**Making health and care services better for armed forces families**

**Easier to read questionnaire**

# Please make sure you have read our easier to read engagement document before completing this questionnaire.

# When we need your feedback by

Please send your answers, thoughts and experiences to [nelcsu.amredforcesfamilies@nhs.net](mailto:nelcsu.amredforcesfamilies@nhs.net) by **30th November 2020**.

# SECTION 1 – Questions about you

1. Please tick one box that describes you or your organisation. You can also tick one box if you are filling out the questionnaire on behalf of someone else – for example you might be a carer or relative.

|  |  |
| --- | --- |
| 1. I am in the British armed forces (Regular) |  |
| 1. **I am in the British armed forces** **(Reservist)** |  |
| 1. **I am a veteran** – this is someone who used to be in the armed forces |  |
| 1. **I am part of an armed forces family** |  |
| 1. **I work for an armed forces charity, other charity or another organisation that supports the armed forces community** |  |
| 1. **Something else** |  |

2. We need to know who is answering these questions. Please tell us if you are answering on behalf of

|  |  |
| --- | --- |
| Myself |  |
| A relative or someone I care for |  |
| An organisation (please tell us which one): |  |
| Something else (please tell us more): |  |

3. Please tell us what your armed forces experience is. Are you or your family member in the:

|  |  |
| --- | --- |
| Army |  |
| Royal Air Force |  |
| Royal Marines |  |
| Royal Navy |  |
| Other (please tell us what this is): |  |
| This question does not apply to me |  |

4.Please tell us the first part of your postcode or your BFPO number

We only need this information to help us see where you live and who is answering our questions. We won’t use it to identify where you live or who you are.

E.g. ST15

5. If you are a member of an armed forces family living overseas, do you get support from the Defence Global Practice or European Joint Support Unit?

|  |  |
| --- | --- |
| Yes |  |
| No |  |
| This does not apply to me or my family |  |

6.A) If you live in England, are you registered with an NHS GP practice or Defence Medical Services GP practice?

|  |  |
| --- | --- |
| I am with an NHS GP practice |  |
| I am with a Defence Medical Services GP practice |  |
| I am not registered with either |  |

**B) If you are not registered with an NHS GP in England, please tell us why here**

Please share your experiences

7. A) Would you like to be kept up to date with information about what we find from this questionnaire?

|  |  |
| --- | --- |
| Yes – please go to question 7B |  |
| No |  |

**B) Please tell us your email or postal address.**

We will only use your contact information to keep you up to date on what we find out from this questionnaire.

We will not use this information for any other reason and we will not share it with any other organisations.

Please include your email or postal address if you’d like to be contacted.

# SECTION 2

**This section is for current armed forces personnel (Regular or Reservist), veterans and their families.**

# Developing support for armed forces families

The NHS have a plan to have more support for veterans and armed forces families when they come out of the armed forces. This includes people who have left the armed forces in the past.

The plan is about some of the issues armed forces families are facing and why making support better is so important. Armed forces families have already told us a lot about what support they need and how services can be made better.

Setting up armed forces families support networks across the country is one idea to make support better. These networks could bring lots of organisations together who already provide support.

This might include the NHS, the Ministry of Defence, local authorities, Families Federations and voluntary and community organisations. This would help make life more connected for armed forces families.

We already have some excellent support networks in parts of England to help make armed forces families’ experiences of health services better. People have told us they like these networks. Feedback about them is really positive.

These support networks can help by

* Being a contact for armed forces families so they can get help and support from the NHS
* Working with armed forces families to understand what can make it hard to get good health care
* Training and sharing information with other healthcare professionals so they understand what armed forces and their families need
* Working with armed forces families so the NHS understand what they need and can put this in our training
* Having champions and leaders who work with the NHS to support armed forces families.

Not all areas in England have support networks at the moment. We want to know if you think setting up networks would help and support armed forces families. We also want your ideas about what other support you think would be helpful.

1. **What kind of information and support would be helpful for you and your family?**

You can tick as many answers as you want

|  |  |
| --- | --- |
| I want to go to one place to ask questions about healthcare issues and services |  |
| I want help to access health services |  |
| I want to give feedback so health services can get better |  |
| I want information about health services for physical health conditions |  |
| I want information about mental health services for children, young people and adults |  |
| I want to know how to access support if I’m feeling lonely, isolated, or facing a crisis |  |
| I want help with other support – for example housing and benefits |  |
| I want to know about support for carers |  |
| I want to know about support for children and young people |  |
| Something else (please tell us more) |  |

**2. How can we make health support for armed forces families better?**

You can tick as many answers as you want

|  |  |
| --- | --- |
| Make communications better between armed forces families and the places where they get health and care |  |
| The NHS to understand the armed forces lifestyle so people can have more connected care. For example, for armed forces families who need to move around and for family members with complex medical needs |  |
| Have one place to contact to get help with coordinating care and support |  |
| Better access to health and care services with nothing getting in the way of care and treatment |  |
| More information on NHS services and how to use these services |  |
| Support and advice to help the whole family move from a life in the military to living in the community |  |
| Linking up veteran health services with care and support for armed forces families |  |

**3. A) What would be the benefits of an armed forces families support network in your area?**

Please share your thoughts here.

