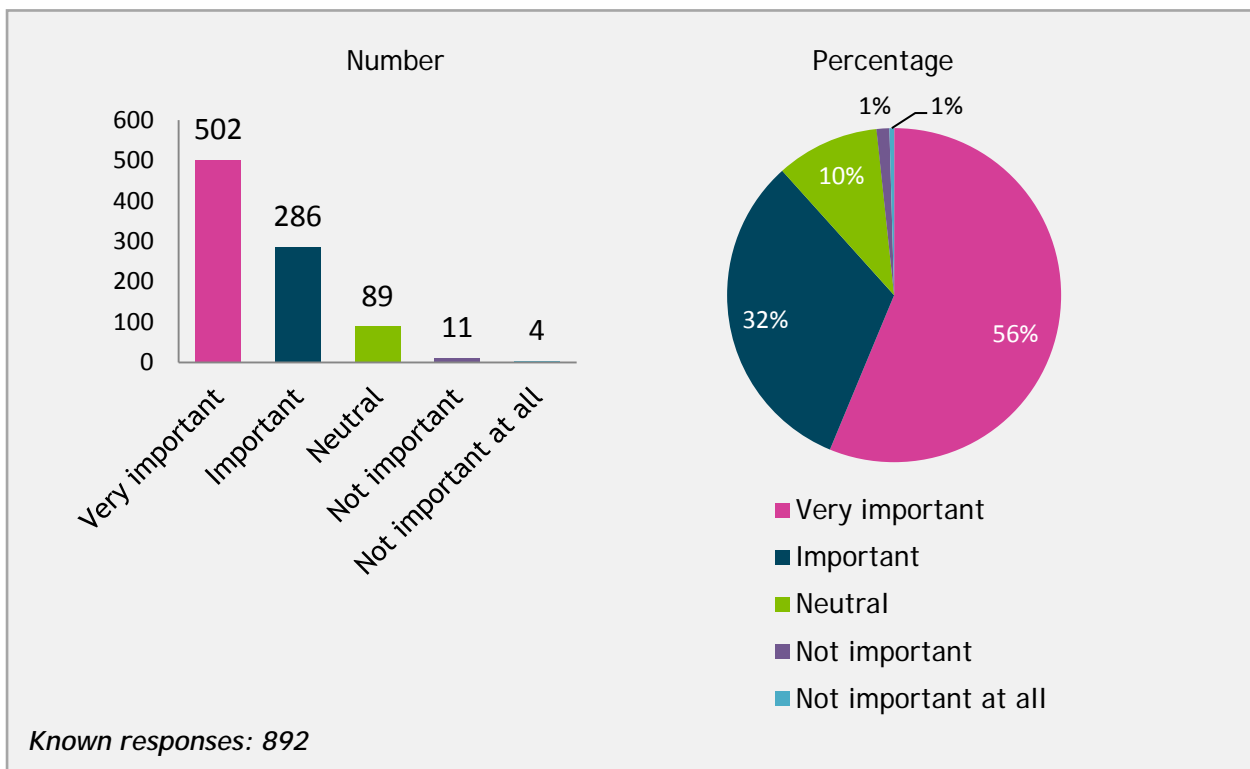


## I make the decision about where I will go to receive health and care support

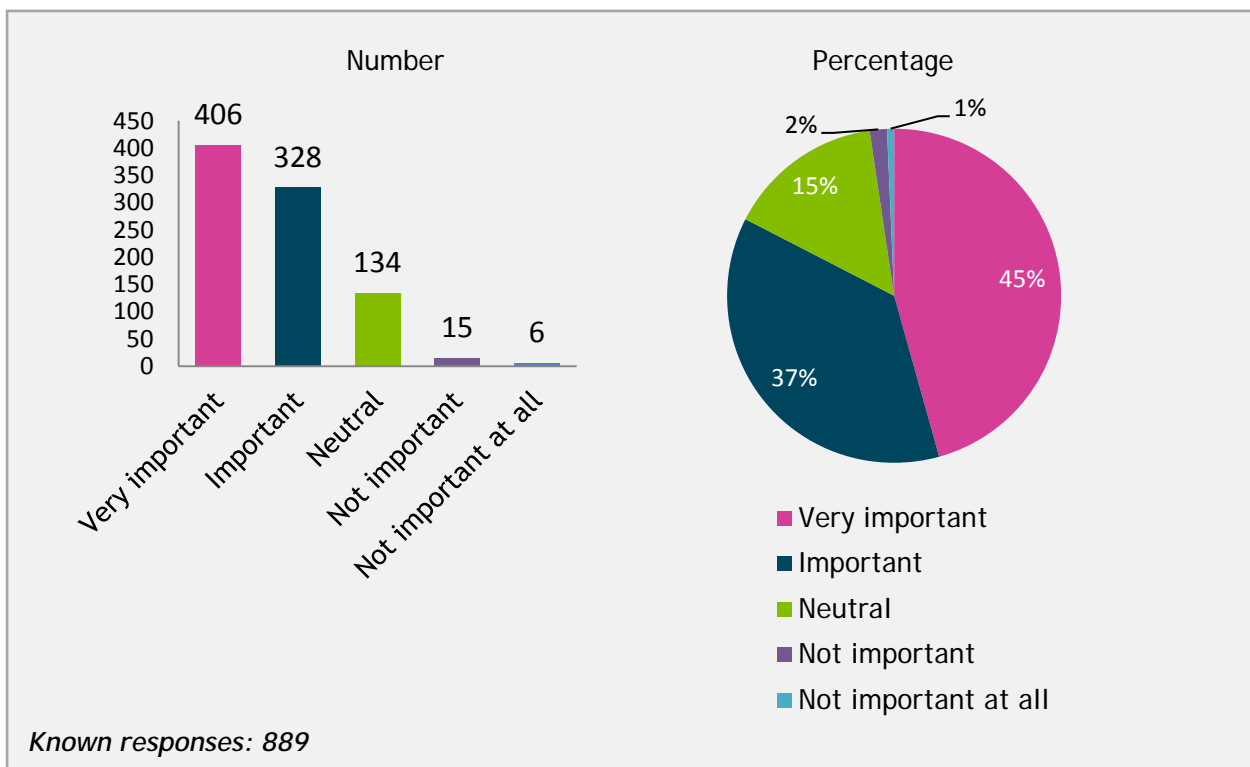


## How important are the following in managing and choosing support?

I should be offered care and support in other areas if my local area can't see me in a timely way

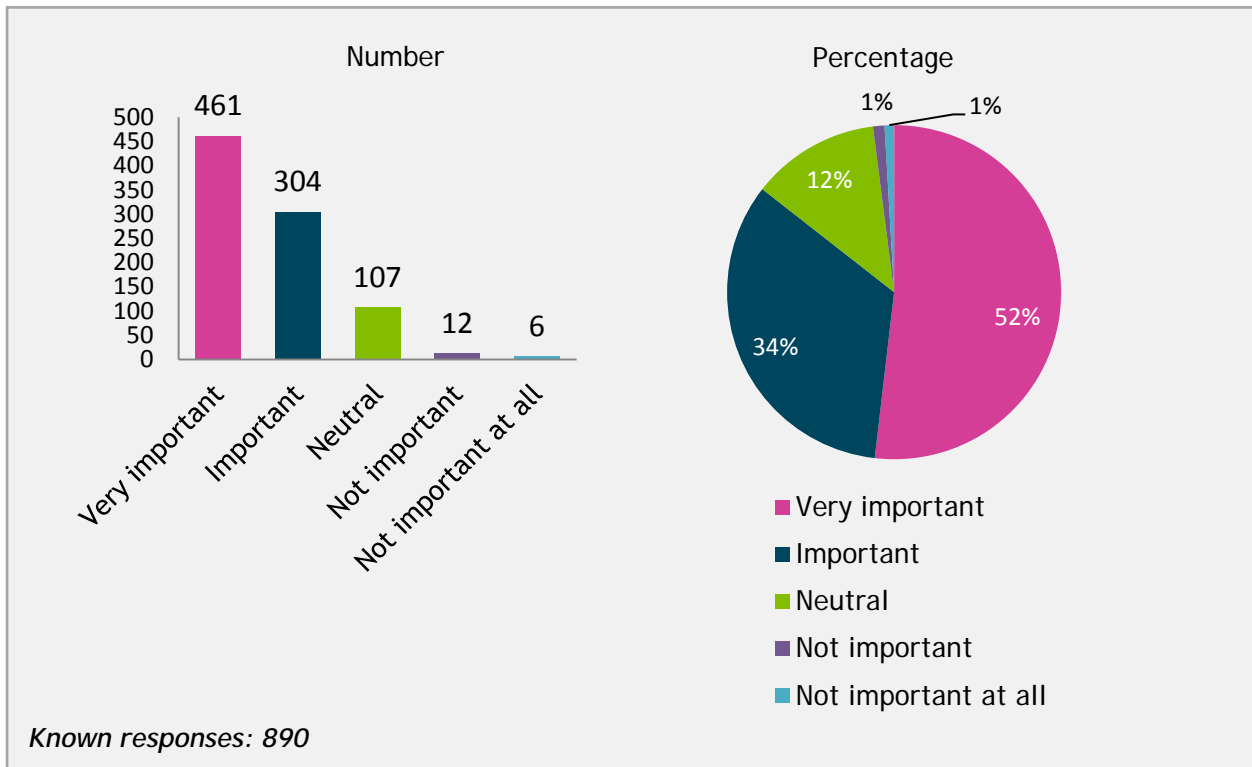


## I make the decision about when I will receive health and care support

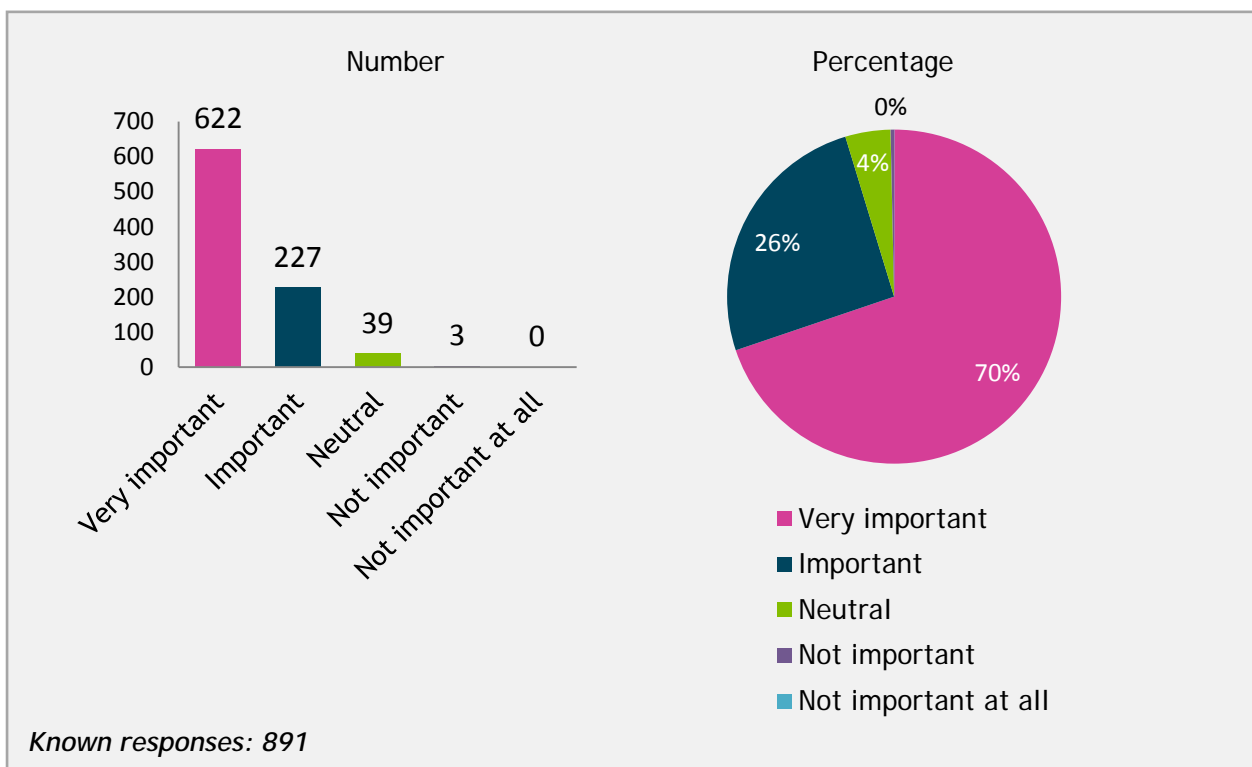


# How important are the following in managing and choosing support?

My opinion on what is best for me, counts

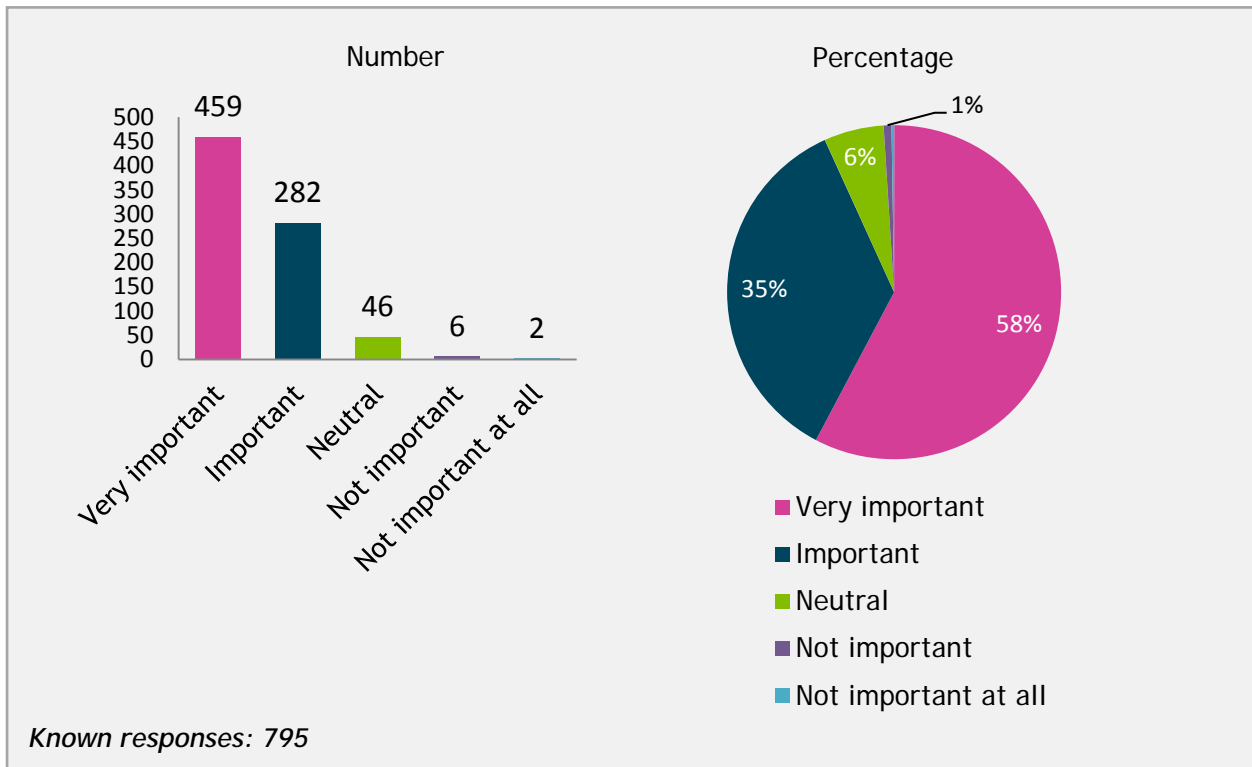


## Communications are timely



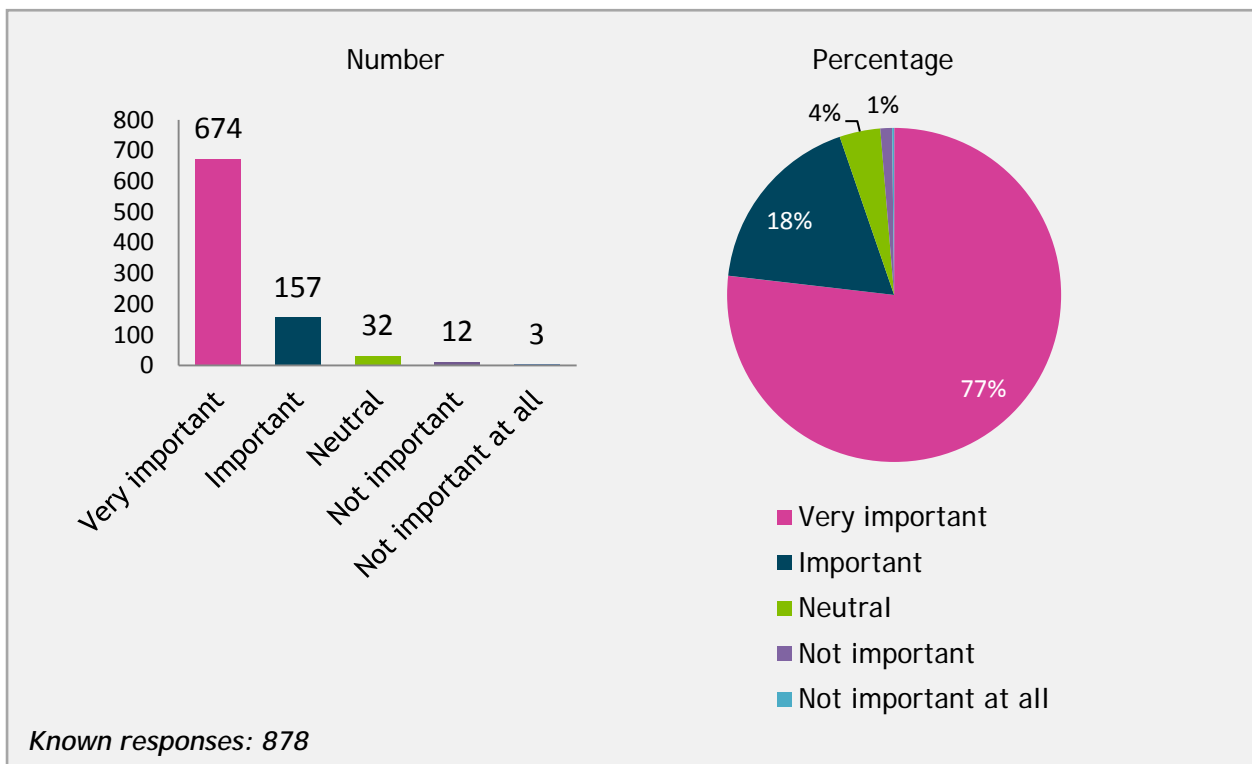
## How important are the following in managing and choosing support?

