

How well does this walk-in centre meet your needs?

Easy Read version



This questionnaire is available free for use with the written permission of the University of Leicester. Please contact Carolyn Tarrant: ccp3@le.ac.uk

Filling in this questionnaire



This is the Easy Read version of our questionnaire.

It uses easy words and pictures to make it easier to understand.

It is okay if someone helps you fill in this questionnaire.



If you are a family carer or support worker you may need to fill in this questionnaire on behalf of the person you support.

Please tell us on the back page of the questionnaire what help you had to fill it in.

For each question please tick the answer that best says how you feel about the walk-in centre.



There are no right or wrong answers.

It is okay say something is hard or not good. The walk-in centre want to know how to make things better.

There is a space at the end where you can write anything else you want to say.

Using the walk-in centre



Think about how long you have to wait to be seen when you go to the walk-in centre.

1

Do you have to wait a short time or a long time to be seen by a doctor or a nurse?



Short time



Long time



Don't know



If you don't speak English as your first language the walk-in centre can find someone who speaks your language.

If English is your first language go to Question 3.

2

Is the walk-in centre good at finding someone who speaks your language?



Yes



No



Don't know



If you are a woman, you might want to see a female doctor or nurse.



If you are a man, you might want to see a male doctor or nurse.

3

Is it easy or hard to get to see a doctor or nurse the same sex as you?



Easy



Hard



Don't know

Reception staff

The reception staff help you when you get to the walk-in centre.

They can help if you have any questions.



4 Are the reception staff friendly?

✓ Yes

X No

? Don't know

5 Do the reception staff try their best to help you?

✓ Yes

X No

? Don't know

6 Is it easy or hard to talk to the reception staff without other people hearing?

✓ Easy

X Hard

? Don't know

Visiting the walk-in centre



You might use a wheelchair or need someone to help you find your way around the walk-in centre.

7

Is it easy or hard to get around the walk-in centre?



Easy



Hard



Don't know



8

Is it easy or hard to use places like the waiting room, toilets and baby changing room in the walk-in centre?



Easy



Hard



Don't know

Alice Jones



When it's your turn to be seen your name is called out or comes up on the screen.

9

Is it easy or hard to know when it's your turn to be seen by the doctor or nurse?

Easy

Hard

Don't know



The walk-in centre may have things like magazines and a TV in the waiting room.

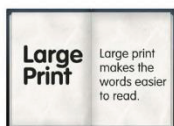
10

Is the walk-in centre good at helping you relax while you wait?

Yes

No

Don't know



You may need information in another language, large print or Easy Read.

11

Is the walk-in centre good at giving you information that is easy to understand?



Yes



No



Don't know

Telling you about other services



The walk-in centre can tell you about the support other people can give you to help you stay healthy and well.

12

Is the walk-in centre good at telling you about other help you can get?



Yes



No



Don't know

Getting things right for you



Think about whether the walk-in centre gets things right for you.

13

Does the walk-in centre give you a good or a bad service?



Good



Bad



Don't know

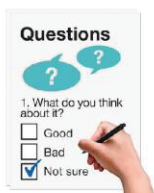
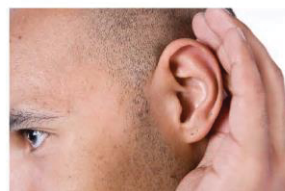
Please tell us what is good about the walk-in centre.



Please tell us what is bad about the walk-in centre.



Listening to you



The walk-in centre might use a suggestion box or questionnaires.

They can ask for your ideas about how to make things better.

14

Does the walk-in centre ask you how they can make things better?

Yes

No

Don't know

Complaint



The walk-in centre should listen to your ideas.

If you are not happy about how you have been treated you can make a complaint.

15

Is the walk-in centre good at listening to your complaints and ideas?

Yes

No

Don't know

Please tell us anything else
you want to say here.



Tell us about yourself

We ask these questions because they help us check we have included everyone in our research.

It is okay if there is a question you would rather not answer.



Are you male or female?

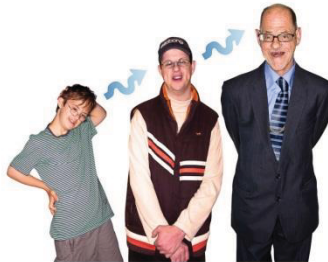


Male



Female

How old are you?



Under 18

55 to 64

18 to 24

65 to 74

25 to 34

75 to 84

35 to 44

85 or over

45 to 54

Which one of these groups do you belong to?

A

White



English / Welsh / Scottish / Northern Irish / British

Irish

Gypsy or Irish Traveller

Any other White background

If other, please write in box below

B

Mixed / multiple ethnic groups



White and Black Caribbean

White and Black African

White and Asian

Any other mixed / multiple ethnic background

If other, please write in box below

C

Asian / Asian British



- Indian
- Bangladeshi
- Pakistani
- Chinese
- Any other Asian background

If other, please write in box below

D

Black / African / Caribbean / Black British



- African
- Caribbean
- Any other Black / African / Caribbean background

If other, please write in box below

E

Other ethnic group - please write in box below

Do you have any of the following conditions?

Please tick any that you have. ✓



I am deaf or have a hearing impairment.



I am blind or have a visual impairment.



It is hard for me to do things like walking, using stairs, lifting and carrying.



I have a learning disability.

I have autism or Asperger's Syndrome.



I have a mental health problem like depression or bipolar.



I have a serious illness like diabetes, epilepsy or cancer.

Are you a deaf person who uses sign language?



Yes

No

Are you a carer?

Carers look after a disabled person or someone with health problems.



Yes

No

Is English your first language?



Yes

No

I speak more than one language

If English is not your first language please tell us your first language in the box below.

Are you:



Heterosexual / straight

Gay / Lesbian

Bisexual

Other

I don't want to say

Tell us about what you do:

You can tick more than one box. ✓

There are more choices on the next page.



I work full time
(30 hours or more each week)



I work part time
(under 30 hours each week)

Your work can be paid or voluntary work.





I am at school, college or university



I am unemployed



I do not work because of sickness or disability



I am retired



I look after the home



Other, such as use a day service



You can tick more than one box. ✓

Please tell us about the help you had with this questionnaire:

- I didn't need any help
- Someone helped me to understand the questions
- Someone helped me write the answers
- Someone filled it in on my behalf.