

## Tell us about your experiences of leaving hospital during Covid-19. Patient survey

### Help your NHS help you

Coronavirus has changed how we live our life and how services run in lots of ways. To make room for the sudden need for more beds, the NHS changed the way it discharged people from hospital.

### But what was your experience?

Take 10 minutes to tell us about your experience of being discharged from hospital **since March 2020** and help the NHS know how to improve care for all.

If you have left hospital more than once since March 2020 please answer the questions in this Survey about your **most recent experience**.

**1. I agree that I understand the purpose of this survey and consent to the use of the data as indicated above.**

### Part 1 - Your experience

#### 2. Please tell us when you left hospital (were discharged)

If you have left hospital more than once since March 2020 please answer the questions in this Survey about your most recent experience.

#### 2020

March  April  May  June  July  August  September  October  
 November  December

#### 2021

January  February  March  April

#### 3. Please tell us what day you left hospital

Monday, Tuesday, Wednesday or Thursday

Friday

Saturday or Sunday

#### 4. Please tell us what time of day you left hospital

During the day (between 8am and 5pm)

During the evening (between 5 pm and 8pm)

During the night (between 8pm and 8am)

Don't know

**5. Which hospital were you treated and discharged from?**

- Worcestershire Royal Hospital
- Alexandra Hospital
- Kidderminster Hospital and Treatment Centre
- Evesham Community Hospital
- Malvern Community Hospital
- Pershore Community Hospital
- Princess of Wales Community Hospital, Bromsgrove
- Tenbury Community Hospital

Other (please state)

**6. Where in the hospital were you discharged from?**

- Accident & Emergency Department or Minor Injuries Unit
- Hospital Ward
- Don't Know

**7. When you went into hospital did anyone speak to you about your circumstances at home? (e.g. if you live on your own, do you have people who can help look after you?)**

- Yes
- No
- Don't Know

**8. When you were in hospital, were you given written information explaining that the process of leaving hospital has changed due to coronavirus (COVID-19)?**

- Yes (go to question 9)
- No (go to question 10)
- Don't know (go to question 10)

**9. If yes, do you think that the information provided by health and care workers was easy for you to understand?**

- Yes
- No
- Don't know

**10. When were you told that you would be leaving hospital?**

- The same day you left
- The day before you left
- Other (please specify)

**11. Were your family, friend or someone else that you asked to be informed, told that you were leaving hospital?**

- Yes
- No
- Don't know

**12. How long did you wait between being told you were well enough to leave hospital and actually leaving the hospital?**

- Waited up to 1 hour (go to question 14)
- Longer than 1 hr but no longer than 2 hrs (go to question 14)
- Longer than 2 hrs but no longer than 4 hrs (go to question 13)
- Longer than 4 hrs but no longer than 6 hrs (go to question 13)
- Longer than 6 hrs but no longer than 8 hrs (go to question 13)
- Longer than 8hrs (go to question 13)
- Discharged the next day or later (go to question 13)
- Don't know (go to question 14)

Other (please state)

**13. What was the reason you waited for more than 2 hours? (tick all that apply)**

- I waited for medication
- I waited for transport arrangements
- I waited to be seen by a doctor
- I waited for a discharge letter from the doctor
- I waited for confirmation about where I would be discharged to
- I waited for immediate support to be arranged at home
- I Don't know why I was waiting

If other reason please state

**14. Did you feel prepared to leave hospital?**

- Yes, definitely
- Yes, to some extent
- No
- Don't know

**15. Before you were discharged, were you told you would receive support from health and/or social care services after you left hospital?**

- Yes, someone talked to me in the hospital about my needs
- Yes, but I was told my specific needs would be assessed after I left hospital
- No
- Don't know

**16. Were you given written information about who to contact if you needed further health advice or support after leaving hospital?**

- Yes
- No, I was not given this information
- No, I didn't want this information
- Don't know

**17. During the time you spent in hospital, were you tested for coronavirus (COVID-19)?**

- Yes (go to question 18)
- No (go to question 19)
- Don't know (go to question 19)

**18. If yes, did you get the results before you left hospital?**

- Yes
- No
- Don't know

**19. Before you left hospital, were you asked if you needed support in getting transport to the place you were discharged to?**

- Yes (go to question 20)
- No (go to question 21)
- Don't know (go to question 22)

**20. If yes, please tell us more:**

- Support was provided as I needed it
- Support was not provided even though I needed it
- Support was not provided as I didn't need it

**21. If no please tell us more**

- No, but I did need support with transport
- No, but I did not need support with transport

**22. How did you travel to the place where you were discharged to?**

- A relative/friend/neighbour unpaid carer drove me
- Taxi
- Hospital transport
- Public transport
- Volunteer Transport (e.g. Community Transport, Here 2 Help, NHS volunteer responder)
- I drove myself
- A care worker drove me

Other (please state)

**23. Did anyone discuss with you where you were going to be discharged to?**

- Yes, and I was discharged to the place I wanted to be discharged to
- Yes, but I was not discharged to the place I wanted to be discharged to
- No, it wasn't discussed with me
- Don't know

**24. Where did you go after leaving hospital?**

- I went to my own home (go to question 26)
- I went to my own home and family/friends came to stay with me (go to question 26)
- I went to stay with family or friends (go to question 27)
- I was transferred to another hospital (go to question 27)
- I went to a care or nursing home (go to question 25)
- I went to temporary accommodation (go to question 27)
- Don't Know (go to question 27)

I went somewhere else (please state) (go to question 27)

**25. Was the care or nursing home you were discharged to your first choice?**

- Yes, I was discharged to my preferred care home and I was supported to do so
- Yes, I was discharged to my preferred care home, but I felt more support could have been provided
- No, I was not discharged to my preferred care home but I was supported to move to my preferred care home at a later date
- No, I did not/have not yet moved to my preferred care home
- Don't know