I have time to consider my options and make the choices that are right for me



## How important are the following, as you get older?

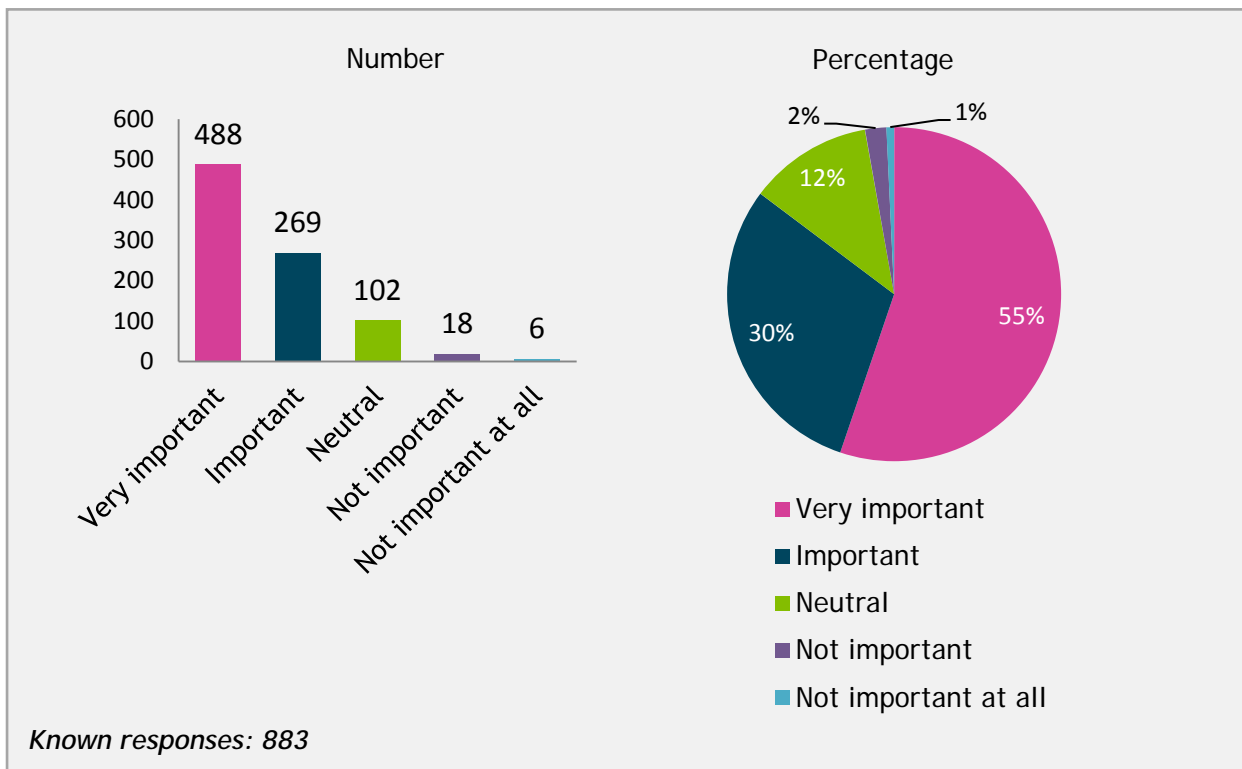
I want to be able to stay in my own home for as long as it is safe to do so



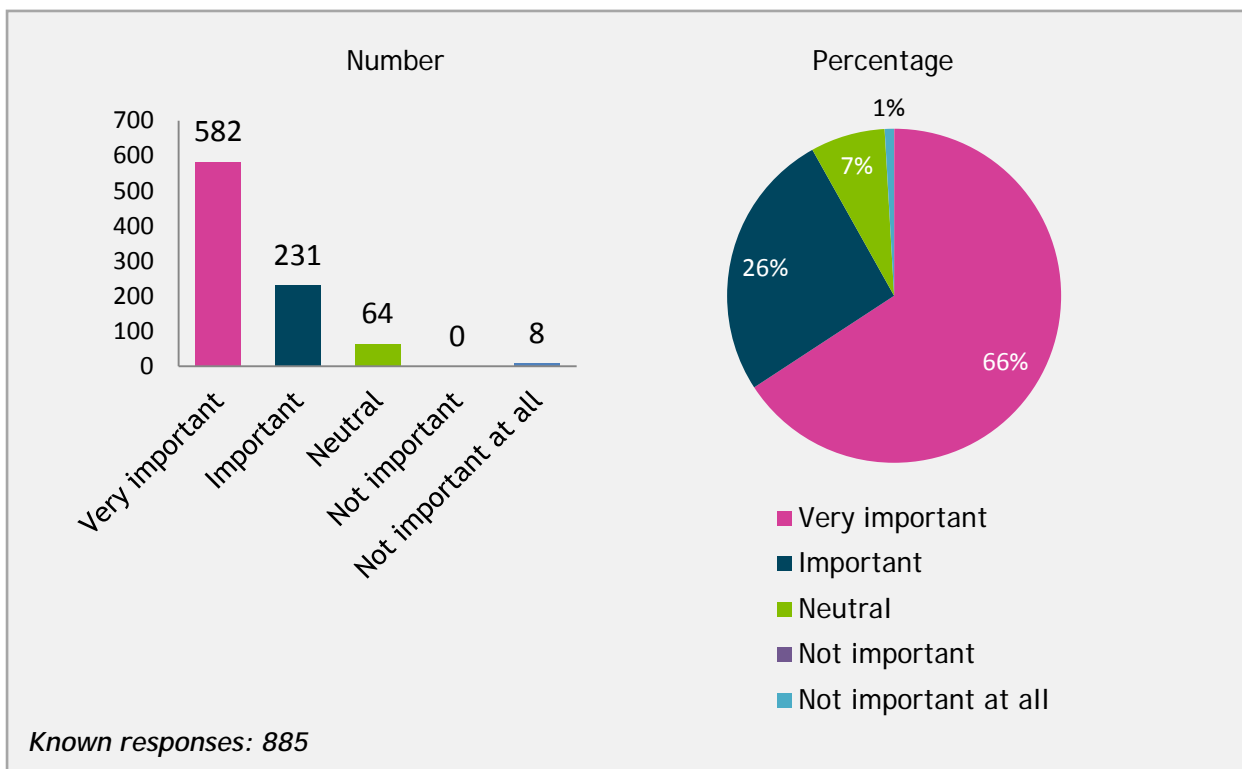


## How important are the following, as you get older?

I want my community to be able to support me to live my life the way I want

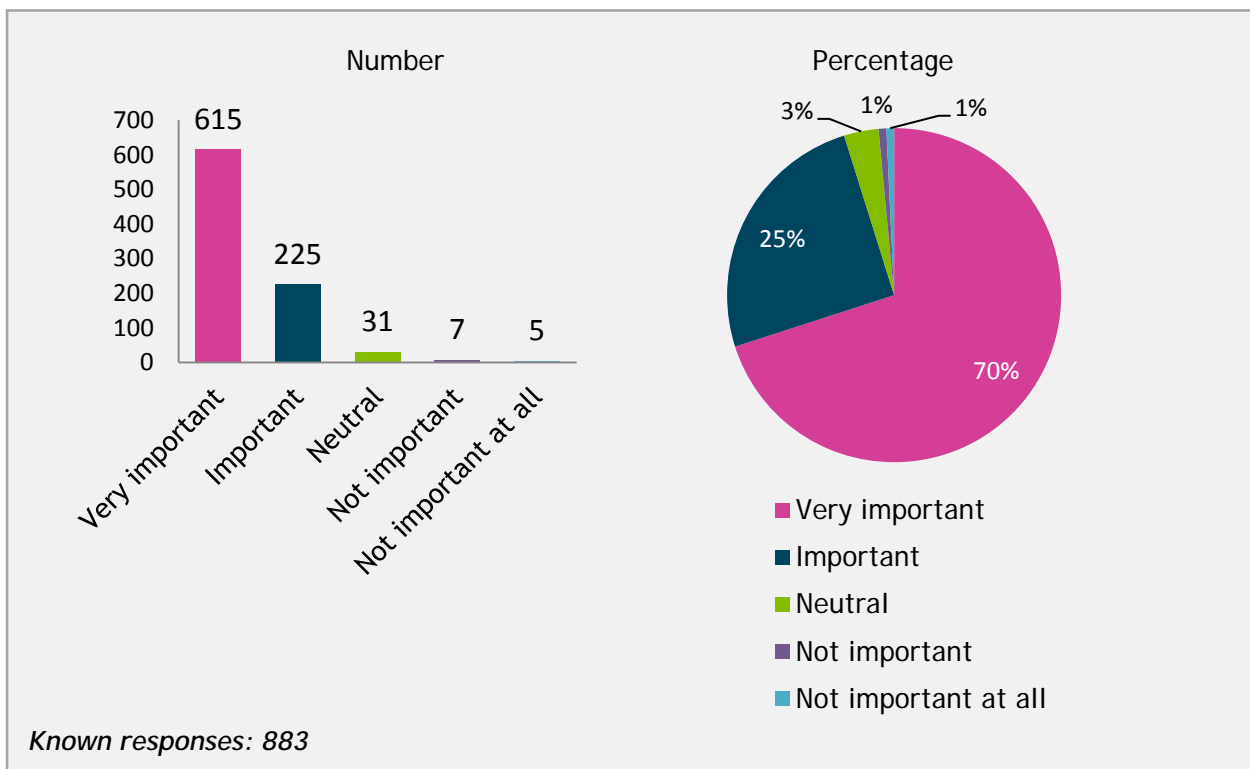


I want my family and friends to have the knowledge, to help and support me when needed

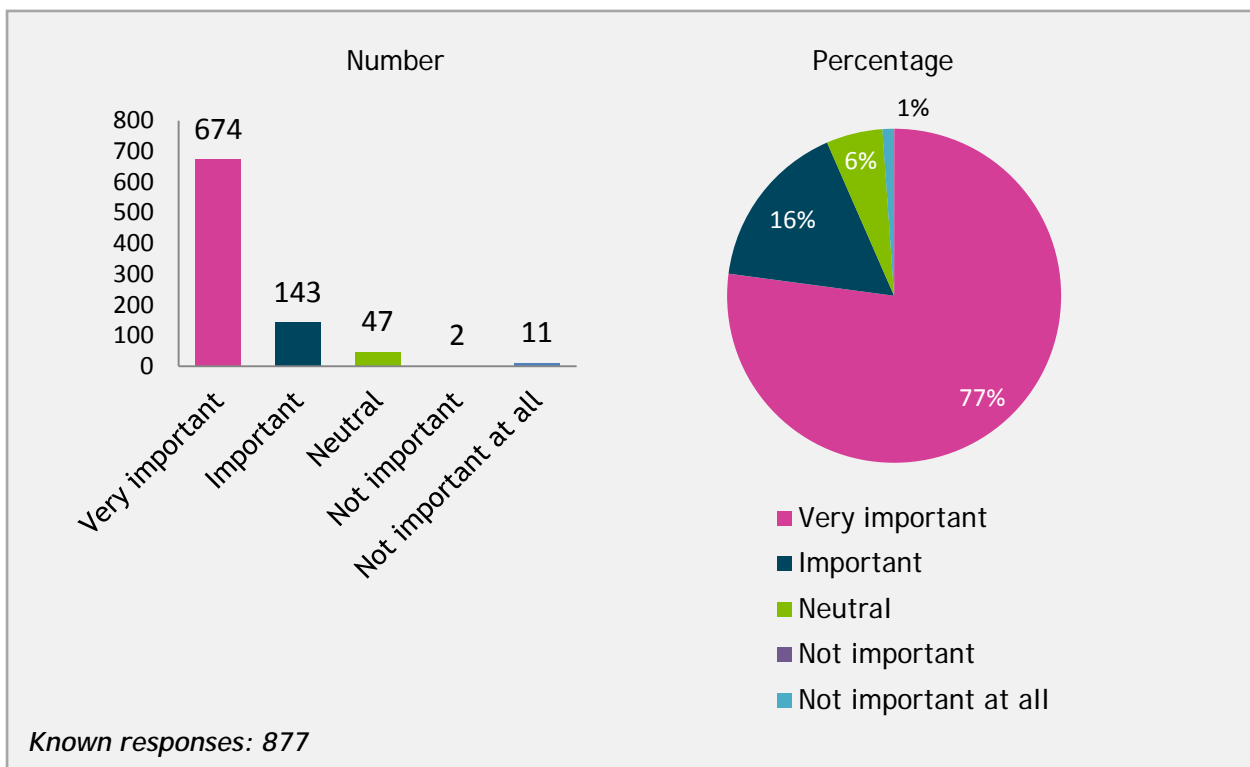


## How important are the following, as you get older?

I want there to be convenient ways for me to travel to health and care services when I need to

