

Harlow NHS

STUDY

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Dear Resident,

Politicians don't always know best!

That's why I want to hear your views on the state of our local health service.

I also would like to hear your views on other issues that matter to people like yourself.

This survey will only take a few minutes to fill in, and it is FREE to return. Any information you provide will be on a confidential basis.

With your help, we can really tackle the many problems in our area.

Best wishes and thank you for your time

Lorna Spenceley

Lorna Spenceley

Chair of Harlow NHS Study

1. YOUR NAME AND ADDRESS:

Title: _____ Name: _____

Address: _____

Postcode: _____

Phone number: _____

Email: _____

LOCAL GP SERVICES

1 How often have you consulted an NHS GP at his/her surgery in the past two years?

- Never (*please go to question 6*) 1
Once 2
2-5 times 3
More 4

2 How many days have you had to wait for an appointment?

- One day 5
2-5 days 6
6-10 days 7
More 8

3 Typically, how reasonable do you feel this waiting time has been?

- Very reasonable 9
Fairly reasonable 10
Not very reasonable 11
Not at all reasonable 12

4 How easy is it to contact the surgery by telephone?

- Very easy 13
Fairly easy 14
Not very easy 15
Not at all easy 16

5 Generally, how satisfied have you been with your visit to the GP?

- Very satisfied 17
Fairly satisfied 18
Not very satisfied 19
Not at all satisfied 20

6 How often has an NHS doctor visited you at home during the past two years?

- Never 21
Once 22
More than once 23

LOCAL HOSPITALS

7 Have you attended A&E during the last three years?

- Yes 24
 No 25

8 Which hospital did you attend (please write name of hospital below)?

(If more than one hospital, put hospital you attended most)

9 How long did it take for you to be seen?

- Up to one hour 26
 2-4 hours 27
 Longer (please state) 28

10 If you have been referred by your GP to a hospital, how long did you wait between being referred by your GP and being seen for the first time by the hospital doctor?

- Haven't been referred 29
 Up to two weeks 30
 2-4 weeks 31
 1-3 months 32
 Longer 33

If longer, state period waited.....

11 How reasonable do you feel this waiting time was?

- Very reasonable 34
 Fairly reasonable 35
 Not very reasonable 36
 Not at all reasonable 37

12 What was the longest you have waited to receive any treatment which the hospital doctor said you needed? (i.e. an operation or drug therapy)

- Up to four weeks 38
 1-3 months 39
 4-10 months 40
 Longer 41

13 On how many occasions have you paid privately to see a consultant during the past two years?

- Never (go to Q15) 42
 Once 43
 Twice 44
 3-5 times 45
 More 46

14 Typically, how long have you had to wait to see a private consultant?

- Up to two weeks 47
 2-4 weeks 48
 1-3 months 49
 4-6 months 50
 Longer 51

HOSPITAL IN-PATIENTS

15 How often have you been admitted to hospital as an NHS in-patient during the last two years?

- Never (go to Q23) 52
 Once 53
 Twice 54
 3-5 times 55
 More 56

16 Which hospital were you admitted to? (please write name of hospital below)

(If more than one hospital, put hospital you attended most)

17 How satisfied have you been with the nursing you have received? (at the hospital in answer to Q16 above)

- Very satisfied 57
 Fairly satisfied 58
 Not very satisfied 59
 Not at all satisfied 60

18 How long was your stay in hospital?

- 1-2 days 61
 2-4 days 62
 5-7 days 63
 Longer 64

19 How soon after your admission did you see your consultant? (If admitted more than once give longest wait)

- Same day 65
 Within 2 days 66
 Longer 67
 Never 68

20 How satisfied have you been with the hospital food you have received? (at the hospital in answer to Q16 above)

- Very satisfied 69
 Fairly satisfied 70
 Not very satisfied 71
 Not at all satisfied 72

21 How clean did you consider the hospital to be? (at the hospital in answer to Q16 above)

- Very clean 73
 Fairly clean 74
 Not very clean 75
 Not at all clean 76

22 Generally, how satisfied were you with your stay(s) in hospital?

- Very satisfied 77
 Fairly satisfied 78
 Not very satisfied 79
 Not at all satisfied 80

NHS DENTISTRY

23 Are you registered as an NHS patient with a dentist?

- Yes 81
No 82

24 Have you experienced any difficulties in trying to register as an NHS patient with a local dentist?

- Yes 83
No 84

25 Has the introduction of dental charges discouraged you from having a dental check up?

- Yes 85
No 86

PRIVATE HEALTH CARE

26 Michael Howard's Conservatives want to allow some people to *jump waiting lists* by giving them NHS money to go private. Those who can't afford it, will be forced to wait even longer for treatment. Do you think this is fair?

