

## **The future of Community and Neighbourhood Health and Care Services**

This survey is being run by Somerset NHS Foundation Trust. The feedback from this survey will be compiled into a report and used to improve our services. The survey responses are held by Snap Surveys, a GOV.UK Digital Marketplace Supplier, who provide our online surveys.

For more information about the way we handle your data, please see our Privacy Statement: [View privacy statement here](#)

### **We want to hear from everyone – especially you**

Somerset NHS Foundation Trust's patient engagement and involvement team is reaching out to local people in Crewkerne, Bridgwater, Burnham-on-Sea, Frome and West Mendip, to understand how you access healthcare services in your local area.

We want to hear from all voices, including those who are often less heard, about what's working, what's missing, and what would make the biggest difference to you and your family.

This survey focuses on your experiences and ideas for improving healthcare services in your local area – it's separate from the Somerset Big Conversation, which looks at health and care services across the whole county. Sharing your views in both will help to shape local services now, and for Somerset's future plans.

### **Tell us about your experience**

#### **Access to care**

1. Do you usually use healthcare services in your local area?

Yes

No



10. If yes, please tell us about your experience

11. What one thing would make the biggest difference to you or your family when it comes to local healthcare?

12. What would help you feel more supported to manage your health closer to home?

## Your Voice Matters

13. Do you feel your voice is heard when it comes to decisions about local healthcare services?

Yes

No

14. If not, what would help change that?

15. Would you be interested in giving feedback or getting involved in improving local healthcare?

Yes

No

16. If yes, how would you prefer to do that? (online surveys, community meetings, local forums etc)

## Demographics

To help us understand who is participating in this conversation, please provide some anonymous demographic information. All fields are optional.

17. First part of your Postcode (e.g. BA1, TA1)

18. Age Group

16 - 24

45 - 54

75 - 84

25 - 34

55 - 64

85+

35 - 44

65 - 74

19. Gender

Male

Non-binary

Female

Prefer no to say

20. Ethnicity

White

Asian / Asian British

Other Ethnic Group

Mixed / Multiple Ethnic  
Groups

Black / African /  
Caribbean / Black British

If other, please specify

Thank you for taking part in this survey.