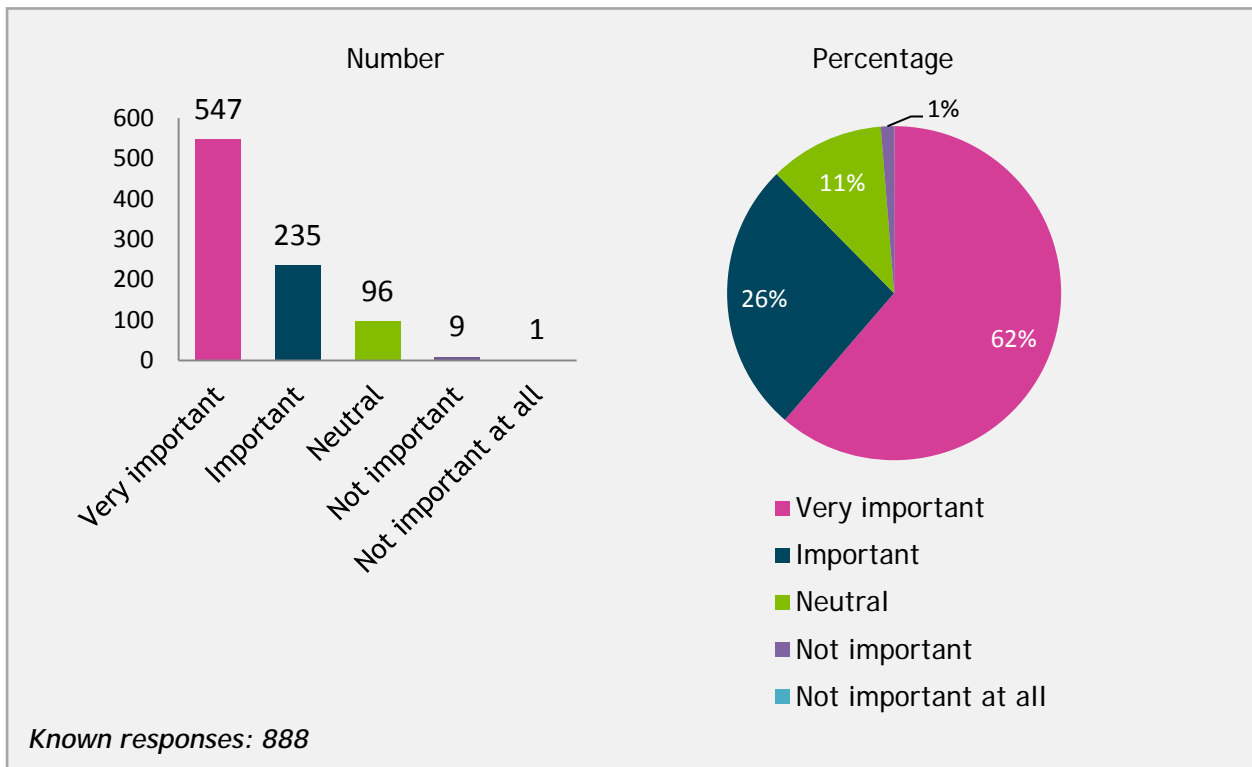


I want my family and me to feel supported at the end of life

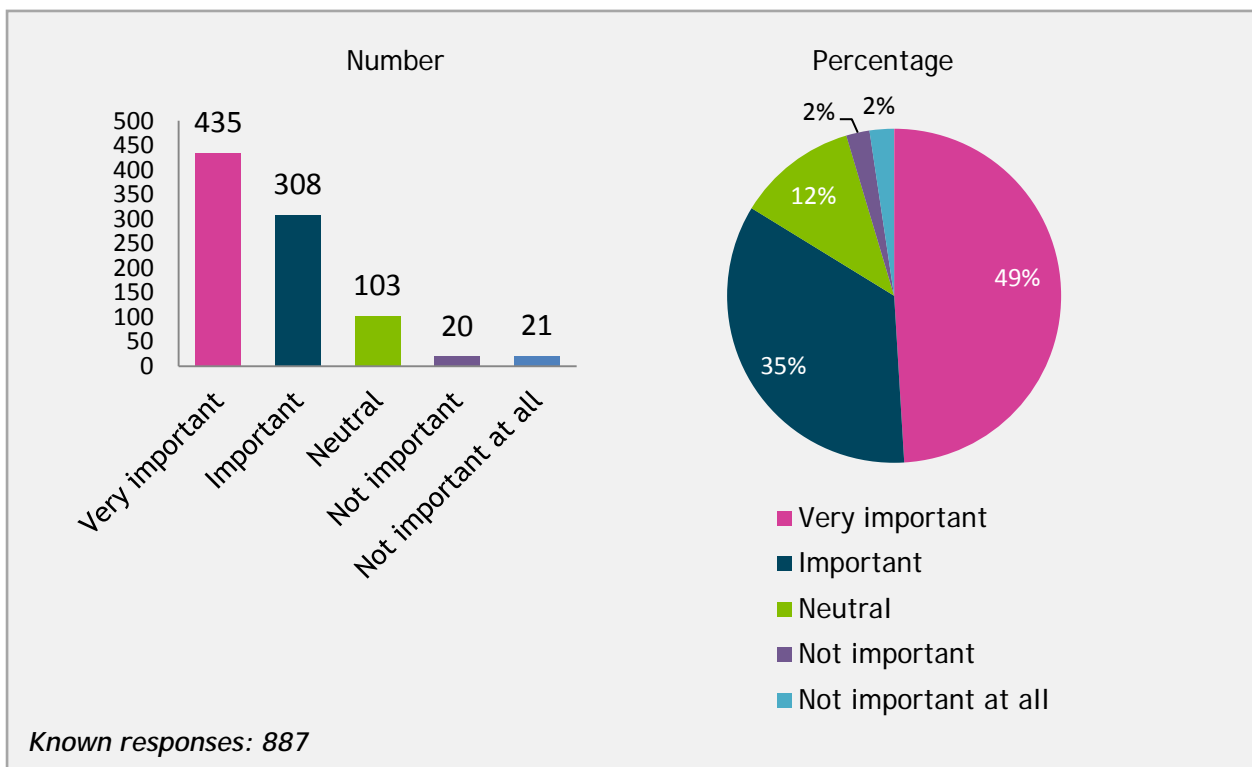


## How important are the following, when interacting with the NHS?

I have absolute confidence that my personal data is managed well and kept secure

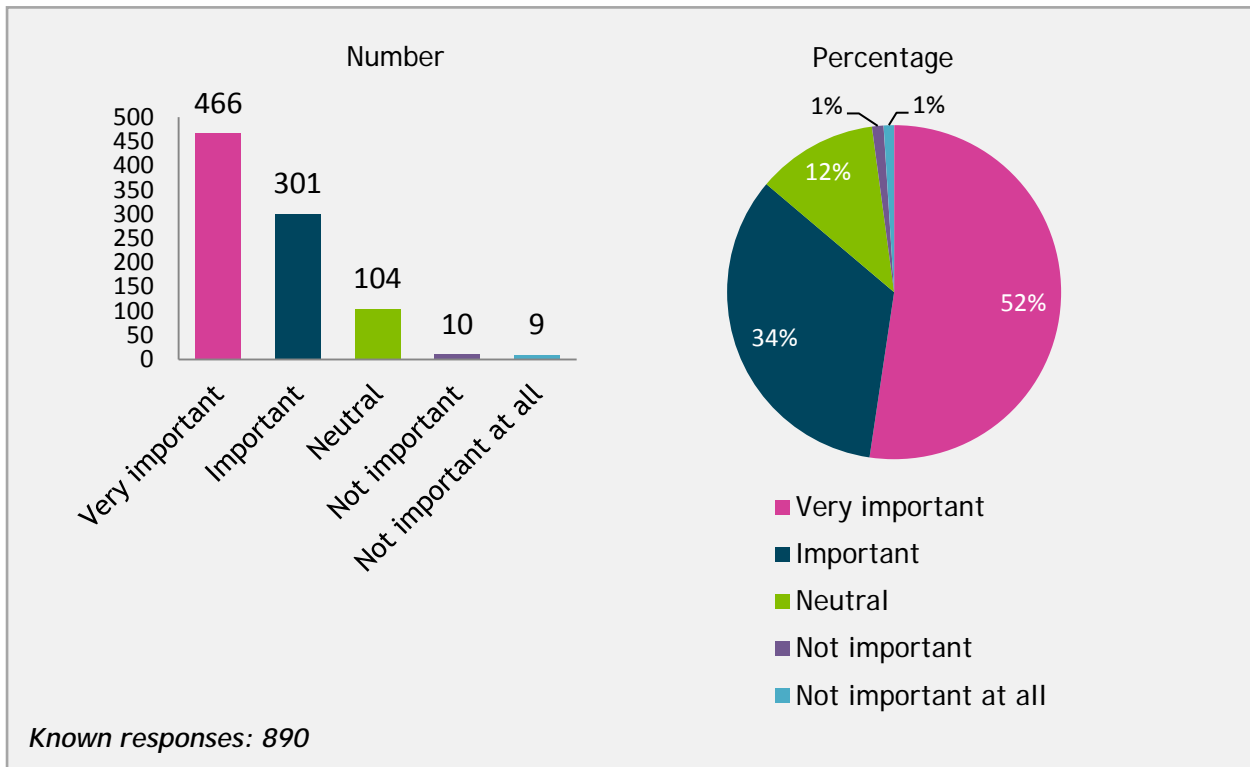


I can access services using my phone or computer

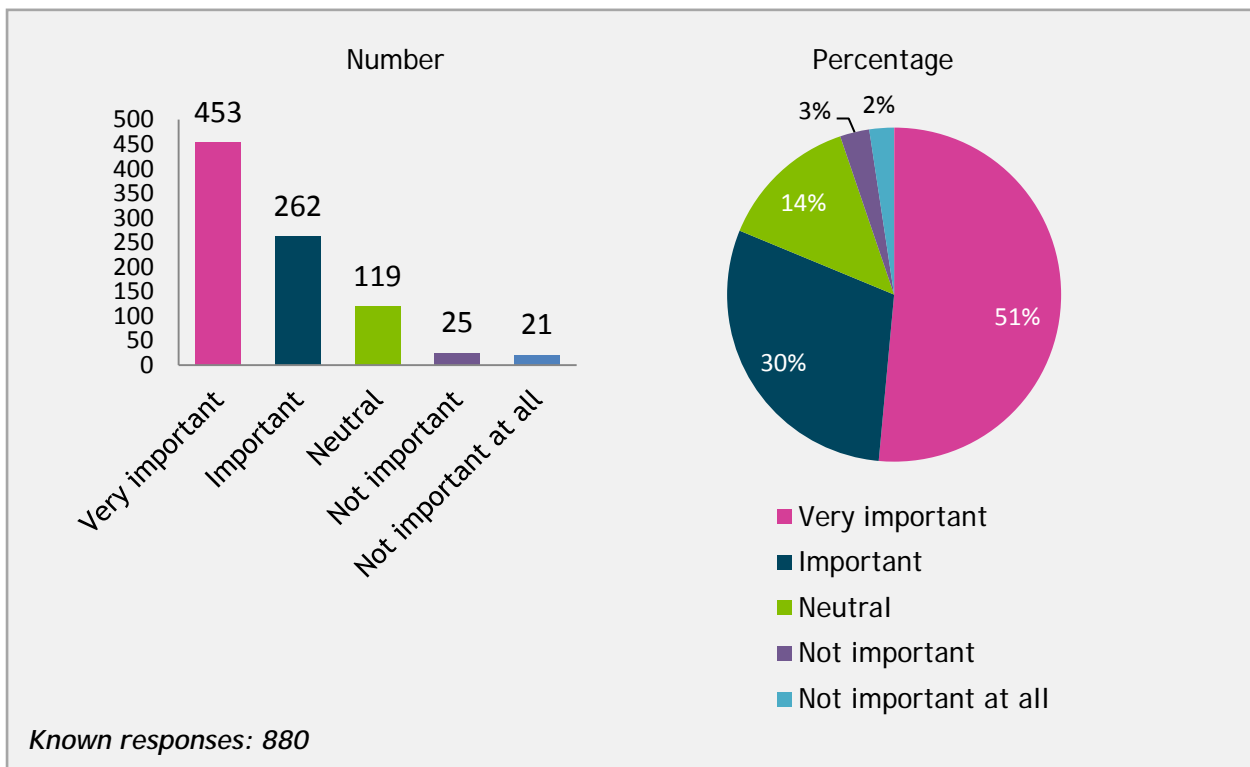


## How important are the following, when interacting with the NHS?

I can talk to my doctor or other health care professional wherever I am

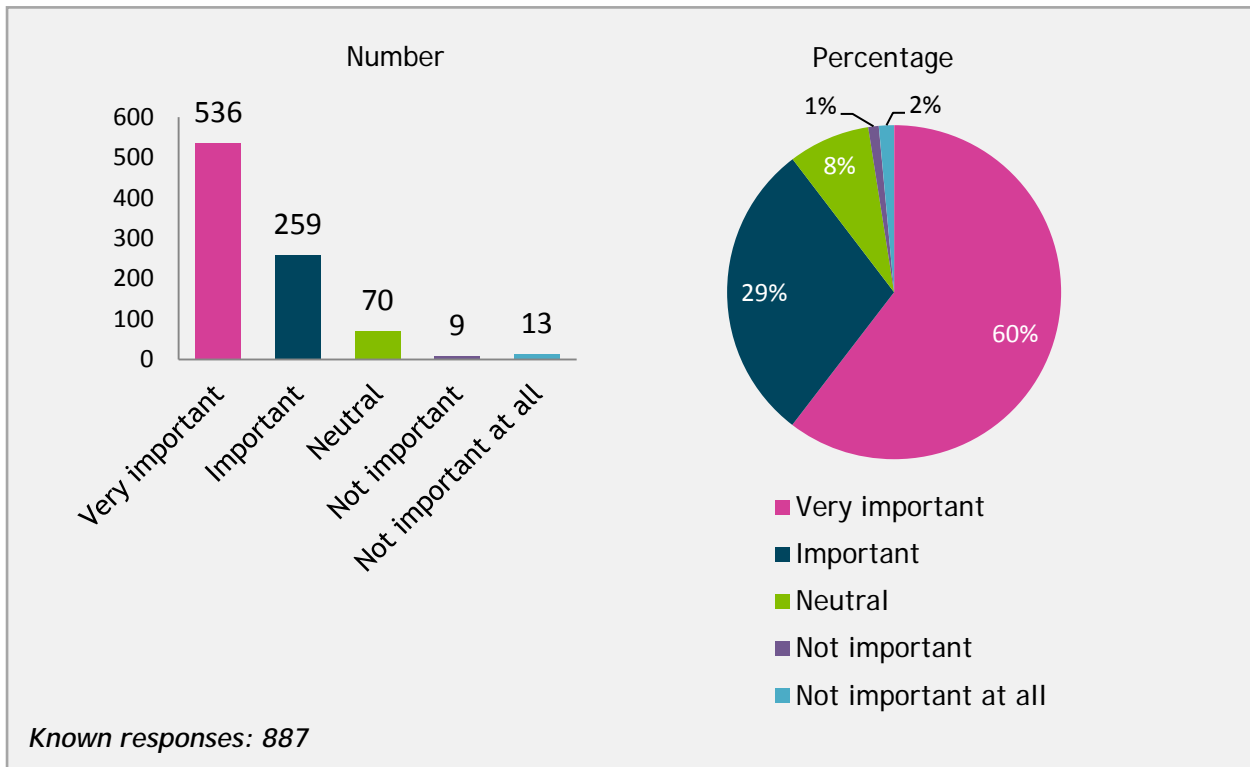


I can make appointments online and my options are not limited

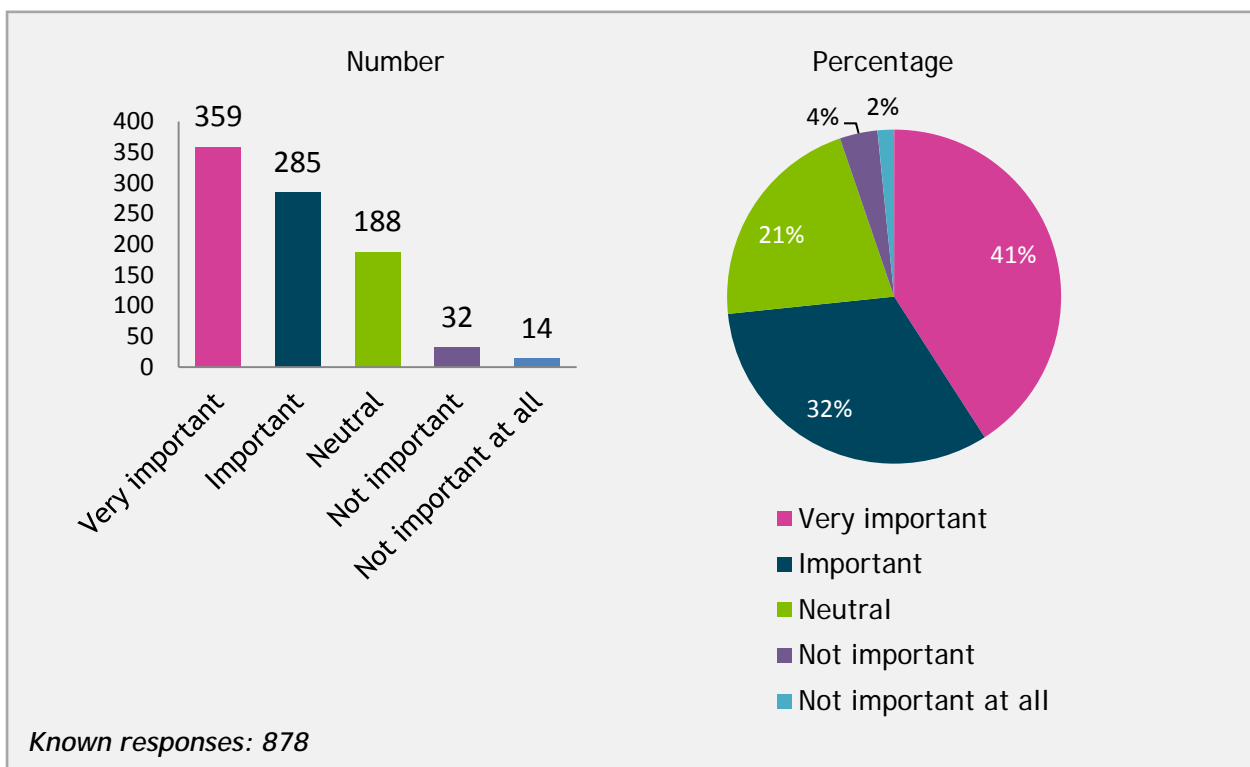


## How important are the following, when interacting with the NHS?

Any results are communicated to me quickly making best use of technology

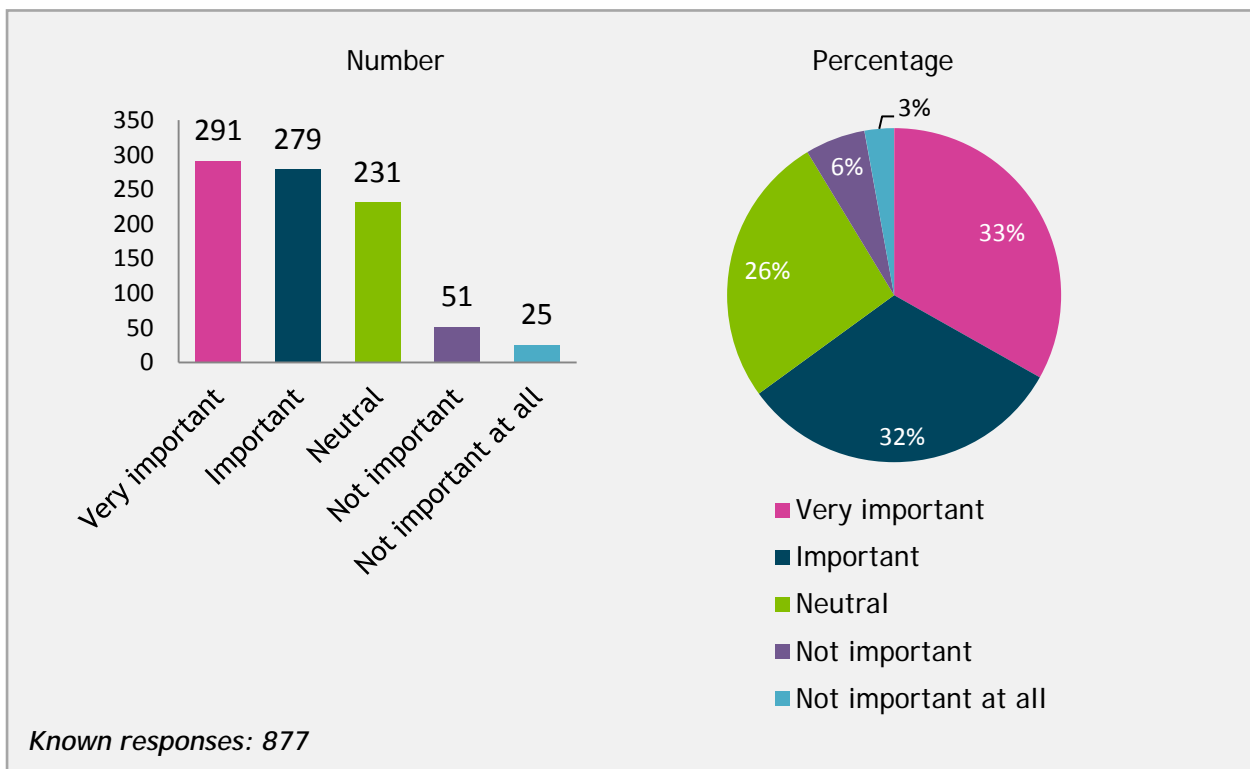


I manage my own personal records so that I can receive continuity in care



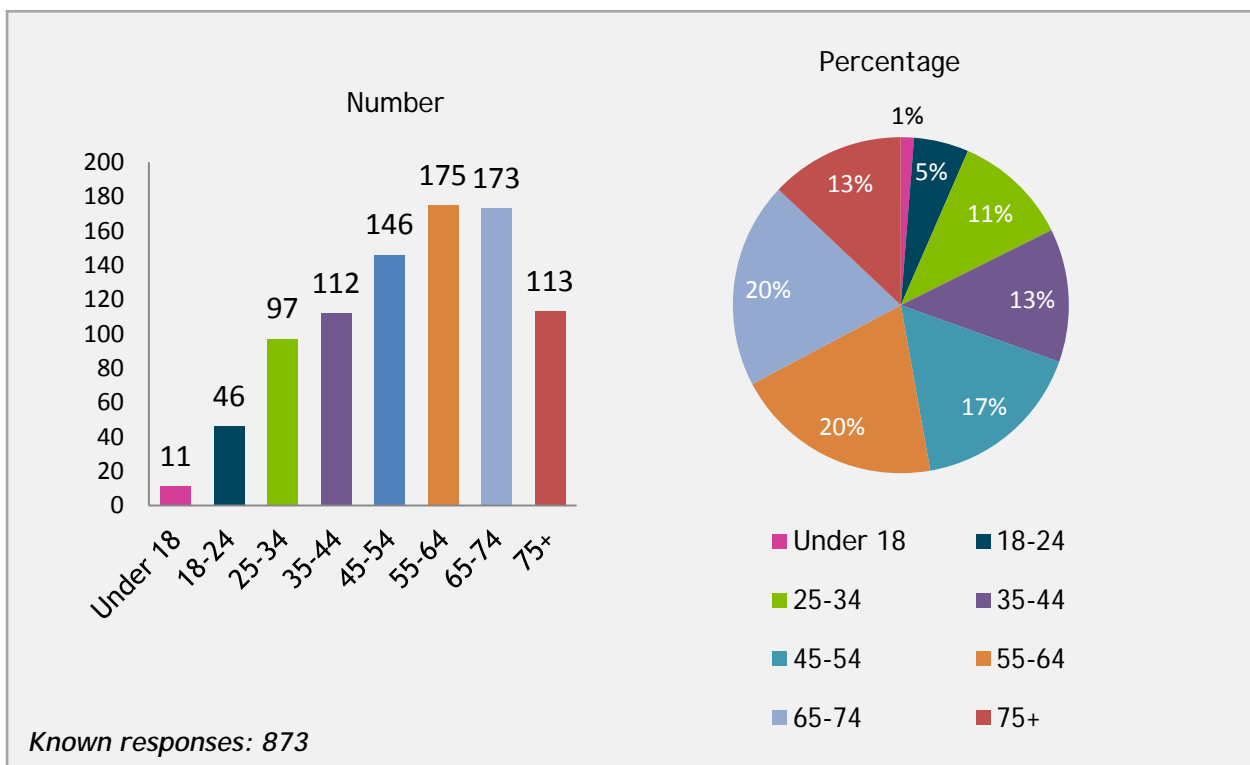
## How important are the following, when interacting with the NHS?

I am able to talk to other people who are experiencing similar challenges to me to help me feel better