- Yes 87
No 88

27 A hip replacement operation costs about £9,000 in the private sector. Under new Tory plans, patients would have to pay over £5,000 of this. Do you think this is fair?

- Yes 89
No 90

GENERAL HEALTH ISSUES

28 Do you think that mixed sex wards are acceptable?

- Yes 91
No 92

29 Has the introduction of eye test charges discouraged you from having your eyes tested regularly?

- Yes 93
No 94

30 Prescription charges increased by 28 times under the Tories. They have continued to go up under Labour. Prescription medicine now costs £6.30 for each item. Have these charges ever stopped you from getting medicine?

- Yes 95
No 96

31 Generally, how satisfied are you with the way in which the Government is handling the NHS?

- Very satisfied 97
Fairly satisfied 98
Not very satisfied 99
Not at all satisfied 100

32 Which age group are you?

- Under 30 101
30-44 102
45-60 103
Over 60 104

LOCAL SERVICES

33 Do you have a child who attends a local school?

- Yes 105
No (*please go to Q 36*) 106

34 How satisfied are you with your child's school?

- Very satisfied 107
Fairly satisfied 108
Not very satisfied 109
Not at all satisfied 110

35 Are you aware of any funding or staffing problems at the school your child attends?

- Yes 111
No 112

36 Michael Howard's Tories want to slash spending on local schools and hospitals by 20%. These cuts would be disastrous for Harlow residents. Do you support this policy?

- Yes 113
No 114

37 Have you or any of your neighbours been a victim of crime in the last two years?

- Yes 115
No 116

38 If you have had to call the police in the last two years, how satisfied were you with the response you received?

- Very satisfied 117
Fairly satisfied 118
Not very satisfied 119
Not at all satisfied 120

39 When did you last see a police officer on the beat in your area?

- In the last week 121
In the last month 122
In the last year 123
Over a year ago 124

40 The Liberal Democrats are campaigning for more police actually on patrol on our streets to crack down on crime and the fear of crime. Do you support this campaign?

- Yes 125
No 126

41 If you are on benefits, do you still claim them from your local post office?

- Yes 127
No 128
Not on benefits 129

42 Thousands of post offices have closed under both Labour and Conservative Governments. Do you support the Liberal Democrat campaign to stop further closures?

- Yes 130
No 131

Tell us about your area

43 Does your estate or any streets you use have a problem with any of the following?

Name of estate/street _____

- Litter and rubbish 132 _____
 Abandoned cars 133 _____
 Broken streetlights 134 _____
 Poor quality pavements 135 _____
 Pot holes in the road 136 _____
 Anti-social behaviour 137 _____

Please use the space below to give any more details.

44 Lib Dems believe Council Tax is an unfair tax and should be axed. Do you think you get value for your Council Tax?

- Yes 138
 No 139
 Don't know 140

45 Which party would you vote for if there was an election tomorrow?

- Liberal Democrats 141
 Labour 142
 Conservative 143
 Lib Dems or Labour 144
 Lib Dems or Conservatives 145

The Liberal Democrats may contact you to keep you informed about our campaigns. Please write to us if you do not wish the information you provide to be used in this way.

Lorna Spenceley's NHS Study
FREEPOST
ANG2570
Harlow CM20 3BR

How to return your Survey

Returning this survey is easy and costs nothing!

Just fill in this survey and then place back in a window envelope making sure the address above is in the window. You do not need to use a stamp, but if you do it will mean we can spend more money on our campaigns.

Working to improve our area



all year round!



Help the winning team here

Your name:

Telephone:

Would you like to help or join the Lib Dems?

- Yes, I will display a poster
 I'd like to vote by post in future
 I'd like to help deliver leaflets
 I would like to join the Lib Dems

Are you able to help the Lib Dems by enclosing a donation to cover the cost of this survey?

£5 £10 £20

Other £ _____

Please make cheques payable to "Liberal Democrats".

(A donation of £5 or more entitles you to membership of the Lib Dems. Tick here if you do not want to become a member.)

HOW HARLOW VOTES

Lib Dem UP +8.4

Lab DOWN -14.7

Con DOWN -3.1

Change in local vote since 2001 General Election