Appropriate Care for Everyone (ACE) - questionnaire

Health and Social care services are working together to deliver services in a joined up way. This will mean that every adult in Oxfordshire will be receiving care that is timely, in the right place and suitable for their needs.

At the moment some people get ‘stuck’ in the system and may find themselves in hospital for much longer than they need to be. This is a problem we are trying to solve in Oxfordshire by closer working between organisations.

These questions are being asked to help us to understand what your views are on the way we are planning to develop bringing aspects of care closer to home and supporting services to work more closely together.

Before completing this questionnaire you will find it helpful to have read the following documents:

- Appropriate Care for Everyone (ACE)
- Appropriate Care for Everyone (ACE) – A sample of the services currently available

These can be viewed on-line and if you prefer you can answer the questionnaire on-line at the following link: http://bit.ly/ACEOXON

The questionnaire is on the following pages:
1) Please explain your interest in this project

- I have experienced a delay in leaving hospital once I was well enough to leave.
- I care for someone who experienced a delay in leaving hospital once they were well enough to leave.
- I have been in hospital but do not think there was a delay in leaving hospital.
- I care for someone who has been in hospital but do not think there was a delay in leaving hospital.
- I have an interest in NHS services.
- I work for an organisation with an interest in NHS services.
- Other.

If you have answered other or told us that you or someone you care for has been delayed please tell us more.

2) Have you heard about Delayed Transfers of Care (DTOC)

- Yes.
- No.
- I don’t know.
- No.

Please comment if you wish to...
3) Thinking about the times when you or someone you care for might have needed help from the health service or social care - what is important to you?

☐ Feeling safe at home
☐ Being able to stay home
☐ Being in a hospital where I know the care is good
☐ Understanding what is going on and what will happen next
☐ Being able to stay in touch with family and friends
☐ Going into hospital if I need to but being sure I will get home quickly
☐ If I am not seriously ill being able to get the kind of care I might usually expect in a hospital in my own home or in my care home
☐ Other

Please comment if you have responded ‘other’

4) Please tell us, what you think, would be the best way of helping people to use hospital less and leave earlier. Ticking a number from one to seven please tell us how important each answer is to you. (One means it is least important seven means it is most important).

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<td>My GP doing more diagnosis in the surgery or in my home</td>
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<td>Help to sort out how to stay at home rather than go to hospital.</td>
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<td>Support put in place quickly so I can stay in my local area.</td>
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<td>NHS and social services working together to help me to stay in my local area.</td>
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<td>Health and social care services designed to respond quickly when I need them</td>
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<td>A process which means that I do not have to go to an acute hospital if I am not feeling well enough to stay at home.</td>
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<td>Social services and health working more closely together</td>
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<td>Being able to go home quickly, if I am well enough to leave hospital.</td>
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Please make any comments here or add your own ideas.
5) Do you have any other comments on this if so please put your thoughts in the box.


If you would like to hear the outcome of this work we would be happy to send you the final report. Please complete your name and address below.

Name:
Address:

Email address:
Telephone number:

When you have completed this questionnaire you can post it as follows:
Communications & Engagement
FREEPOST RRRKBZBTASXU
NHS Oxfordshire
Jubilee House
5510 John Smith Drive
Oxford Business Park South, OXFORD OX4 2LH

If you would prefer to complete it online or have any queries please see below:

How to answer the questions on line
Take a look at the consultation pages on our website. You will be asked to register before you can get all the information: http://bit.ly/ACEOXON

How to find out more

Write to the above address
Email: talking.health@oxfordshirepct.nhs.uk

Phone 01865 334641