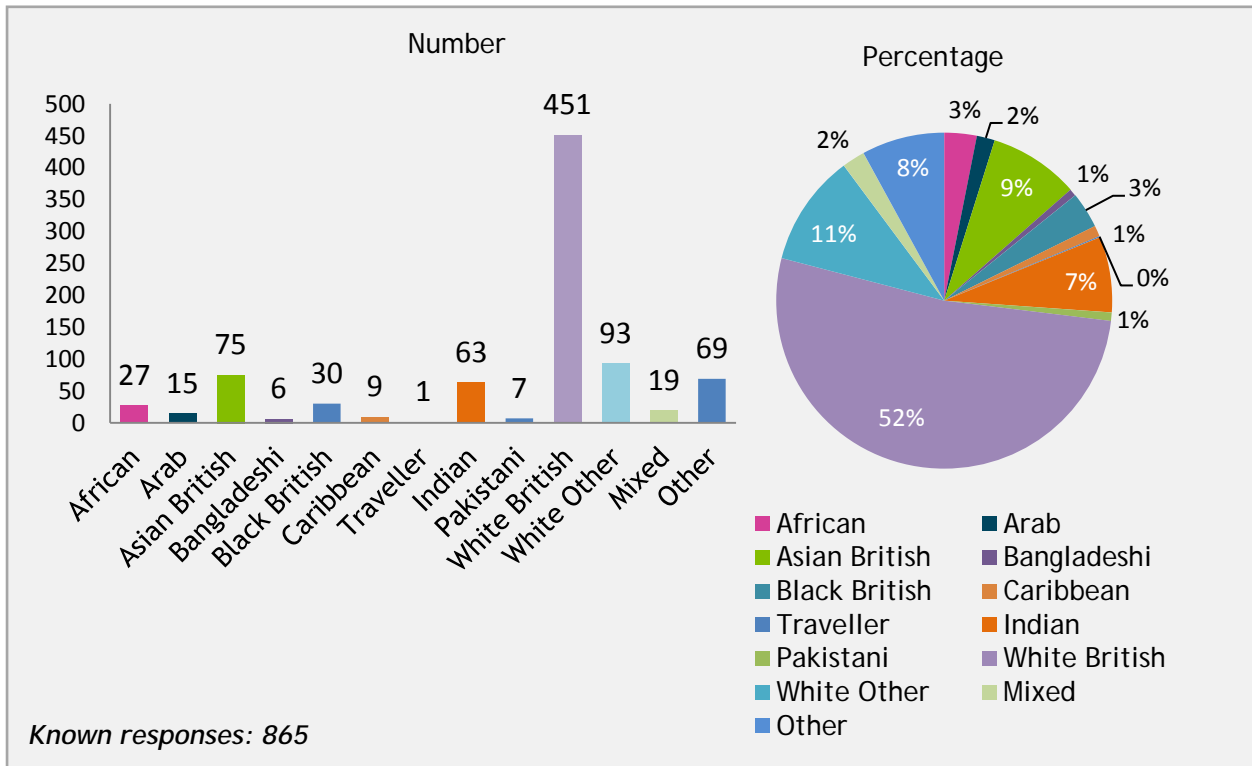


## Demographics

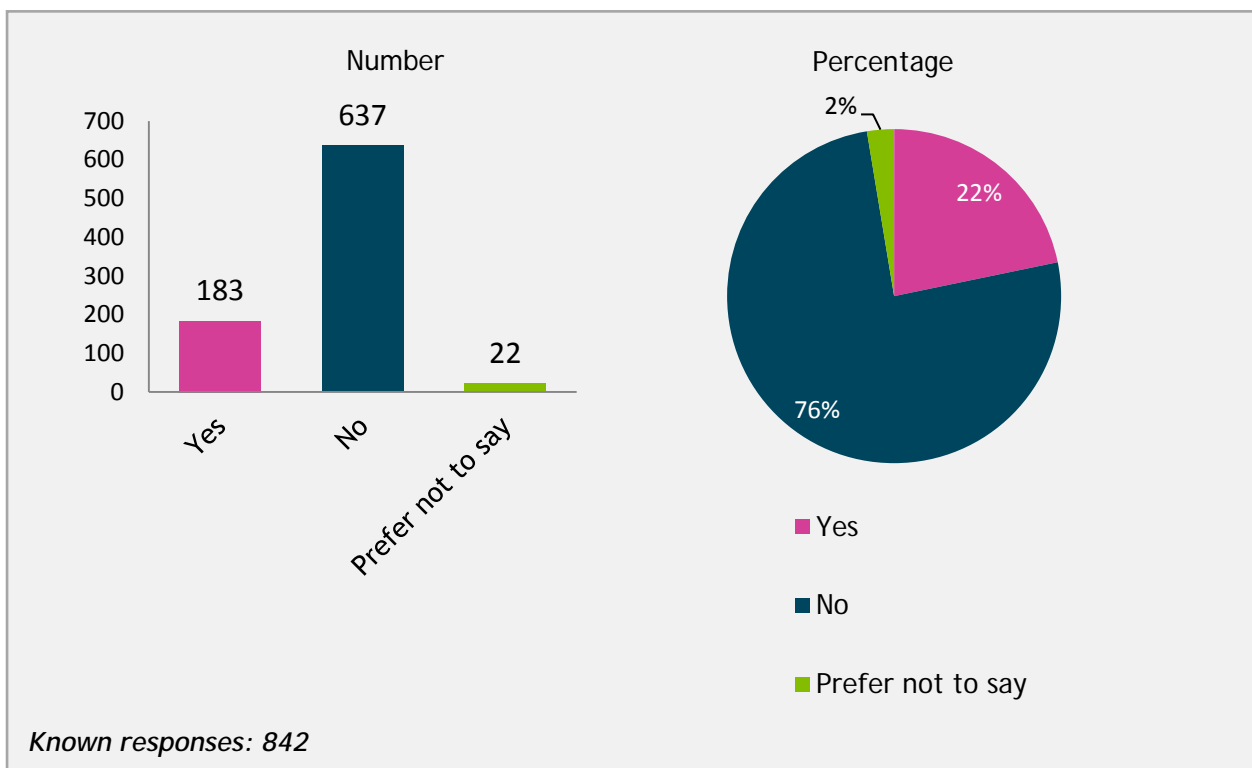
### Age



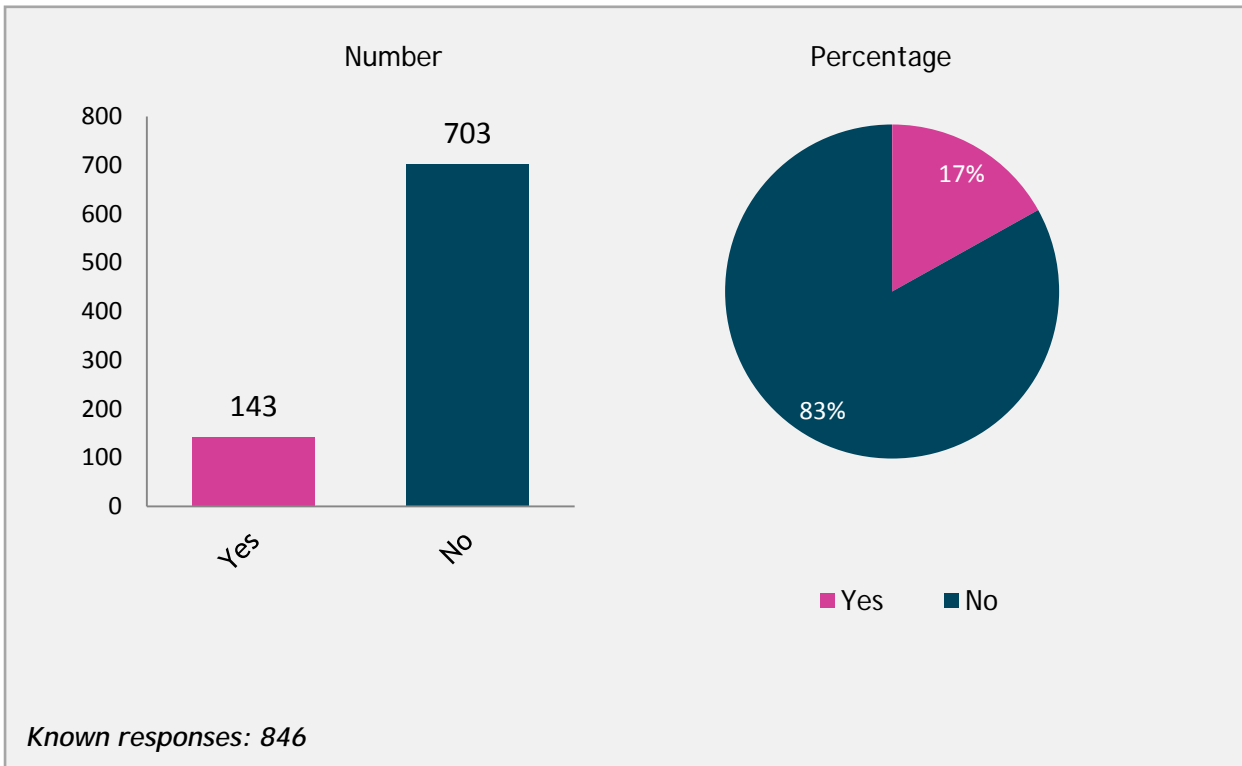
## Ethnicity



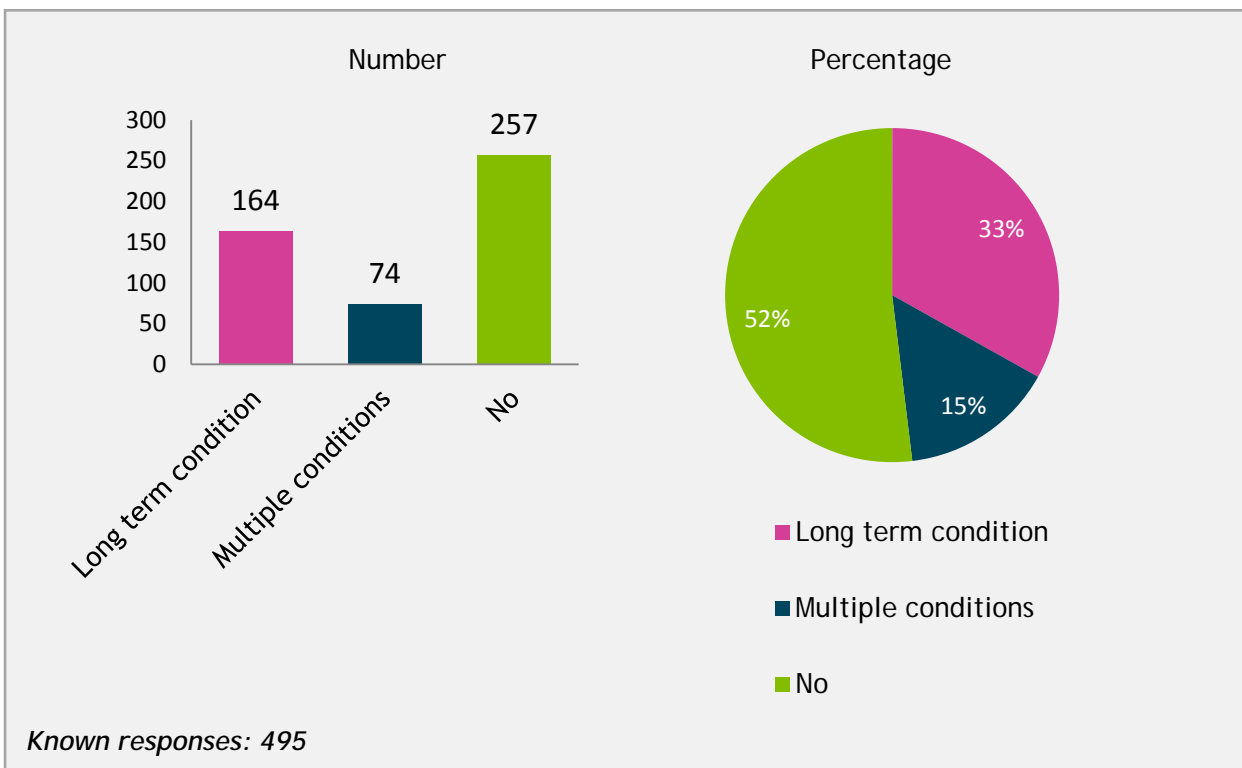
## Do you consider yourself to have a disability?



### Are you a carer?

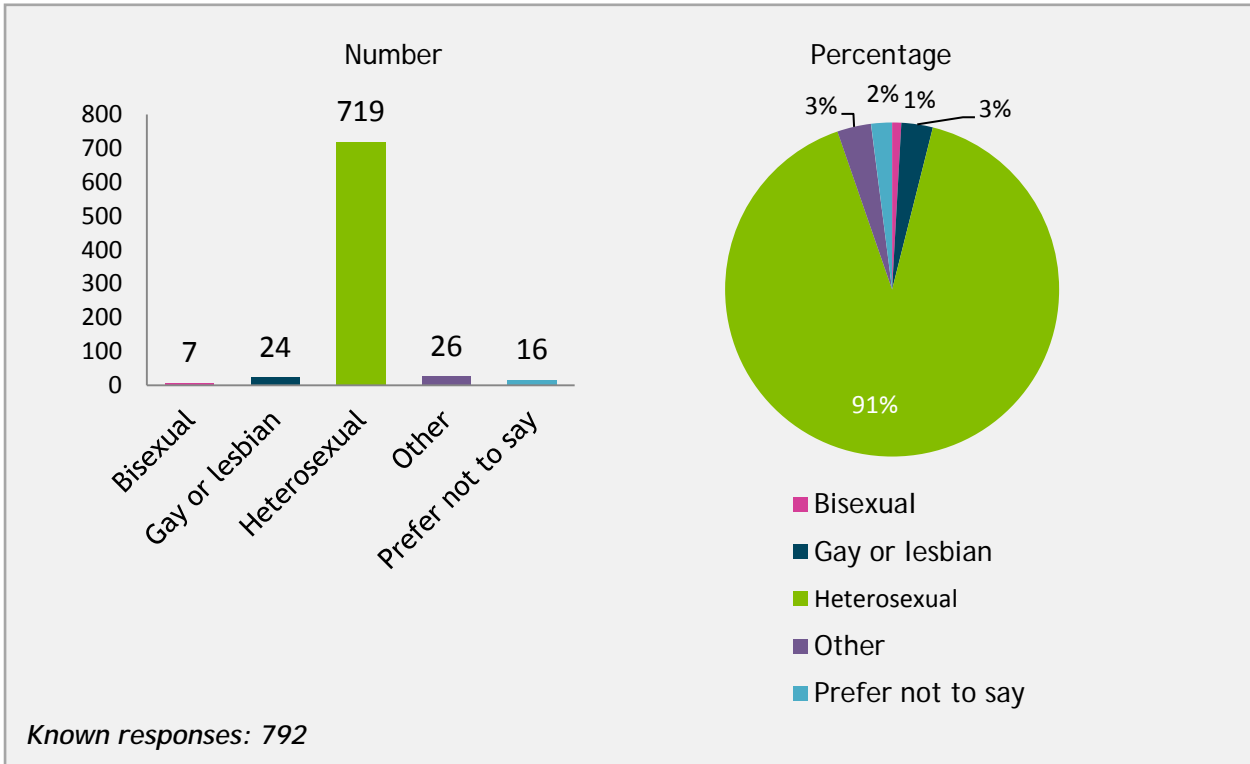


### Do you have a long term health condition?

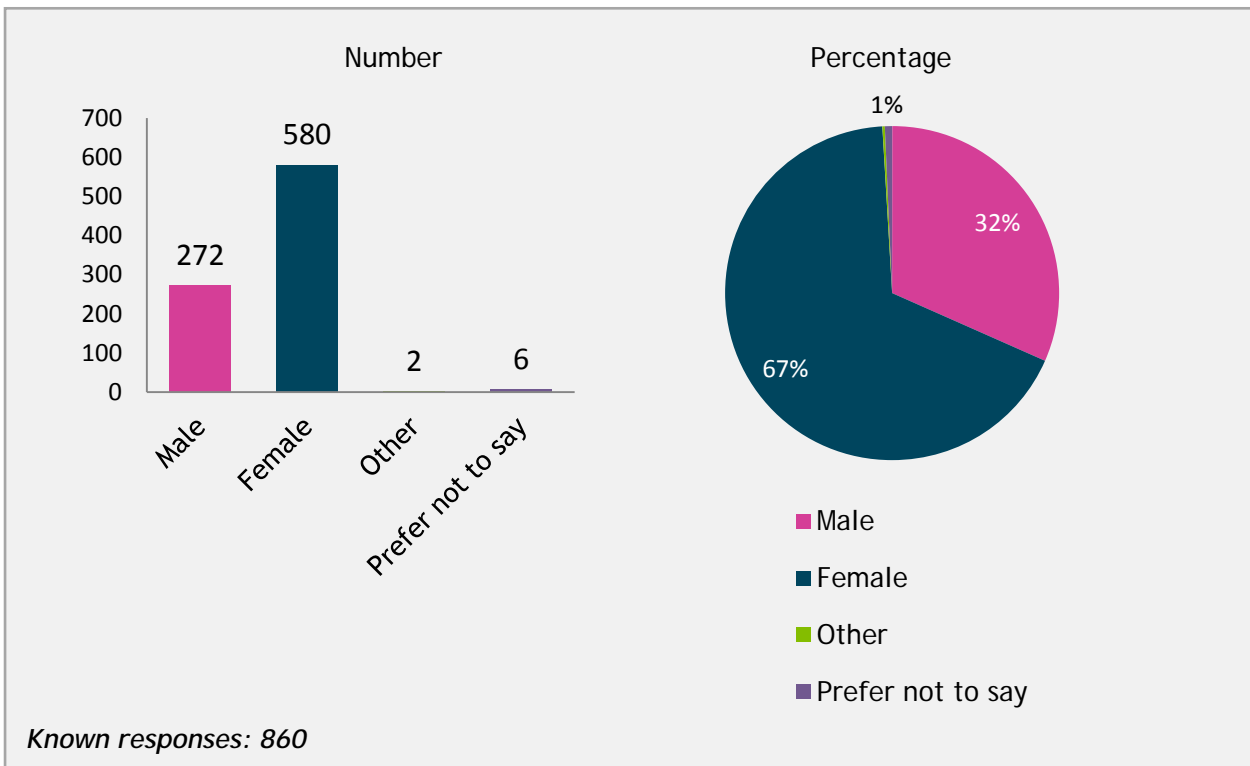




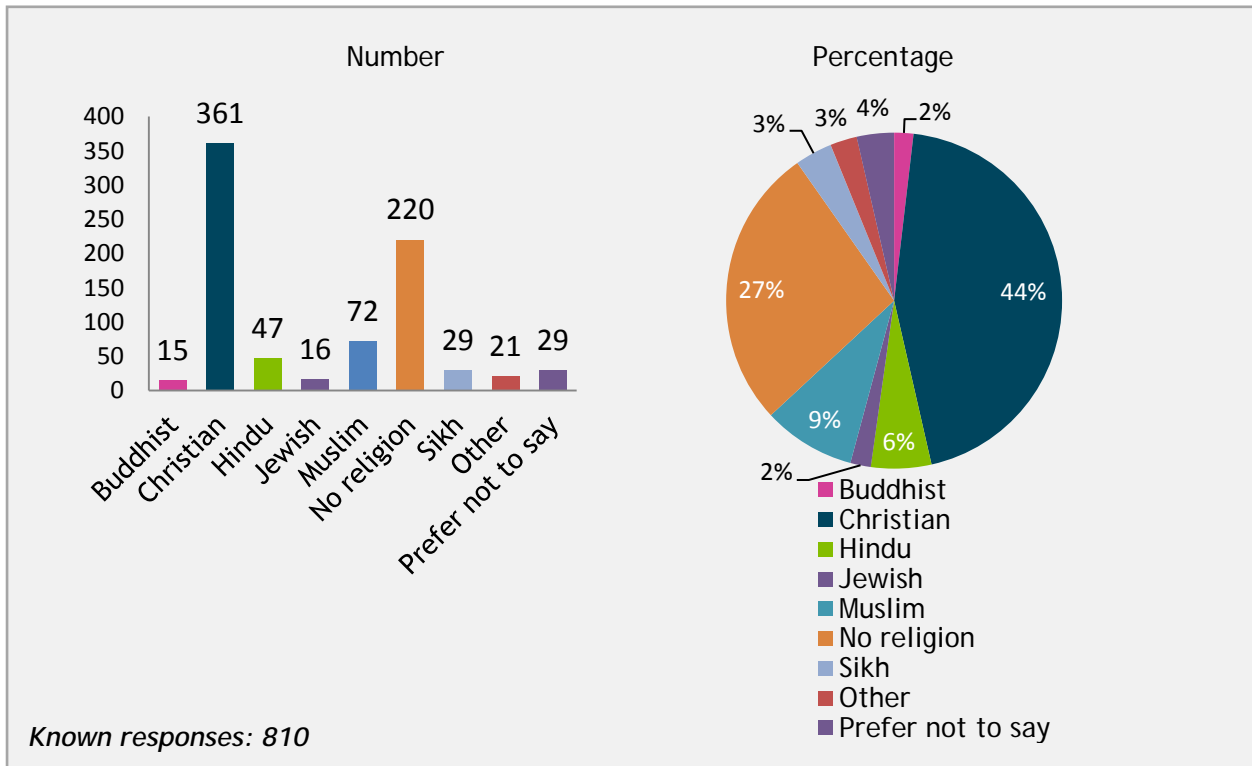
## Sexuality



## Gender



## Religion



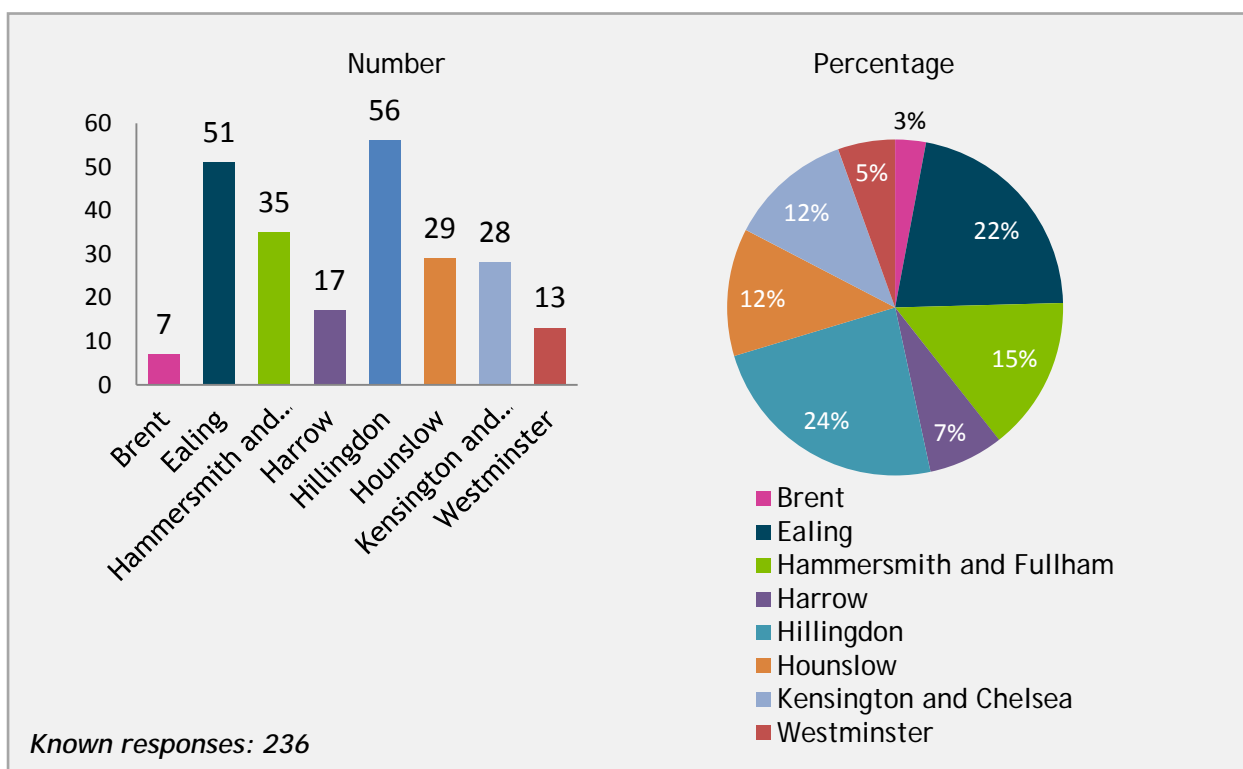
# Long Term Conditions Survey

The long term conditions survey looks primarily at these areas:

- Waiting times - from diagnosis and referral to long term support.
- Levels of support.
- Travel and transport.
- Preferences (waiting for your preferred doctor, or seeing somebody else sooner).
- Levels of support required to stay healthy.

