

NHS Continuing Healthcare (NHS CHC) is a package of care for adults aged 18 or over. In order to receive NHS CHC funding individuals have to be assessed by Clinical Commissioning Groups (CCGs) according to a legally prescribed decision making process to determine whether the individual has a primary health need.

What is a primary health need?

The concept of a primary health need is central to deciding whether the entirety of someone's care needs should be met by the NHS or the local authority. Put simply, an individual has a primary health need if, having taken into account all their health and social care needs, it can be said that the main aspects or majority of the care they require is focused on addressing or preventing health needs.

NHS CHC can be provided in a variety of settings outside hospital, such as in your home or in a registered care home.

We are continually reviewing our services to make them better and would welcome your views on the continuing healthcare process and your experiences. All of your answers will remain confidential and only used for service improvements.

1. Please tell us if you are you answering this:

- On behalf of myself Someone I care for
 On behalf of my relative

2. Which GP practice are you or the person you care for registered at?

Arrangement of your assessment

If your continuing healthcare checklist was positive you should have gone through to the assessment process. Your assessment meeting should have been arranged via a letter within approximately 2 weeks of receiving the positive checklist.

3. To what extent do you agree or not with the following statements?

	Strongly agree	Agree	Disagree	Strongly disagree	Don't know
I received the letter within approximately 2 weeks	<input type="radio"/>				
I was given enough time to make arrangements for the assessment meeting	<input type="radio"/>				
I was aware that my friends/family could attend the meeting to support me	<input type="radio"/>				
The letter explained everything clearly	<input type="radio"/>				

4. To what extent were you satisfied or not with the arrangements of your assessment meeting?

- Very satisfied Very dissatisfied
 Satisfied Don't know
 Dissatisfied

Please explain the reason for your answer below

Assessment meeting

Your assessment meeting should be undertaken by a nurse and social worker who would have undertaken an eligibility assessment with you

5. To what extent do you agree or not with the following statements about your assessment meeting?

	Strongly agree	Agree	Disagree	Strongly disagree	Don't know
I was introduced to the people in the meeting	<input type="radio"/>				
I was given enough information to understand the process	<input type="radio"/>				
I felt listened to	<input type="radio"/>				
My needs were accurately identified	<input type="radio"/>				
I was treated with dignity and respect	<input type="radio"/>				
I felt the staff had enough knowledge to make a decision	<input type="radio"/>				
Staff were open and honest with me	<input type="radio"/>				

6. To what extent were you satisfied or not with your assessment meeting?

- Very satisfied Very dissatisfied
 Satisfied Don't know
 Dissatisfied

Please explain the reason for your answer below

Recommendation

At the end of your assessment meeting, you will have been told whether you were recommended for continuing healthcare funding or not.

7. To what extent do you agree or not with the following statements about your recommendation?

	Strongly agree	Agree	Disagree	Strongly disagree	Don't know
The recommendation was clearly explained to me	<input type="radio"/>				
I was given a written copy of the decision support tool document	<input type="radio"/>				
What happens next was clearly explained to me	<input type="radio"/>				

8. Following your assessment please tell us what funding, if any, you received

- I didn't receive any funding
- I have not received confirmation of funding yet
- I received full funding
- I received funded nursing care
- I received a joint funded package of care
- I received social care funding
- Don't know

9. If you were recommended full funding, were you offered a Personal Health Budget (PHB)?

- Yes
- No
- Don't know / can't remember

10. To what extent were you satisfied or not with the process of recommendation?

- Very satisfied
- Satisfied
- Dissatisfied
- Very dissatisfied
- Don't know

Please explain the reason for your answer below

Outcome

11. To what extent were you satisfied or not with the outcome of the assessment process?

Very satisfied

Very dissatisfied

Satisfied

Don't know

Dissatisfied

Please explain the reason for your answer below

12. If you were dissatisfied at all with the outcome of this, how aware are you of where to raise concerns or complaints?

Fully aware

Not aware at all

Partially aware

Don't know

Not really aware

13. If you have any suggestions about how we could improve the continuing healthcare assessment process please tell us below

Equalities Monitoring - Under the provisions of the Equality Act 2010, all NHS organisations are required to demonstrate that their processes are fair, and that they are not discriminating or disadvantaging anyone because of their age, disability, gender reassignment status, marriage or civil partnership status, pregnancy or maternity, race, religion or belief, sex or sexual orientation. Please help us to monitor how well we engage with the population we serve, by completing the monitoring section below. Your answers will be kept strictly confidential in line with the Data Protection Act 1998 and you will not be personally identifiable through your answers.

14. Which age group do you belong to?

15. Do you consider yourself to have a disability?

16. If yes do you have a:

17. Ethnicity

18. Gender

19. Do you now, or have you ever considered yourself to be transgender?

20. Religion or beliefs

21. Sexual orientation

22. Pregnancy and maternity - are you an expectant mother?

23. Pregnancy and maternity - have you utilised local maternity services in the last 18 months

24. Carer- are you currently providing support and care to a partner, child, relative, friend or neighbour who cannot manage without your help or/ and support?

Thank you for completing this survey