1. **Can you say what the challenges of setting up an armed forces families support network might be?**

Please share your thoughts here.

**4.What are the three most important things an armed forces families support network should do?**

Please pick your top 3 answers:

|  |  |
| --- | --- |
| Act as a point of contact for armed forces families, offering support and guidance to understand the NHS and services |  |
| Work with armed forces families to understand the challenges and issues they experience in accessing health services and how these can work better |  |
| Deliver training and share information with healthcare and other professionals to increase awareness and understanding of the health needs of armed forces families |  |
| Work in partnership with armed forces families to make sure information and training materials reflect their experiences of military life |  |
| Train up service champions who work with the NHS to support people with military backgrounds and their families when accessing NHS services |  |

**5. A) What is working well now with support for armed forces families between different organisations?**

Please share your thoughts here.

**B) What is not working well and could be better?**

Please share your thoughts here.

**6. Would you like to take part in developing support for armed forces families?**

|  |  |
| --- | --- |
| Yes (please give us your contact details below and we will be in touch): |  |
| No |  |

# SECTION 3

## Anything else you want to tell us

Please tell us anything else you want to say about your experiences of trying to get health and care for you and your family:

**Please now complete the monitoring questions at the end of this document.**

**Thank you for your time.**

# SECTION 4

**Equality monitoring questions**

We want to find out who has answered our questions. This helps us treat everyone in a more equal way.

Please tick **one box only**

1. **A) How old are you?**

|  |  |
| --- | --- |
| 12-15 |  |
| 16-18 |  |
| 19-25 |  |
| 26-40 |  |
| 41-65 |  |
| 66-74 |  |
| 75 or over |  |
| I don’t want to say |  |

1. **If you are answering questions for someone else, please tell us how old they are**

|  |  |
| --- | --- |
| 0-4 |  |
| 5-8 |  |
| 9-12 |  |
| 13-15 |  |
| 16-18 |  |
| 19-25 |  |
| 26-40 |  |
| 41-65 |  |
| 66-74 |  |
| 75 or over |  |
| I don’t want to say |  |

1. **Which gender description describes who you are and how you think of yourself?**

|  |  |
| --- | --- |
| I am male |  |
| I am female |  |
| Another gender or definition |  |
| I don’t want to say |  |

1. **Is your gender identity the same as the gender you were given at birth?**

|  |  |
| --- | --- |
| Yes |  |
| No |  |
| I don’t want to say |  |

1. **Do you have a disability?**

|  |  |
| --- | --- |
| Yes (please tell us more about your condition): |  |
| No |  |
| I don’t want to say |  |

1. **What is your sexual orientation?**

|  |  |
| --- | --- |
| Heterosexual/Straight |  |
| Gay |  |
| Lesbian |  |
| Bisexual |  |
| Other |  |
| I don’t want to say |  |

1. **What is your ethnic group?**

**White**

|  |  |
| --- | --- |
| Welsh |  |
| English |  |
| Scottish |  |
| Northern Irish |  |
| British |  |
| Irish |  |
| Gypsy or Irish Traveller |  |
| Any other White background (please say what this is): |  |

**Mixed**

|  |  |
| --- | --- |
| White and Black Caribbean |  |
| White and Black African |  |
| White and Asian |  |
| Any other mixed background (please say what this is): |  |

**Asian or Asian British**

|  |  |
| --- | --- |
| Indian |  |
| Pakistani |  |
| Bangladeshi |  |
| Chinese |  |
| Any other Asian background (please say what this is): |  |

**Black or Black British**

|  |  |
| --- | --- |
| Caribbean |  |
| African |  |
| Any other Black background (please tell us what this is): |  |

**Other ethnic group**

|  |  |
| --- | --- |
| Arab |  |
| Other (please state): |  |

|  |  |
| --- | --- |
| I don’t want to say |  |

1. **What is your religion or belief?**

|  |  |
| --- | --- |
| No religion |  |
| Buddhist |  |
| Christian |  |
| Hindu |  |
| Jewish |  |
| Muslim |  |
| Sikh |  |
| Atheist |  |
| Agnostic |  |
| Any other religion (please state): |  |
| I don’t want to say |  |

**Thank you for your time**

If you would like this document in a different format, or language please

Email: **nelcsu.armedforcesfamilies@nhs.net**

Or phone **0203 688 1653** to talk about other options