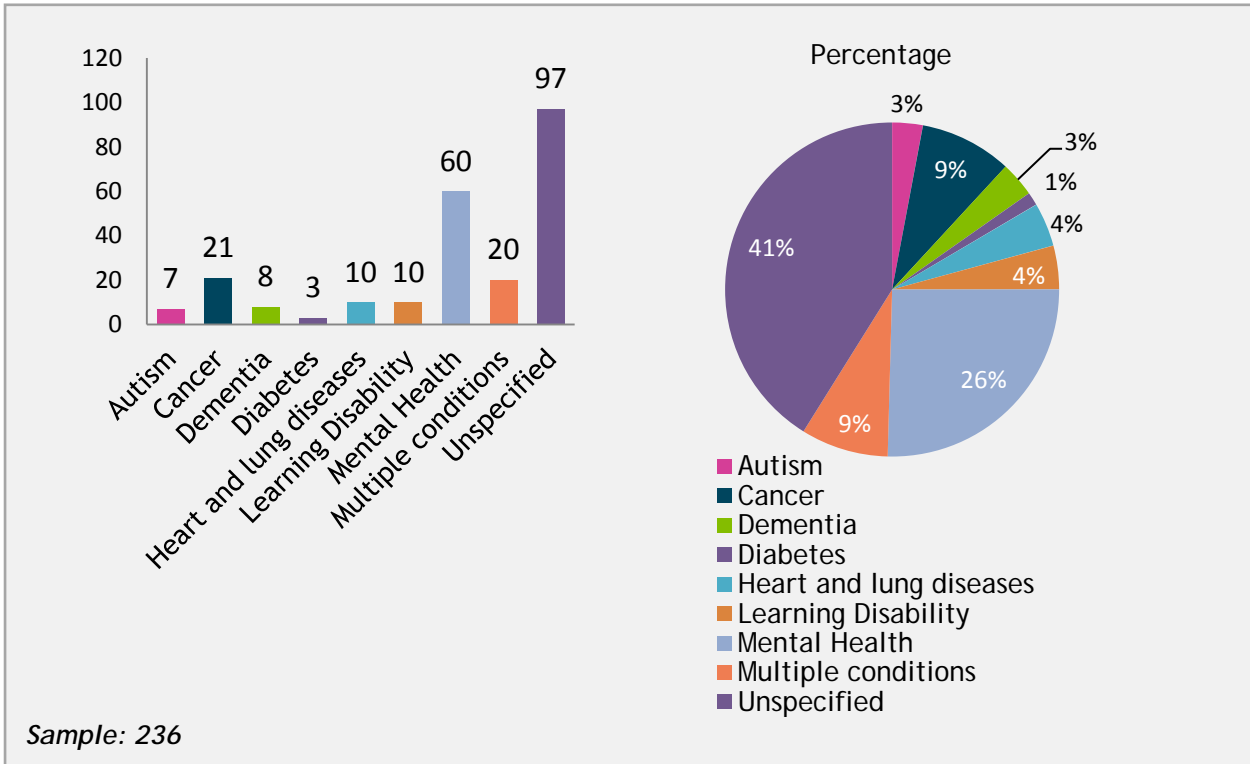
It was completed by 236 people who live in Central and North West London:

## London Borough

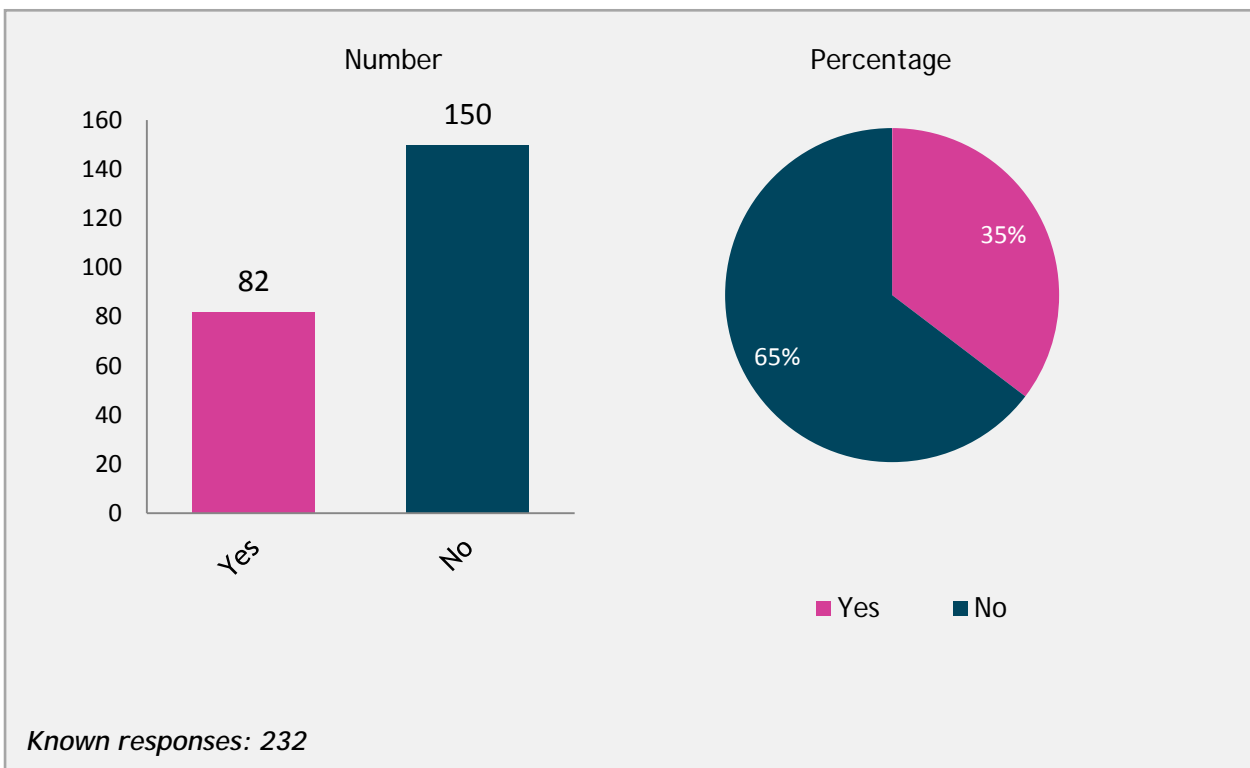


In the next section we show the survey results.

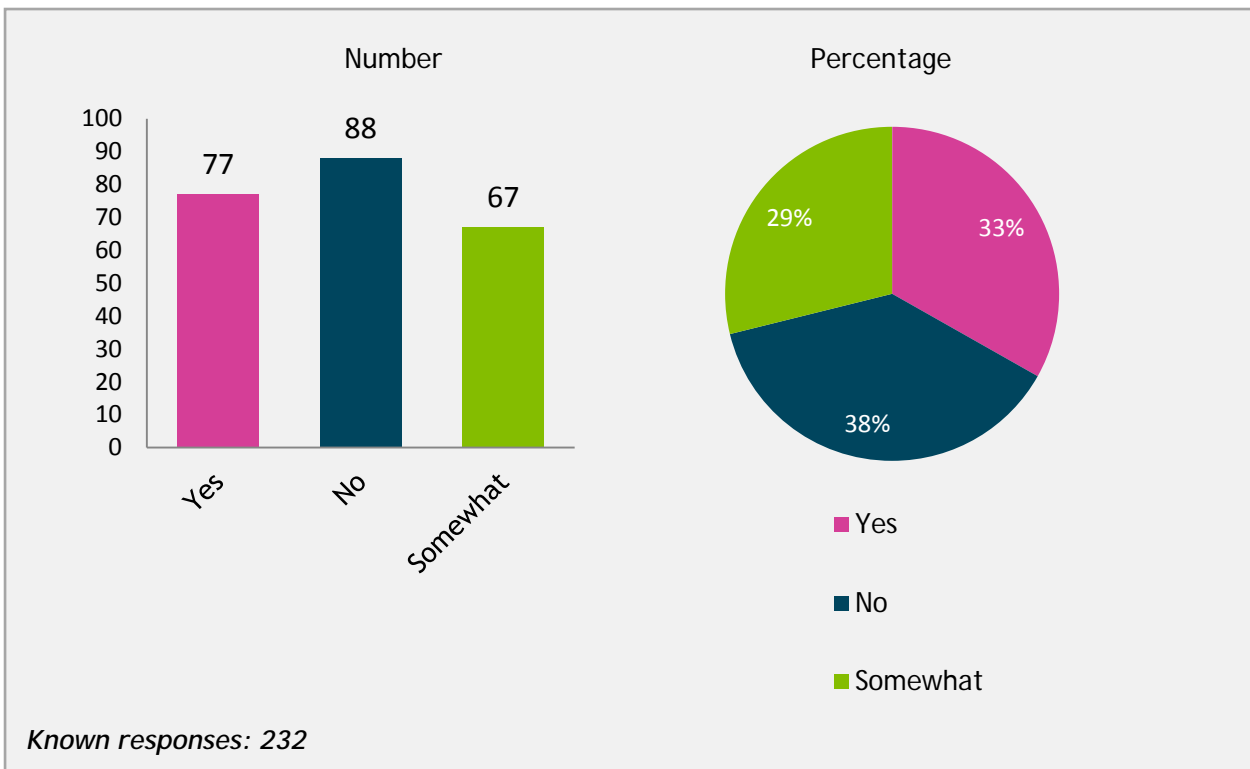
### Which condition would you like to tell us about?



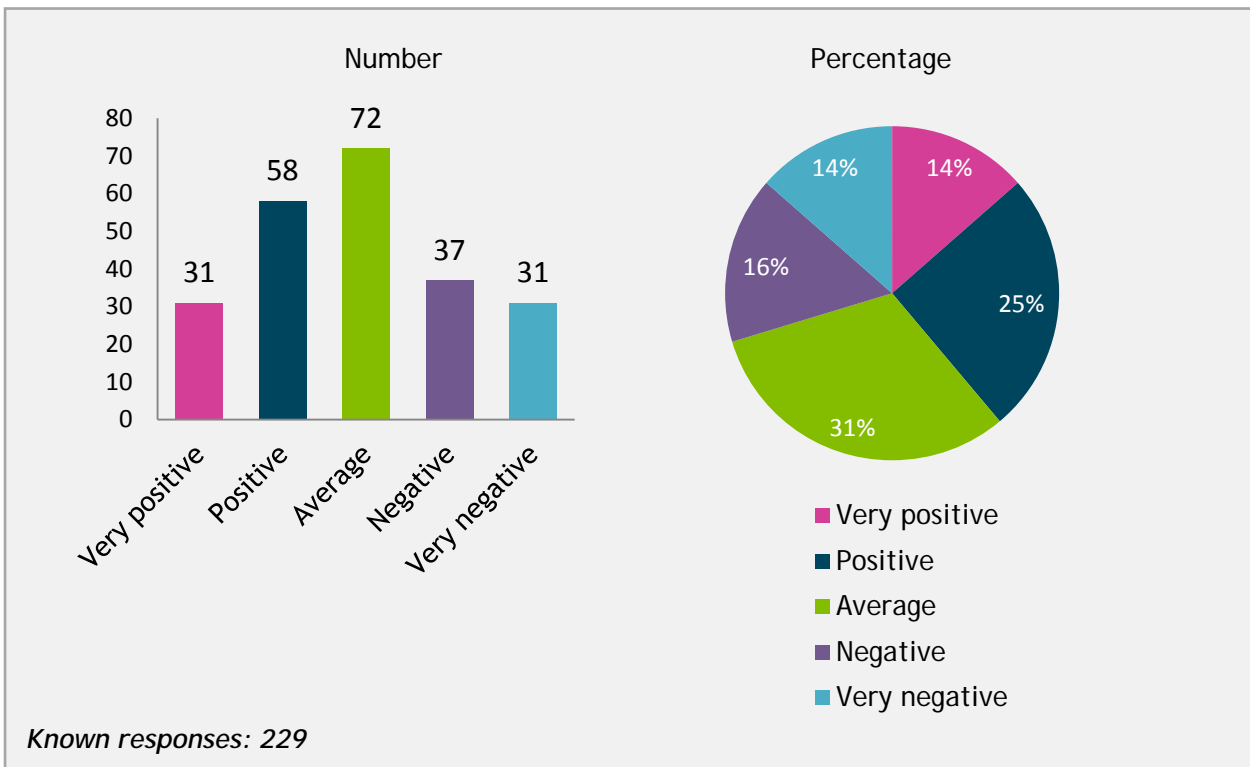
### Has the condition you are telling us about started within the last 3 years?



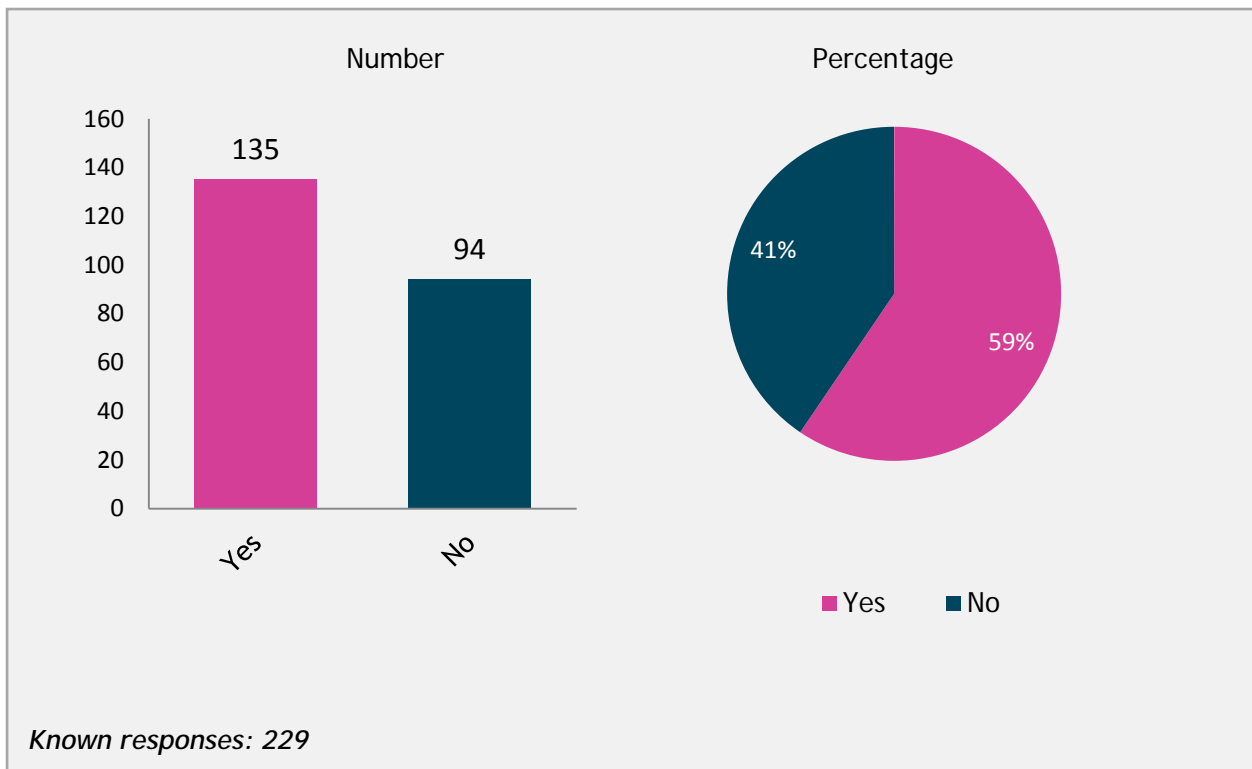
When you first tried to access help, did the support you received meet your needs?



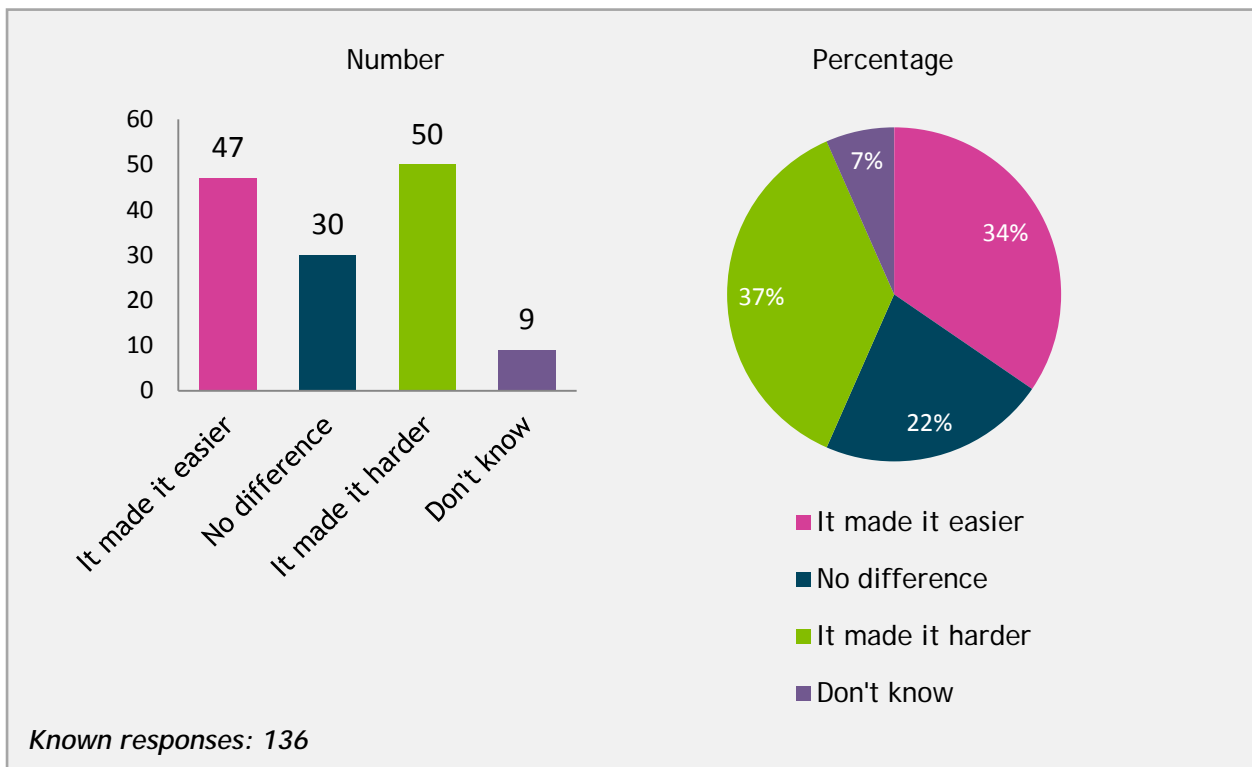
How would you describe your overall experience of getting help?



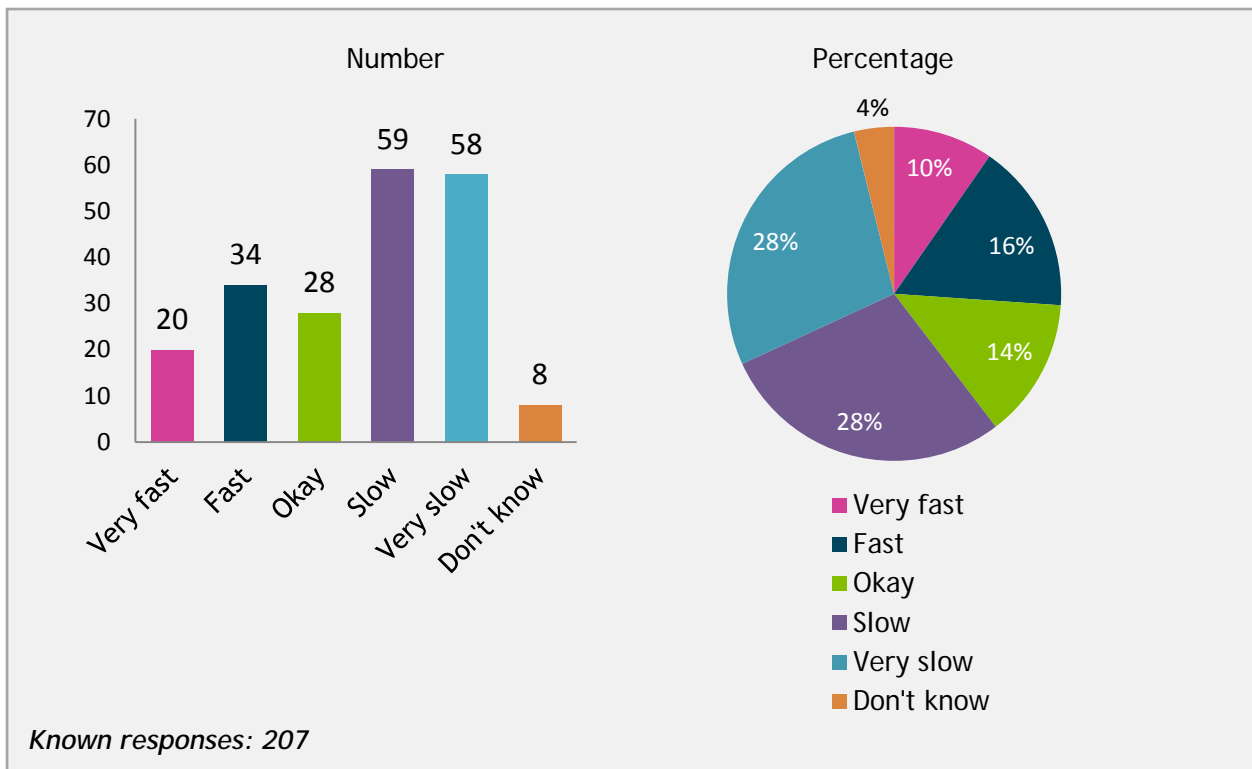
Do you have any other/additional conditions including long term conditions or disabilities?



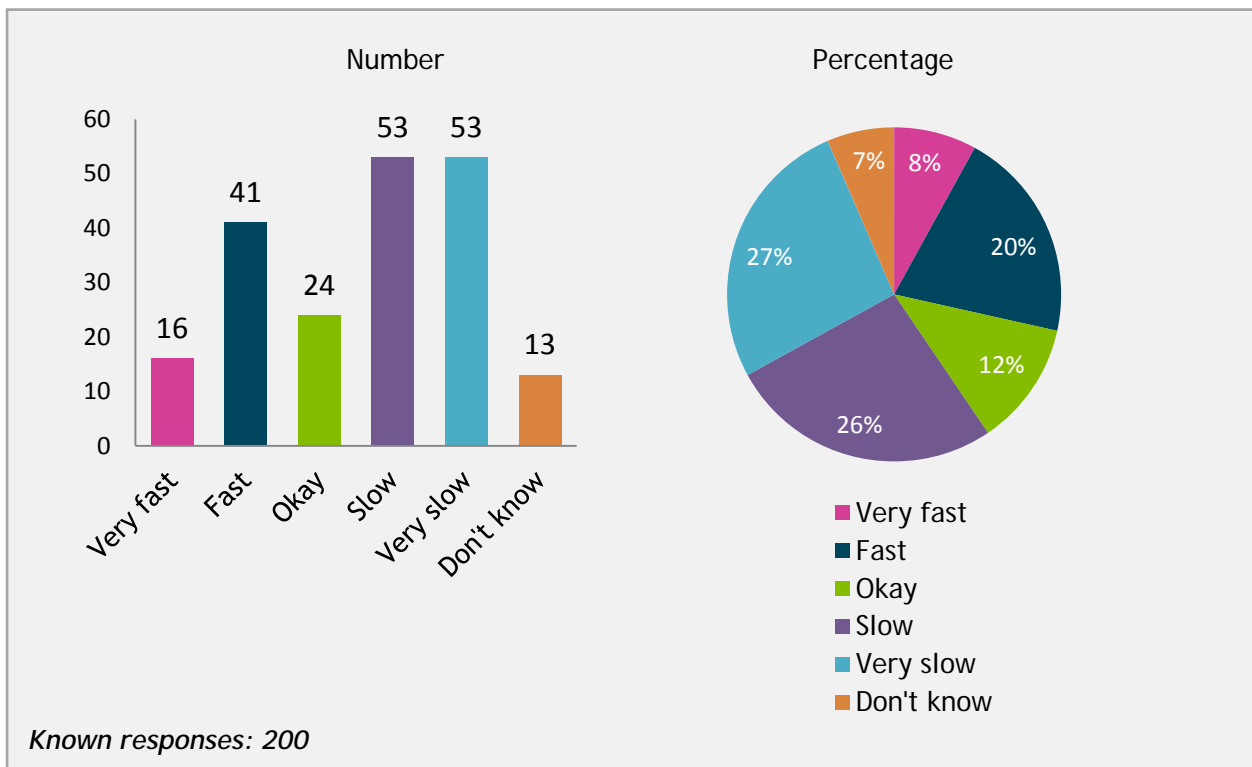
If so, how would you describe the experience of seeking support for more than one condition at a time?