**26. When you first arrived at your own home were you given any support to "settle in" (e.g. heating turned on, check you had essential food/equipment)**

- Yes, support was provided as I needed it
- No, support was not provided even though I needed it
- No, support was not provided as I didn't need it
- Don't Know

**27. After leaving hospital, were you visited by a health or care professional to assess your support needs (this is called a discharge\*assessment)?**

- Yes (go to question 28)
- No (go to question 32)
- Don't know (go to question 32)

**28. If yes, When did the health or care professional visit you?**

- The same day I left hospital
- The day after I left hospital
- More than a day after I left hospital
- Don't know

**29. During this discharge assessment, which, if any, of the following were you asked about? (tick all that apply)**

- Whether any changes were needed to make your home safe and comfortable (e.g. working heating, bed moved downstairs)
- Whether there were people to support you and keep you company
- How you were feeling and if you had any general concerns
- If you were concerned about finances
- Whether you were able to manage household tasks (e.g. shopping, cooking and cleaning)
- Whether you might need support for tasks (e.g. washing, getting dressed, cooking)
- Whether any equipment or aids would be helpful for you
- Whether any adaptations were needed to your home (e.g. ramp to your door, changes to bathroom facilities)
- Whether you needed support taking any medication
- Don't know

Other (please state below)

**30. Following your discharge assessment were you provided with any services/support by health services or a care agency?**

- Yes (Go to question 31)
- No (Go to question 32)
- Don't Know (go to question 32)

**31. If yes How well do you think health and care teams work/worked together to support you?**

- Very Well
- Moderately well
- Not at all well
- Don't Know

**32. Do you have any support needs which you do not have any help with at the moment?**

- Yes (go to question 33)
- No (go to question 34)
- Don't know (go to question 34)

**33. If yes - What is the main reason for this (tick one):**

- I usually use a support service which is currently closed
- I can't get to the service I usually use
- I am getting some support, but I need more
- I am waiting to receive support
- I am not eligible for support
- I don't know where to find support
- I am anxious about contracting coronavirus, so have declined my usual support
- I am anxious about contracting coronavirus, so have decided not to seek support at this time

Other (please state)

**34. Was this your first experience of hospital discharge?**

- Yes (go to question 36)
- No (go to question 35)
- Don't know (go to question 36)

**35. If no, How did this most recent experience compare with your previous experience(s)?**

- Significantly better
- A bit better
- About the same
- A bit worse
- Significantly worse
- Don't know

**36. Overall, did you get enough support from NHS and care services to help you to recover and to manage your condition?**

- Yes, definitely
- Yes, to some extent
- No, but support would have helped me
- No, I did not need any support

*In your own words, please describe your experience of being discharged from hospital.*

**37. What went well?**

**38. What could have been better?**

**Part 2 - Tell us a bit about you**

By telling us more information about yourself, you will help us better understand how people's experiences may differ depending on their personal characteristics. However, if you do not wish to answer these questions you do not have to.

**39. Which age category do you fit into?**

- |  |  |  |  |
|--|--|--|--|
| <input type="checkbox"/> 13 - 17 years | <input type="checkbox"/> 35 - 44 years | <input type="checkbox"/> 65 - 69 years | <input type="checkbox"/> 80 - 84 years         |
| <input type="checkbox"/> 18 - 24 years | <input type="checkbox"/> 45 - 54 years | <input type="checkbox"/> 70 - 74 years | <input type="checkbox"/> 85+ years             |
| <input type="checkbox"/> 25 - 34 years | <input type="checkbox"/> 55 - 64 years | <input type="checkbox"/> 75- 79 years  | <input type="checkbox"/> I'd prefer not to say |

**40. Please tell us which gender you identify with:**

- Male    Female    Non-binary    Other    I'd prefer not to say

**41. Please tell us which District of Worcestershire you live in:**

- Bromsgrove       Worcester City       Malvern Hills  
 Wychavon       Redditch       Wyre Forest

**42. Do you consider yourself to have a permanent disability or long-term condition?**

- Yes     No (go to question 47)

**If yes** Please select from the following:

- Learning Disability     Autism Spectrum Condition     Mental Health     Physical Disability  
 Visual Impairment     Hearing Impairment     Long Term Medical Condition (e.g. diabetes)

Other (please specify)

**43. Please select your ethnic background from the list below**

White	Mixed ethnic groups	Asian / Asian British	Black / Black British
<input type="checkbox"/> British <input type="checkbox"/> Irish <input type="checkbox"/> Gypsy/Irish Traveller <input type="checkbox"/> White other: _____	<input type="checkbox"/> White and Caribbean <input type="checkbox"/> White and Black African <input type="checkbox"/> White and Asian <input type="checkbox"/> Any other mixed: _____	<input type="checkbox"/> Indian <input type="checkbox"/> Pakistani <input type="checkbox"/> Bangladeshi <input type="checkbox"/> Chinese <input type="checkbox"/> Any other Asian: _____	<input type="checkbox"/> African <input type="checkbox"/> Caribbean <input type="checkbox"/> Any other Black: _____ <input type="checkbox"/> Arab/any other group: _____

**44. Are you a refugee or asylum seeker?**

- Yes  
 No  
 Prefer not to say

**45. How would you describe your living situation?**

- I live alone  
 I live with friends and/or family  
 I live in hospital  
 I live in a care home  
 I am homeless/a rough sleeper  
 Other  
 Prefer not to say

Thank you for taking part - we will put the report with all our findings on our website when it is published in Spring 2021 - [www.healthwatchworcestershire.co.uk](http://www.healthwatchworcestershire.co.uk)

**Return using our Freepost address by 25<sup>th</sup> March 2021**

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