

DRAFT Version – For Comments – May 2017

NHS Continuing Healthcare -the Process to ask for help from the NHS to pay for your care



Dear service user / carer,
You have asked for help from the NHS to pay for your long term care, we call this Continuing Healthcare.



We would like you to be able to tell us about your experiences of Continuing Healthcare on this questionnaire?



Your feedback is very important to us and could really help us to make things better for those who need care



Are you filling this questionnaire in for:
Yourself
As someone's Carer/Relative/Friend




Who helped you ask the NHS for money for your Care?



Thinking about your experience of asking for help from the NHS, please tick the box you agree with for each question.



I was given information in a way that I understood when I asked for help from the NHS to pay for my care

Please tick 

Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
Any Comments?			



I had a person who let me know what was going to happen and when

Please tick 

Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
Any Comments?			



I felt people cared about me when I asked for help from the NHS to pay for my care

Please tick

Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
Any Comments?			



I felt that what people said about my health needs was true

Please tick

Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
Any Comments?			



I feel that everyone communicated well with each other

Please tick

Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
Any Comments?			



I felt that people listened to me

Please tick 

Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
Any Comments?			



I was told about what was going to happen and when?

Please tick 

Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
Any Comments?			



I understand how decisions were made

Please tick 

Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
Any Comments?			



When I had a question about the decision about who should pay for my care I knew who to ask

Please tick 

Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
Any Comments?			

Do you have any other comments about how we could do things better?



Please hand this questionnaire to a member or staff or put in the freepost envelope provided



(Insert organisation) will hold your information securely in accordance with the Data Protection Act (1998).

We may share information you provide with our services to help improve the quality of the services we deliver.

Please tick here if you are **NOT** happy (☹) for us to use your feedback in this way.

Please tick here if you are **NOT** happy (☹) for your feedback to be used on service information leaflets and webpages

Thank You