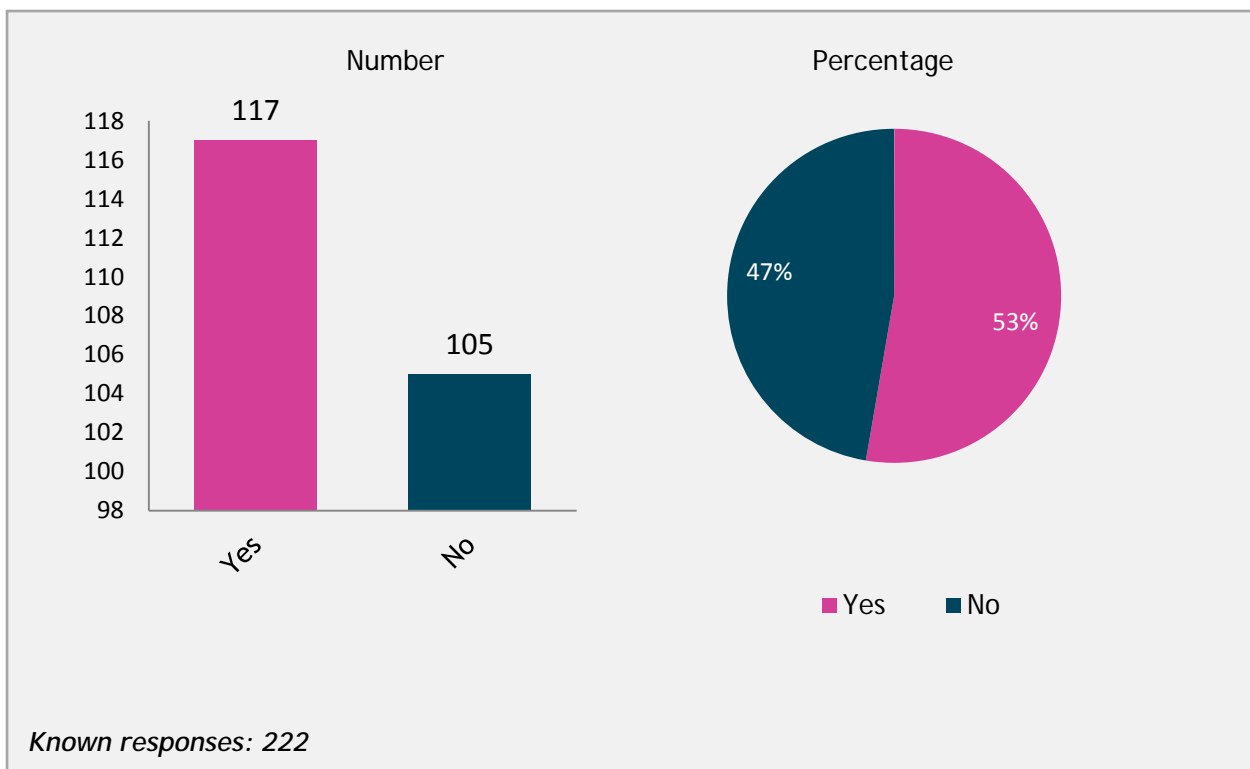
How would you describe the time you had to wait to receive your initial assessment or diagnosis?



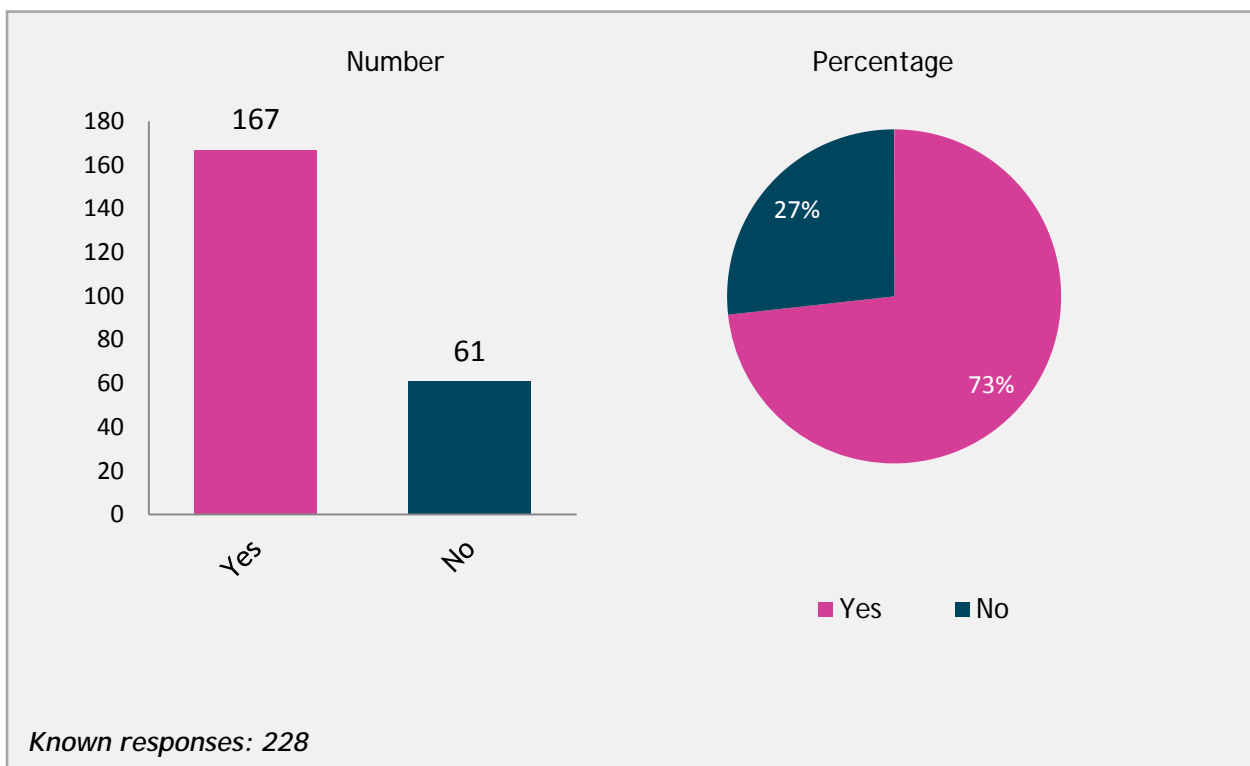
How would you describe the time you had to wait between your initial assessment/diagnosis and receiving treatment?



After being diagnosed or assessed, were you offered access to further health and care support?

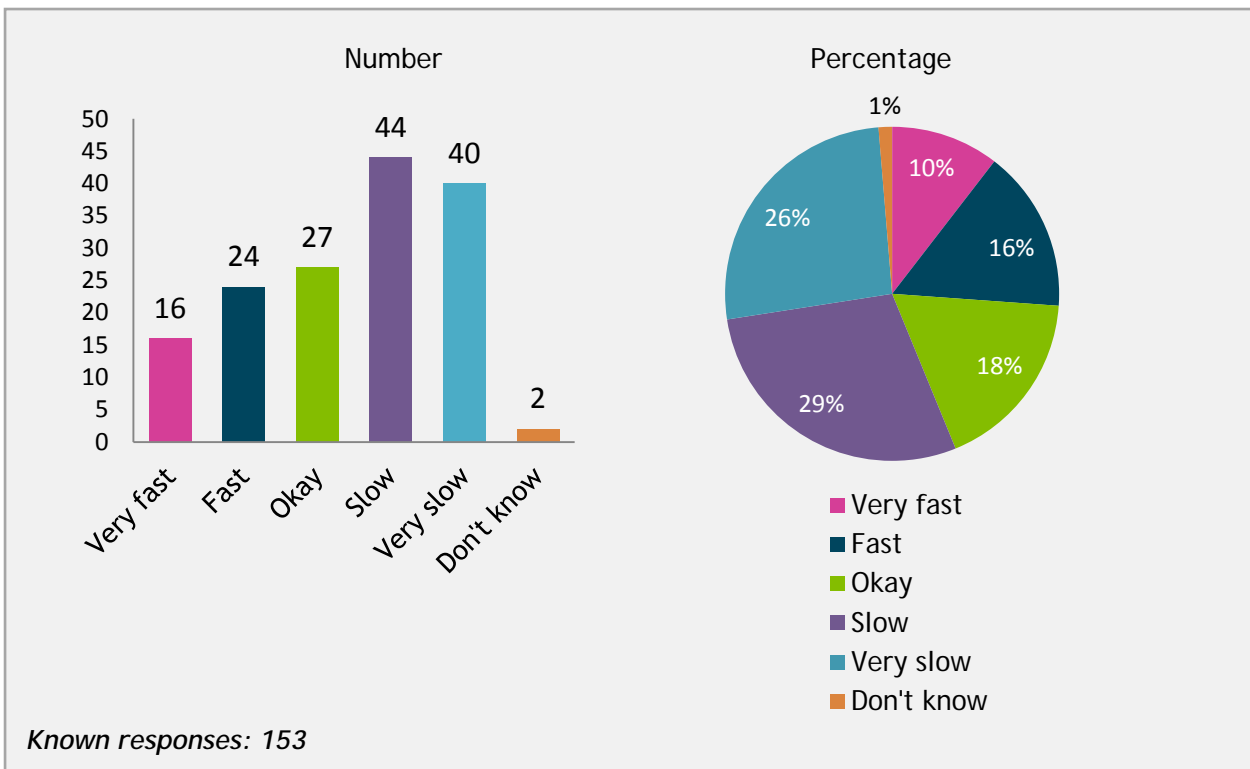


Were you referred to a specialist? For example, a hospital consultant, psychiatrist or physiotherapist?

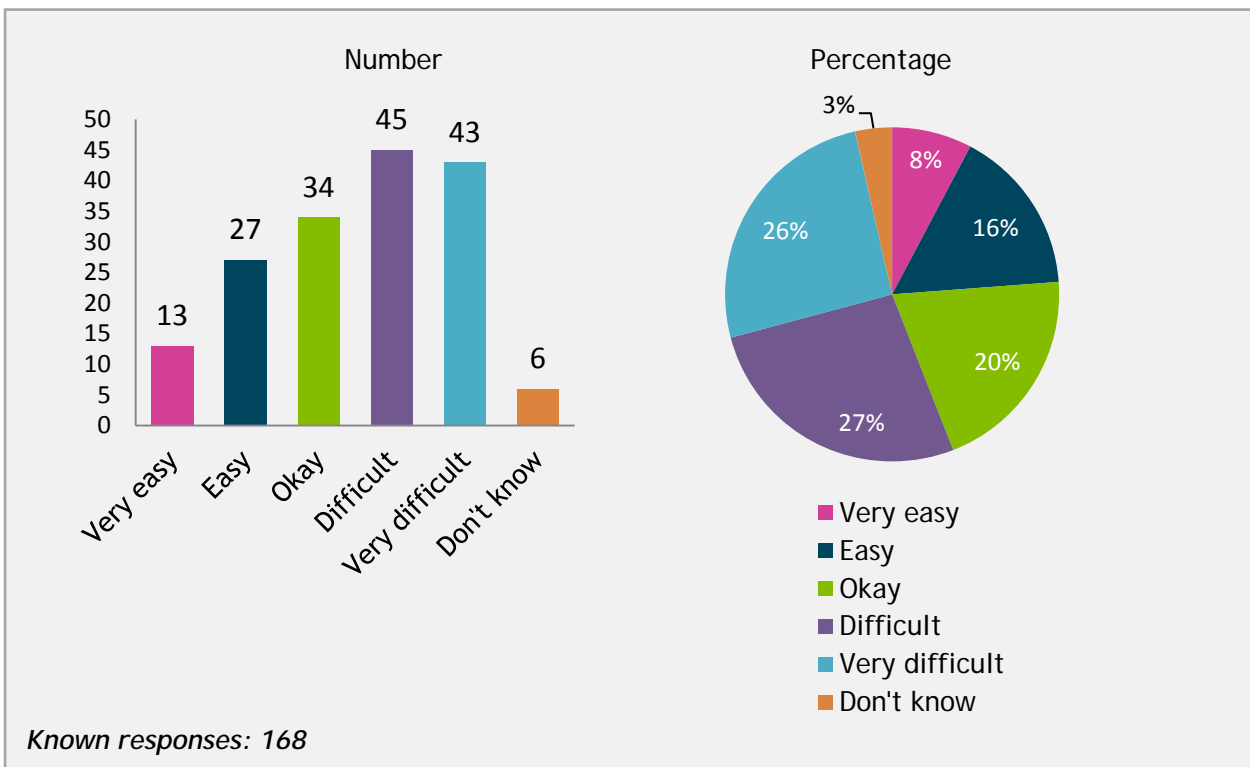




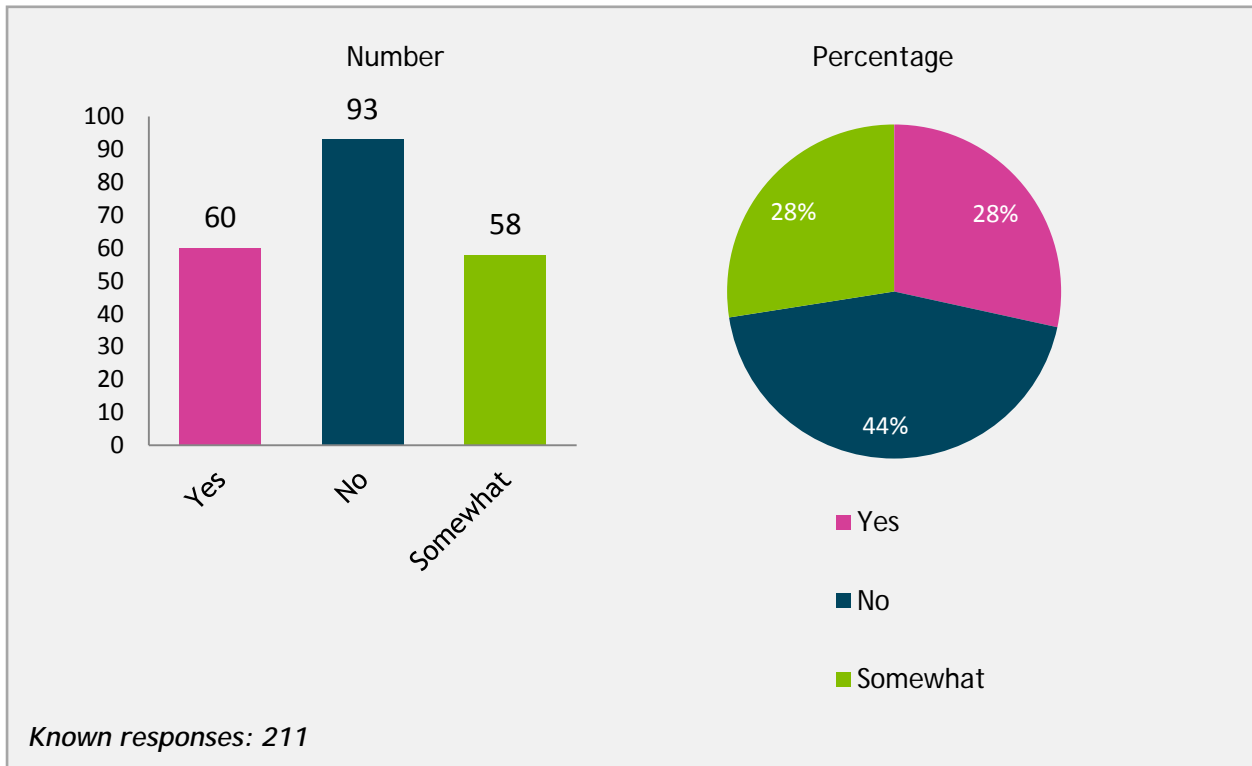
**How would you describe the time you had to wait between initial appointment and seeing the specialist?**



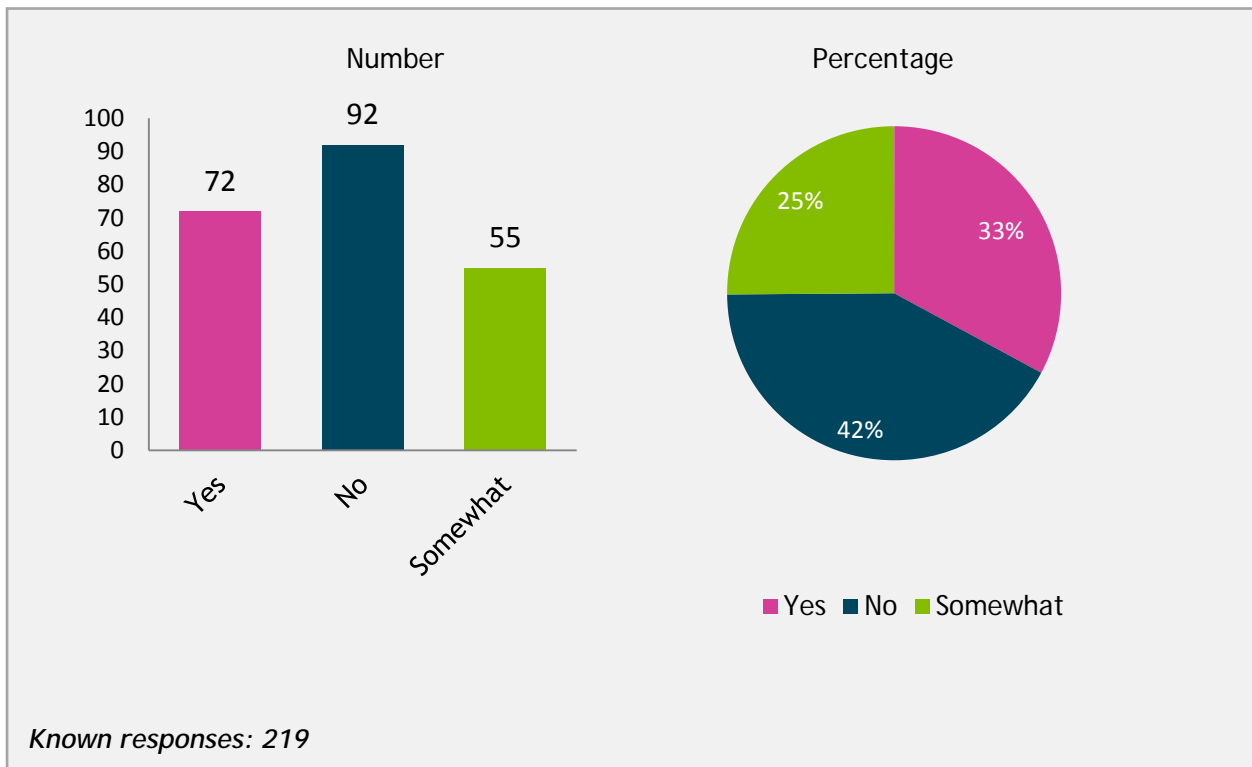
**If you needed it, how easy did you find it to access ongoing support after you were diagnosed or assessed?**



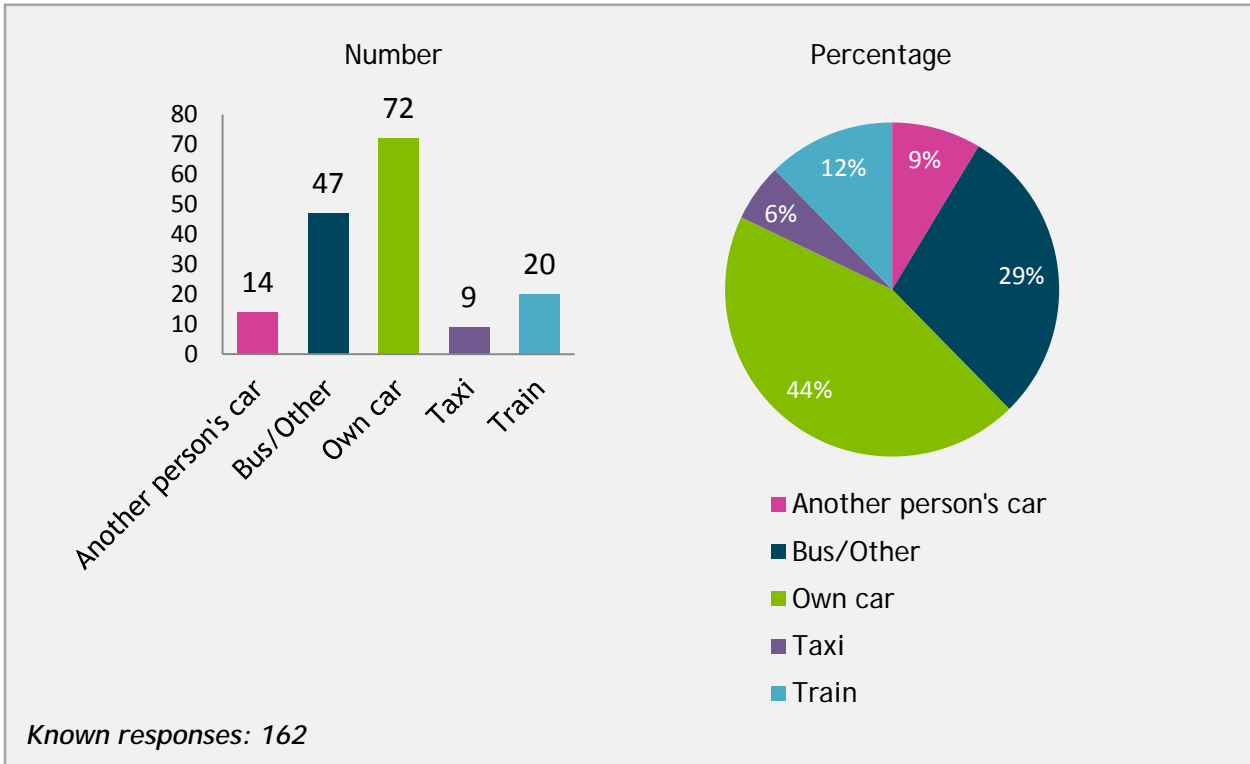
### Did the support options you were offered meet your expectations?



