Dear Member/Resident

Age UK Hounslow have been funded by Hounslow Clinical Commissioning group to conduct a survey of ways in which local people access health services when they are unwell or in need of some advice or information about their health. Please be assured all information you provide through this questionnaire will keep your identity anonymous and any medical information provided will be confidential and comply with current Data Protection legislation.

Please ask our member of staff or volunteer if you need any additional help with the completion of this questionnaire.

Thank you for taking part in this research, a report will be available when the project has been completed.

**PLEASE COMPLETE THE FOLLOWING QUESTIONNAIRE:**

1. **YOUR GP** (i) Overall rating on a 5-point scale, please circle your choice:

1= Poor 2= Fair 3= Average 4= Good 5= Excellent

(ii) Can you give examples of good health support from your GP or other staff at the surgery?

(iii) Can you give examples of not so good health support from your GP or other staff at the surgery?

1. **Have you visited the Health centres in the area for emergency treatment rather than go to your GP?**

(a) Bedfont Clinic Y/N

 (b) Feltham Centre for Health Y/N

 (c) Other- please name \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Y/N

Why did you go direct to the above Health Centre?

1. **Have you visited the following A& E departments in the following hospitals for emergency treatment rather than go to your GP?**

(a) St. Peters Y/N

 (b) West Middlesex Y/N

 (c) Other- please name \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Y/N

Why did you go direct to the above A & E Department?

1. **In the past 12 months have you used the following telephone number for any urgent health concerns?**

 (a) 111 Y/N

 (b) 999 Y/N

In either or both cases please would you give us brief details of the concern.

Were you happy with the outcome(s)? Y/N

1. **Please provide the following information**.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Age band | 16- 24 | 25-40  | 41-60 | 61-75 | 75+ |
| Please tick |  |  |  |  |  |

Gender……………………………..

Ethnicity……………………………

Postcode…………………………..

**THANK YOU FOR PARTICIPATING IN OUR SURVEY!**

PLEASE RETURN THIS SURVEY TO:

**AGE UK HOUNSLOW**

**THE SOUTHVILLE COMMUNITY CENTRE**

**SOUTHVILLE ROAD**

**FELTHAM**

**MIDDLESEX**

**TW14 8AP**

THANK YOU.