

Getting help to hospital appointments – Poole residents



We are a charity that helps people with mobility problems live independent lives in the community. We would like to know more about the experience of older and disabled Poole residents trying to get to a local hospital for a non-emergency health appointment

1. Are you answering for yourself or on behalf of a relative?

- I am answering on my own behalf
 - I am answering on a relative's behalf
- If you are answering on behalf of someone else – please base your answers on their experience

2. Do you live in a Poole post code?

- Yes – Please complete the rest of the survey.
- No – Please stop here and thank you for your time

3. What is your age or the person's you are replying on behalf of?

- 18 to 54
- 55 to 64
- 65 to 74
- 75 to 95
- 95 or older

4. Do you have a disability / chronic health condition which affects travelling?

- No
- Yes – I have a disability which makes it difficult to travel
- Yes – I have a chronic health condition which makes it difficult to travel
- Yes – I have both a disability and a health condition making it difficult to travel

5. Do you or anyone in your household drive a car?

- Yes
- No

6. Have you ever been refused NHS transport to a non-emergency hospital appointment?

- Yes
- No

7. If you have been refused hospital transport, how did you get to your appointment?

- I took a taxi
- I got there by bus
- A relative/friend took time off work to take me
- A relative/friend was available to take me
- I cancelled the appointment
- Not applicable

8. Indicate your experience of trying to arrange your own transport to the appointment?

- Relatively easy and affordable
- Affordable but difficult to plan
- I had some difficulty finding appropriate accessible transport at an affordable cost
- It was difficult finding appropriate accessible transport at an affordable cost
- I couldn't find appropriate affordable transport, so I delayed or cancelled the appointment
- Not applicable

9. How did you feel about the experience?

- I found it very stressful
- I found it stressful
- I found it quite stressful
- I found it a little stressful
- Not at all stressful
- Not applicable

10. Once you arrive at the hospital for an appointment, do you require additional help to get to and from the ward/clinic and if so what kind of help do you require?

- No
- Yes – please provide brief details below (Answer box)

11. In the last 12 months how many times have you visited Poole or Bournemouth hospitals for a healthcare appointment?

- None
- 1 -3
- 3- 4
- 5 -9
- 10 or more times

12. If a door to door, non-profit transport service (with wheelchair capacity) was available in your area to Poole/ Bournemouth hospitals would you be prepared to pay a £10 return fare?

- Yes No

13. If you answered 'No' to question 12, please explain below

14. Any other comments which you feel are relevant to your experience of travelling to a hospital appointment?

15. What qualities do you consider most important when arranging transport to a hospital appointment? Please rank in order of importance using 1-6 with 1 being the most important.

- Cost of the service
- Extra help from the driver for my specific needs
- Ease of booking
- A service that I can rely on to get me to the appointment on time
- A service which will get me home within an hour of finishing my appointment
- A driver who is police checked and trained to help people with mobility problems.

16. If a low cost, door to door fully accessible minibus service for older and/or disabled Poole residents was available offering sociable trips within the local area, would you be interested in using it?

- Yes, I would be interested in going on the trips
- No, I do not think that would interest me
- Possibly, I would need to find out more.

Please return this survey to us at our office at:- Castlepoint Shopmobility, Castlepoint Shopping Park, Castle Lane West, Bournemouth, BH8 9XA - or email info@sedcat.org.uk Thank you for taking the time to complete this survey – sedcat (Charity No.1146311)