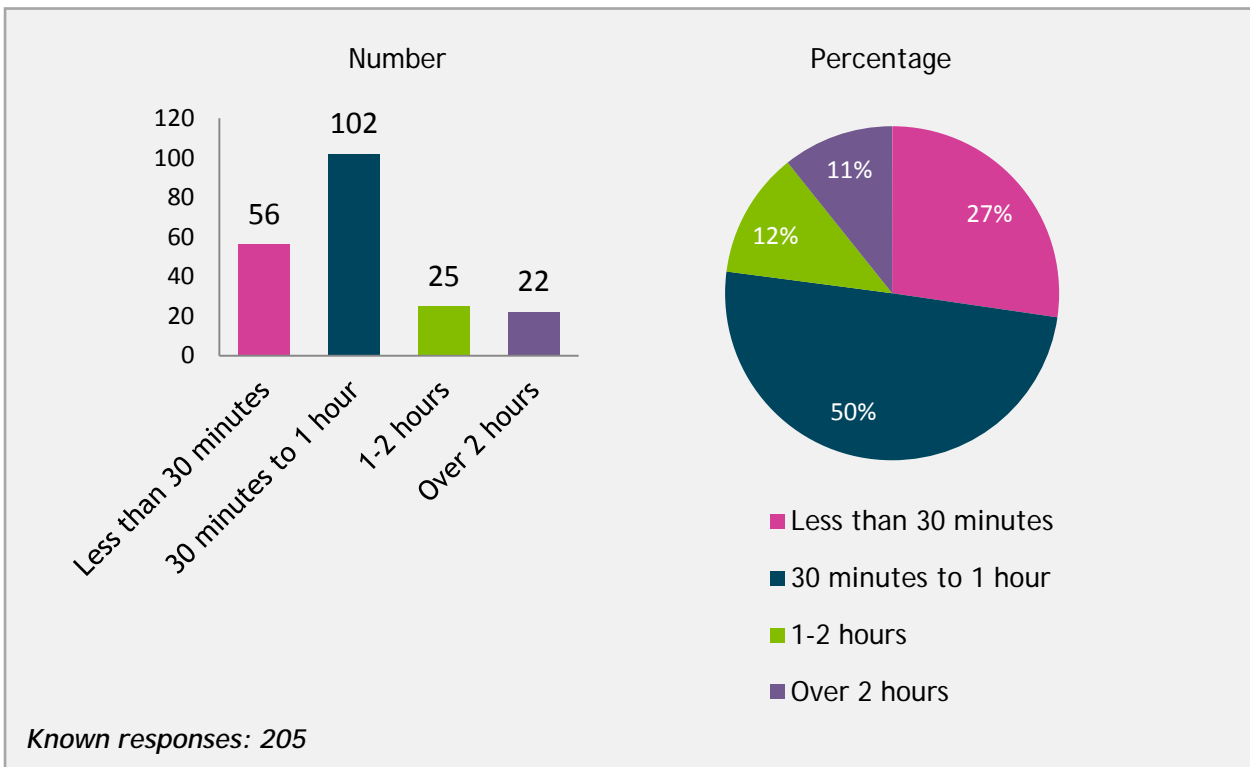
### During your whole experience of getting support did you receive timely and consistent communication?



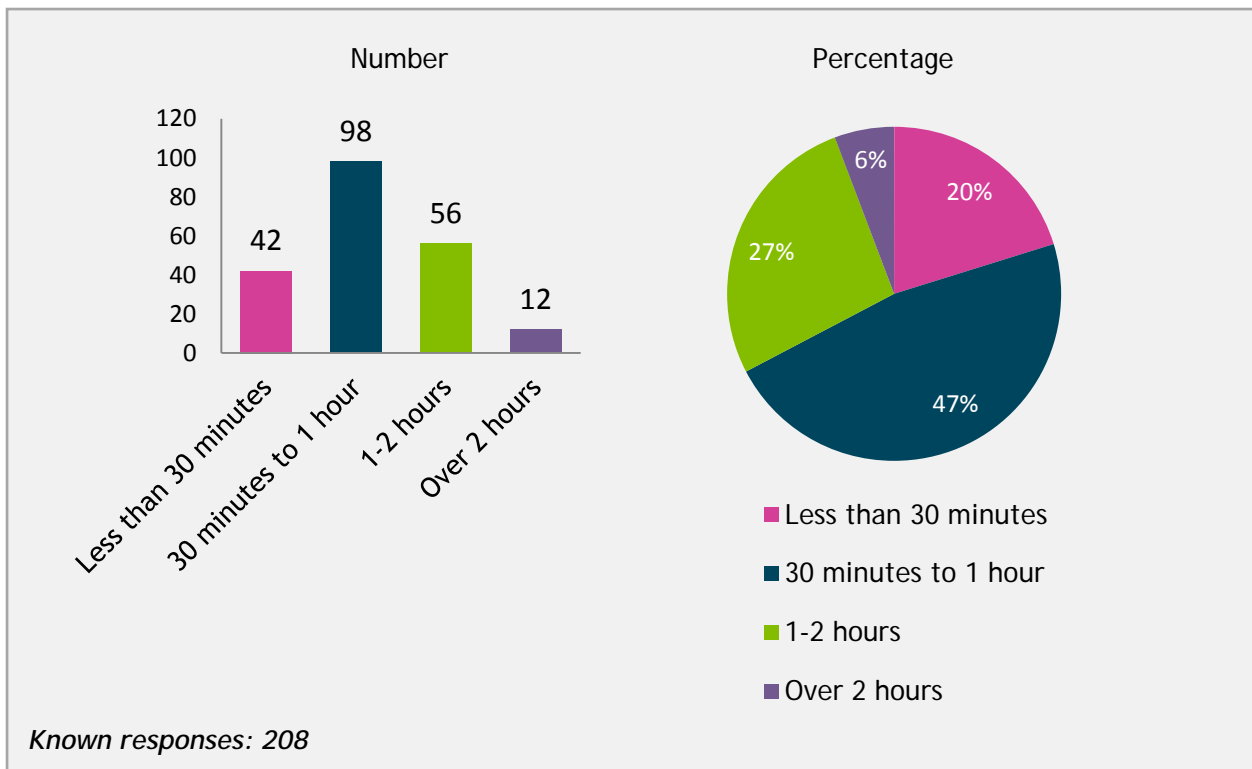
### What is your main means of transport?



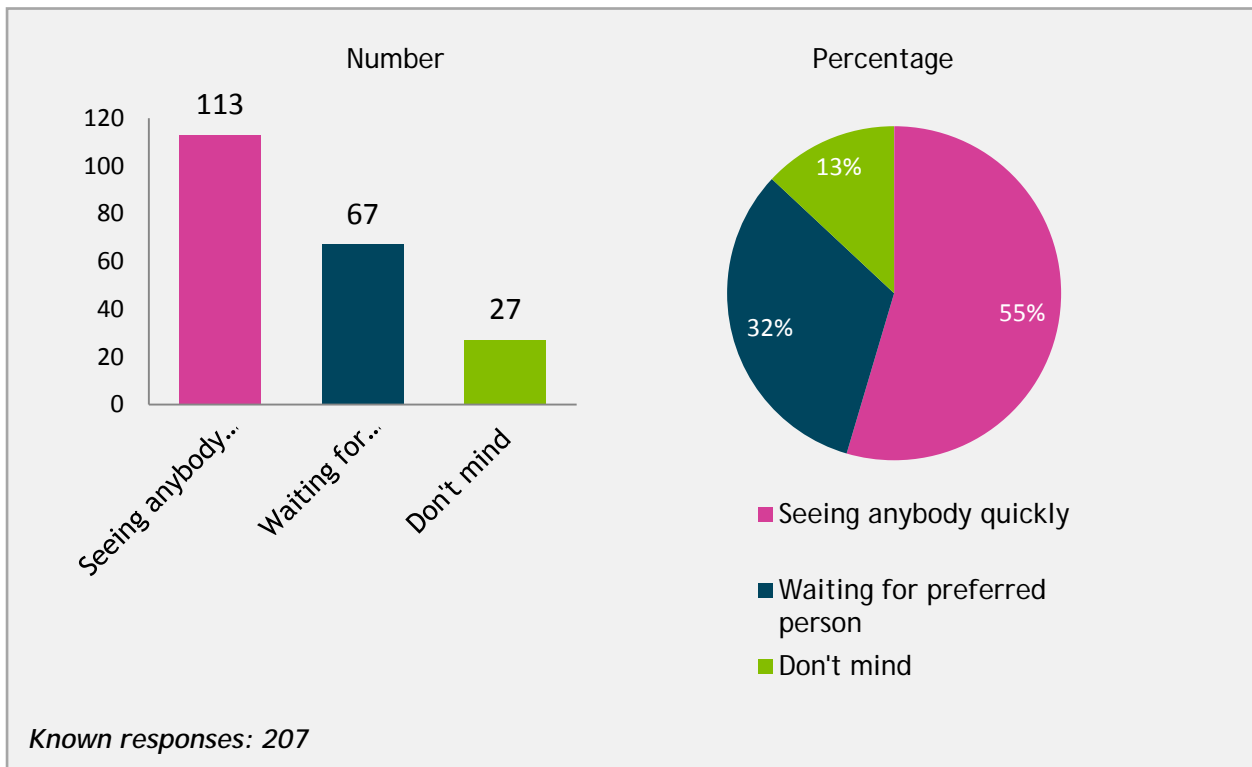
### How much time would you be willing to travel for to receive a quick and accurate diagnosis?



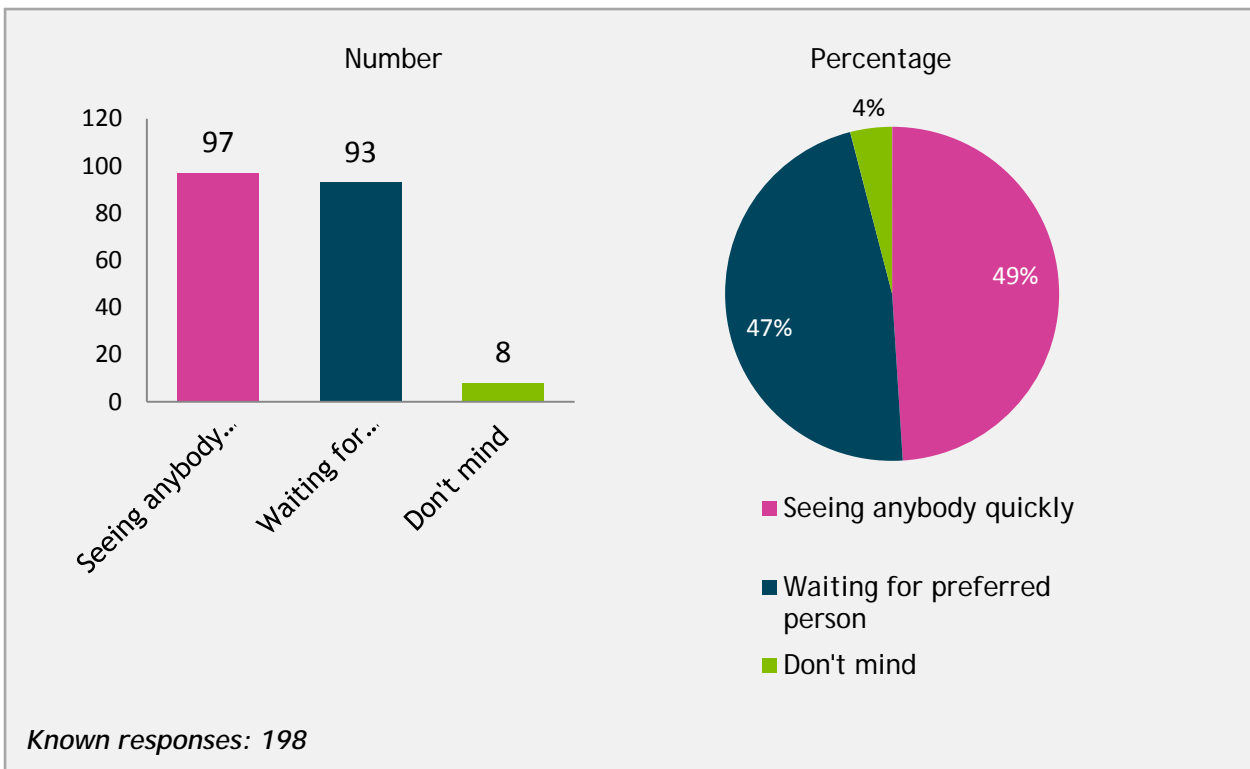
### How much time would you be willing to travel to receive specialist treatment or support?



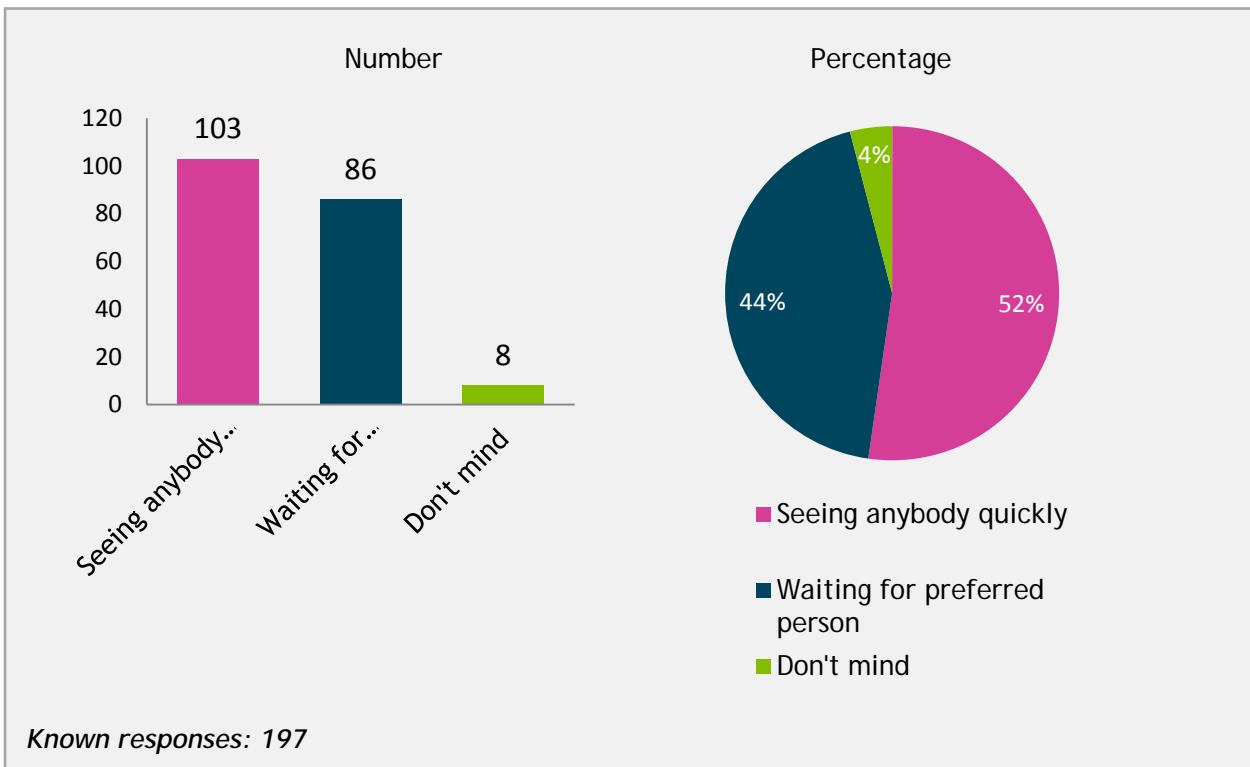
### What is most important to you - when first seeking help?



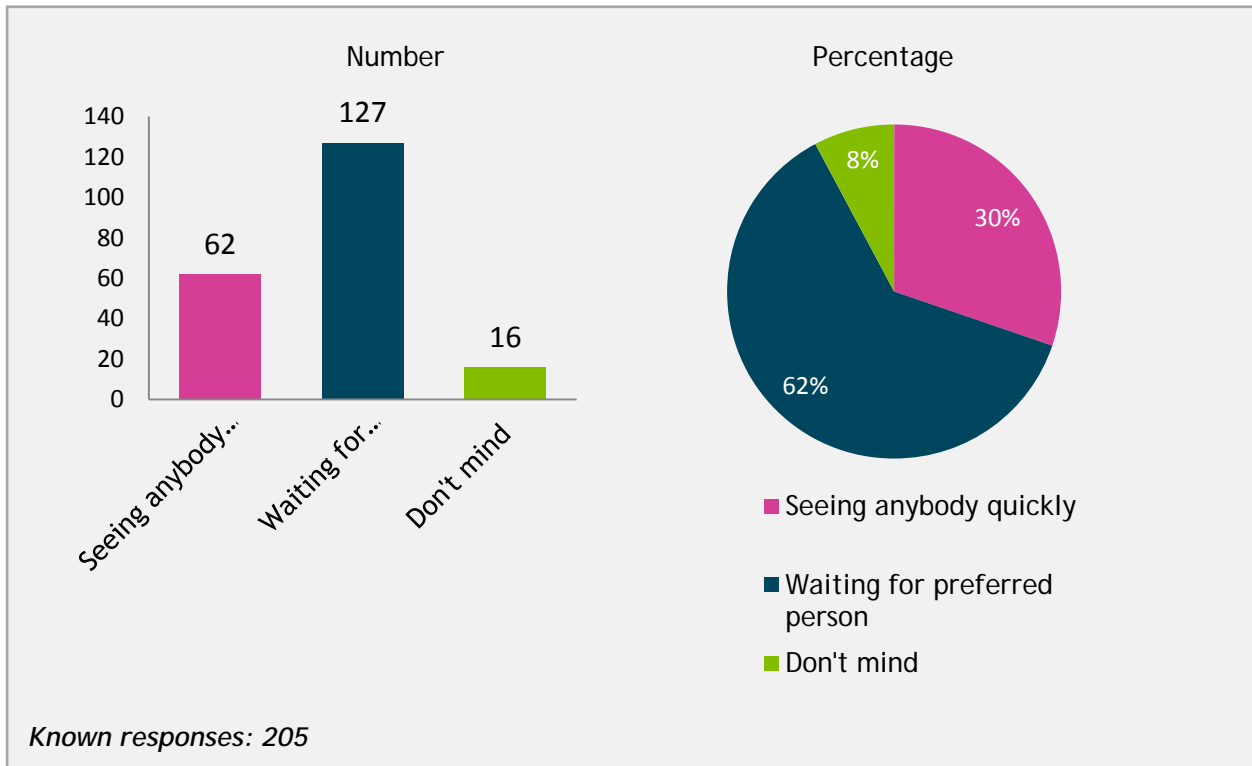
**What is most important to you - when you received a diagnosis and explanation of treatment and support options?**



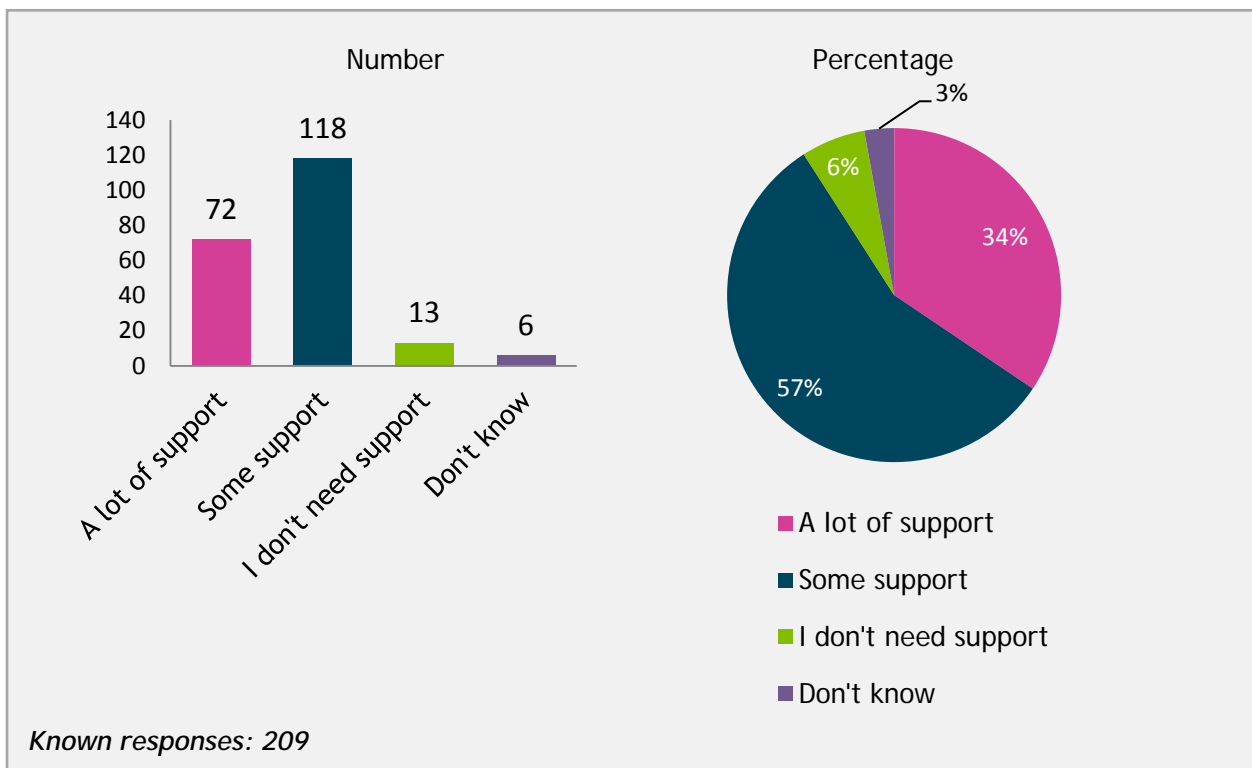
**What is most important to you - during your initial treatment or support?**



### What is most important to you - during your long term support?

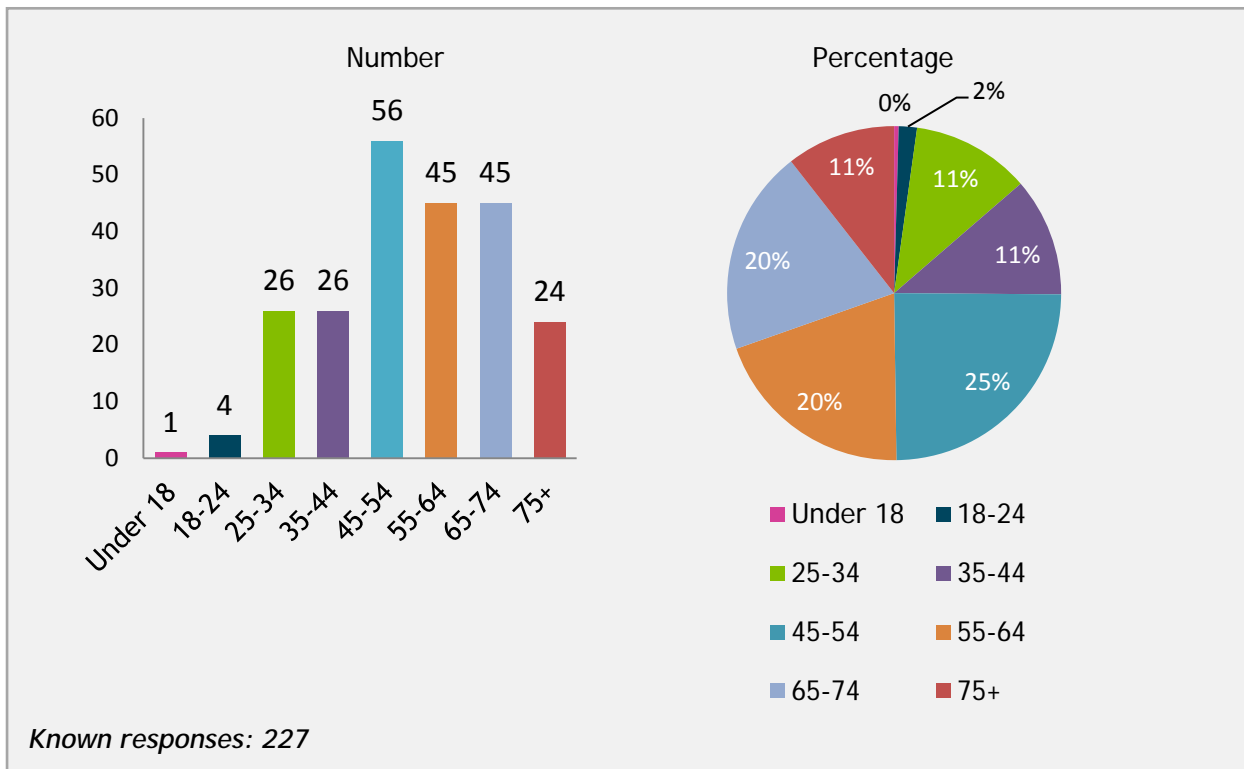


### What level of support do you want the NHS to provide to help you stay healthy?

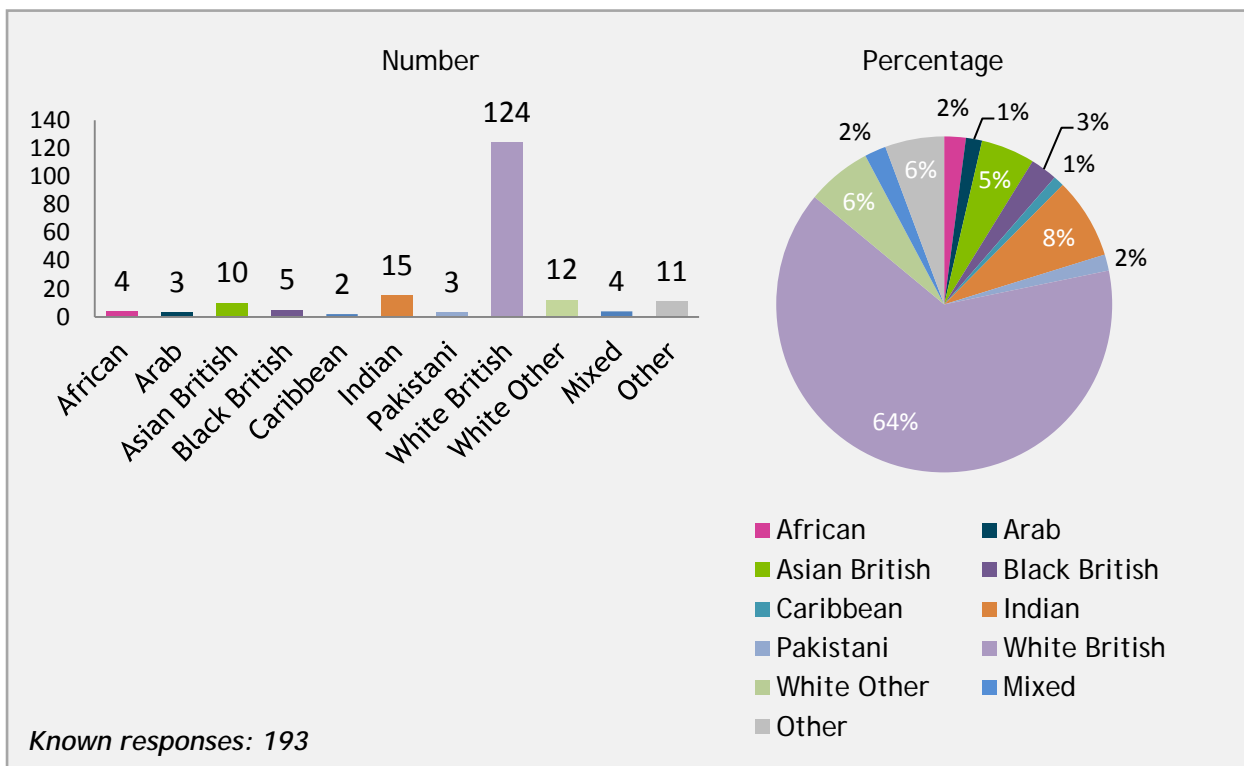


## Demographics

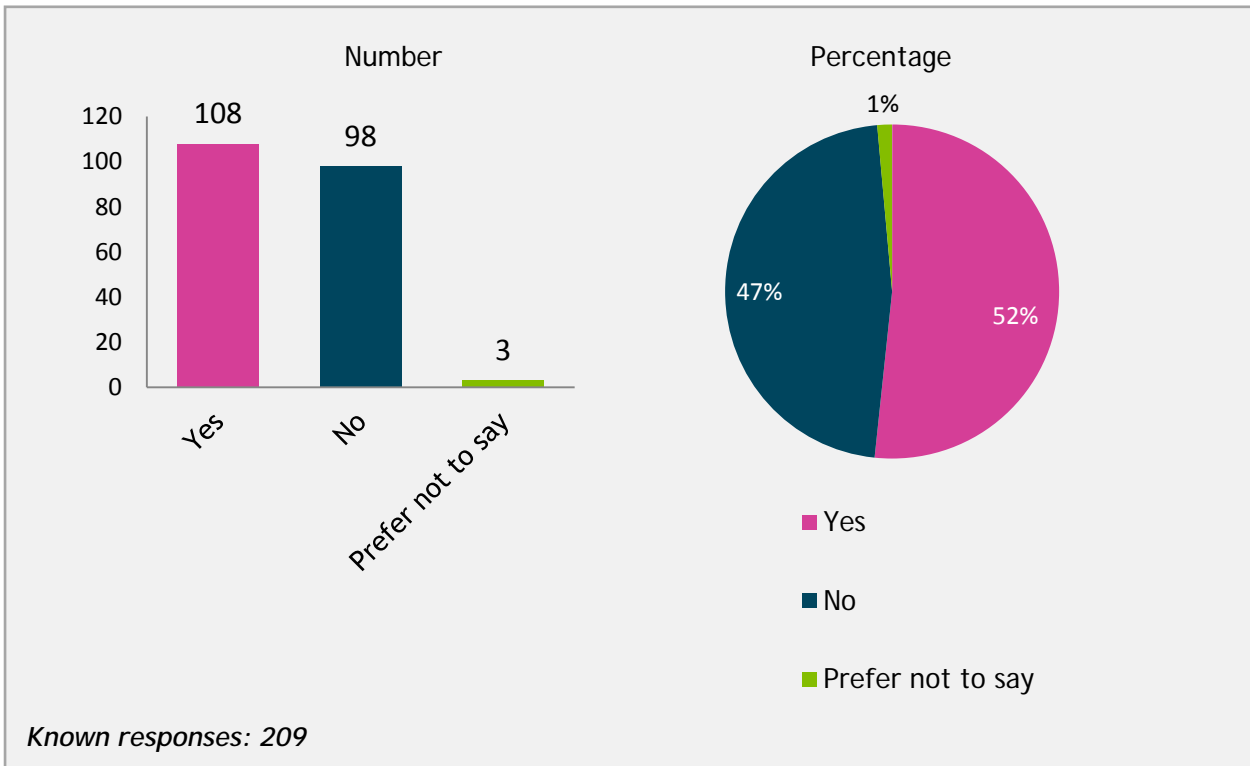
### Age



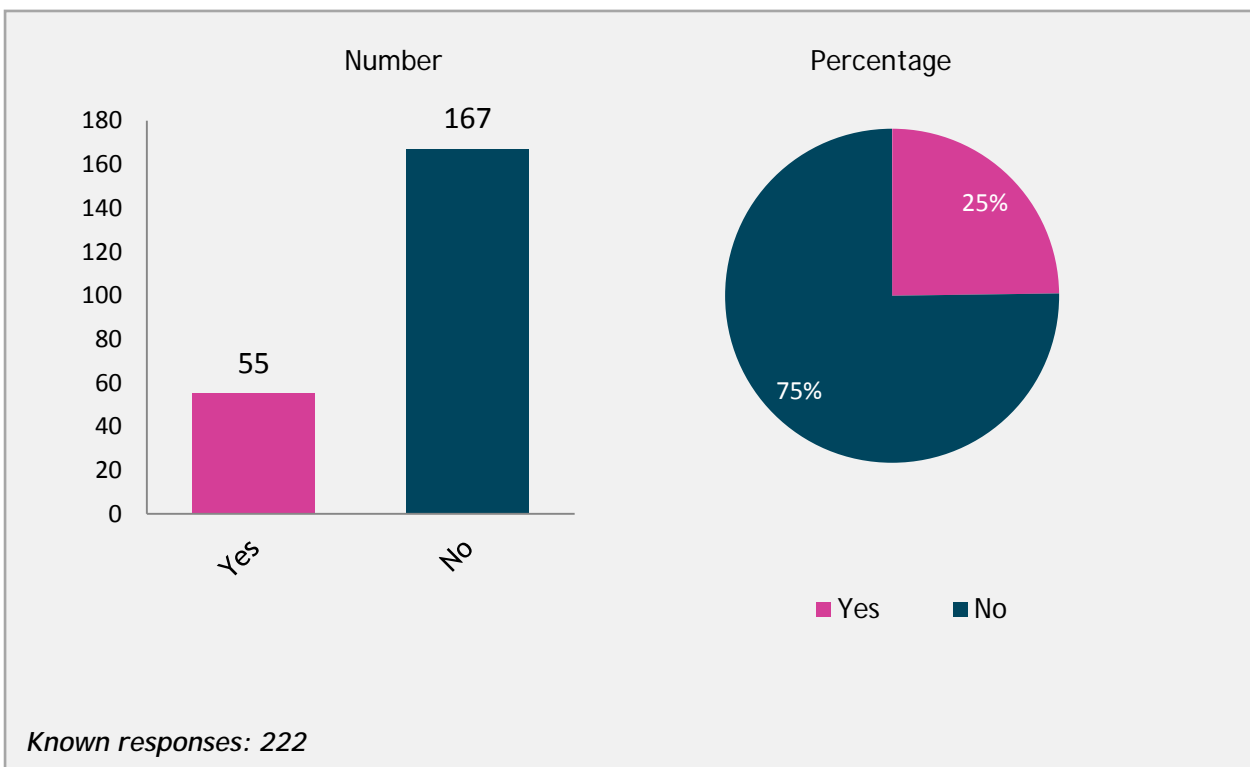
### Ethnicity



### Do you consider yourself to have a disability?

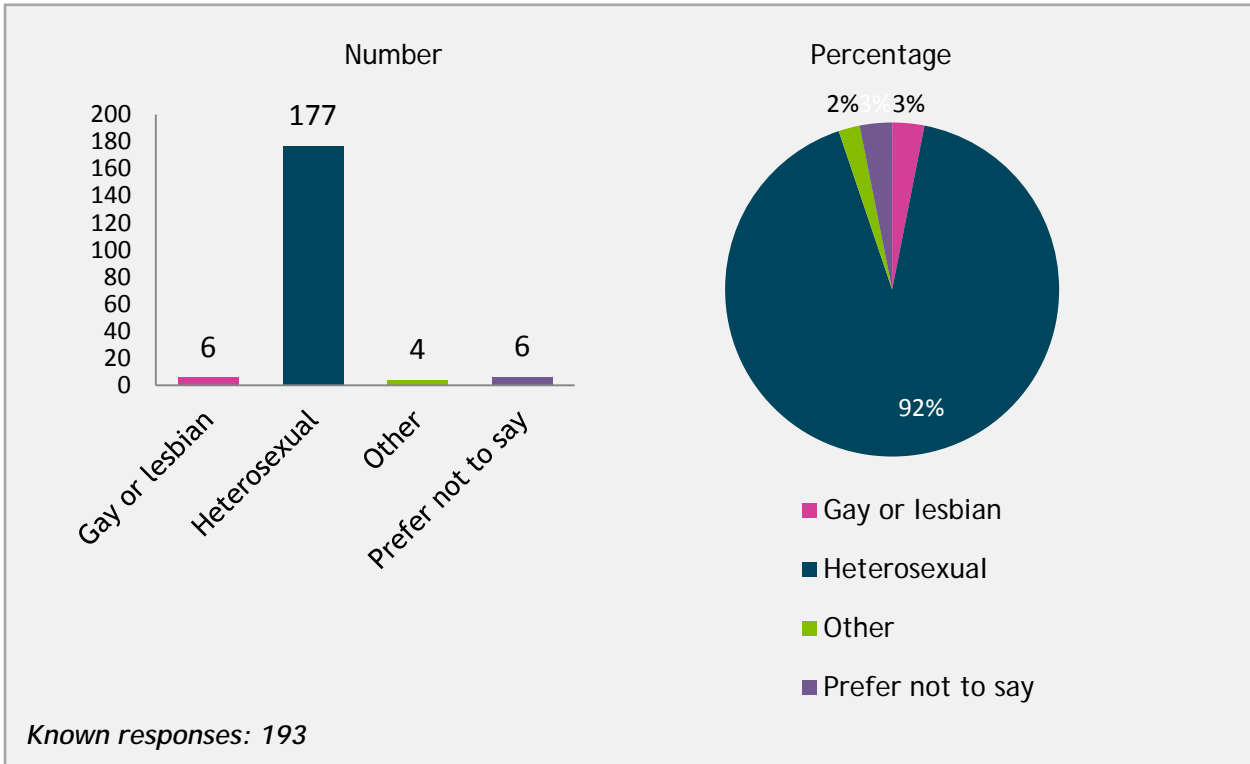


### Are you a carer?

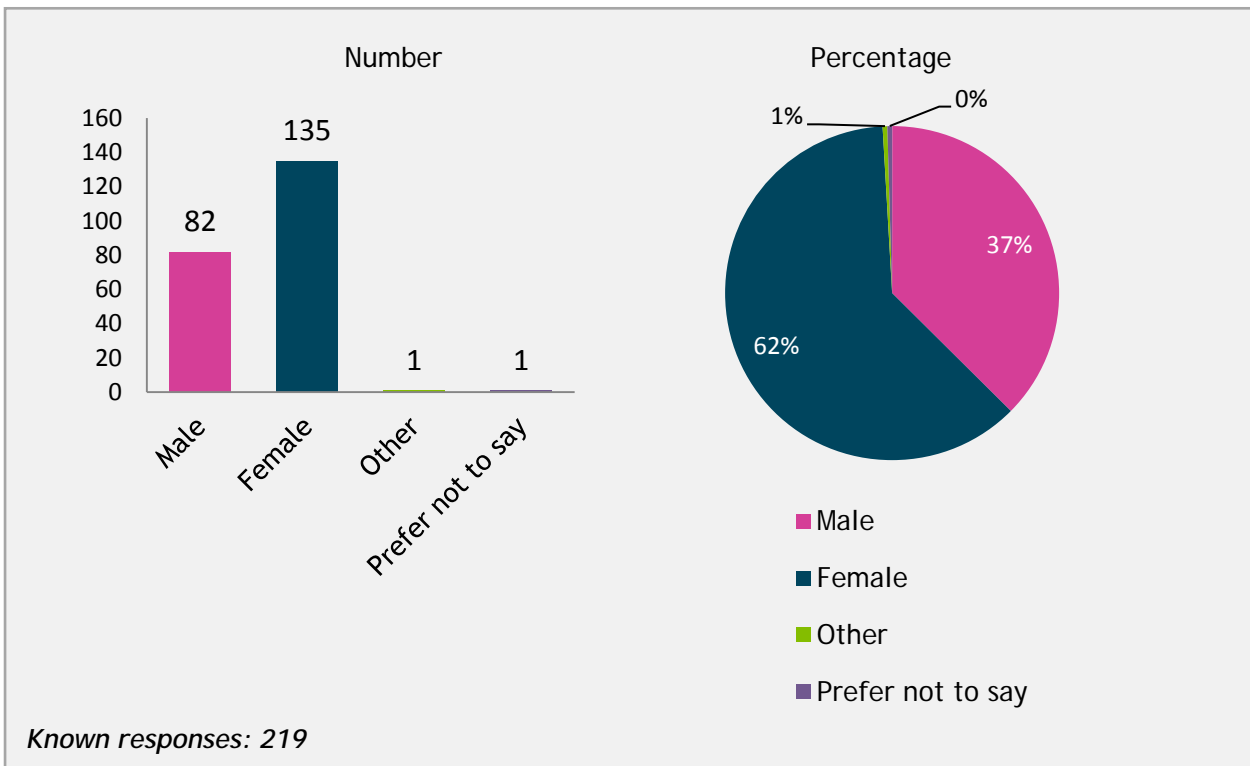




## Sexuality



## Gender



## Religion

