

## Transport to healthcare services with NWACTA

The Norfolk Primary Care Trust would like to hear your opinions about the transport services we provide to healthcare establishments. They would also like to know if our services have made a difference to your health and well-being.

Please ring the most appropriate answer.

1. How many times have you asked NWACTA for transport to a health-related appointment in the last 12 months? (Using either Dial a Medi Ride or Dial a Bus0
  - a. never
  - b. 1-3
  - c. 4-6
  - d. 7-9
  - e. 10 or more times
  
2. How satisfied are you with the service you received from NWACTA?
  - a. very satisfied
  - b. satisfied
  - c. neither satisfied nor dissatisfied
  - d. Dissatisfied
  - e. very dissatisfied
  
3. Please ring any statements that apply to you:
  - a. Without NWACTA, I would have serious difficulty getting to healthcare appointments
  - b. I have friends or family who are willing and able to take me to healthcare appointments
  - c. I am more likely to make a healthcare appointment knowing I can get transport from NWACTA
  - d. I would always get a bus or taxi to a medical appointment
  
4. Assuming NWACTA did not exist, please ring any statements that would then apply to you:
  - a. My healthcare professionals (GP, clinician etc) are concerned about how I might travel to my next appointment
  - b. I would think twice about making a healthcare appointment if getting to it might be difficult or expensive
  - c. I make whatever healthcare appointments I feel are necessary and get to them any way I can
  - d. If my friends or family take me, it can be difficult for them (for example because they have to get time off work or arrange for someone to look after the children).
  - e. I get very worried at the thought of making a healthcare appointment because travel is such a problem. If I don't think my problem is too serious, I might not bother seeking medical help.
  - f. I might become less happy, or even depressed if I cannot get out occasionally.

5. For this question, please ring any statements that are relevant to you:
- a. I use NWACTA services because I feel the staff and drivers care about my well-being
  - b. The company of the other passengers on the bus gives me a sense of 'belonging'
  - c. If it wasn't for the Dial a Bus or Medi Ride service, I would feel lonely and vulnerable
  - d. Using NWACTA's services has helped me to achieve better overall health
  - e. Using NWACTA's services has been useful but has not helped me to achieve overall health
  - f. NWACTA does not offer me the journeys I need to make
  - g. Being taken to places where I can buy affordable healthy food is important to me
  - h. When I go to a health-related appointment I find it reassuring to have someone with me to give assistance or simply to talk to.
  - i. When I go to a health-related appointment I do not wish to talk to the driver about my reasons for going.
  - j. Being with NWACTA has given me confidence
  - k. If NWACTA services had to end because of a lack of funding, I anticipate my health and quality of life would suffer
  - l. If NWACTA services had to end because of a lack of funding I don't think it would affect me greatly.

6 Please write any comments that you think might be relevant

Thank you for your participation in this survey. Your views will be taken into consideration as part of the health provision planning process in Norfolk.

Please be assured that all responses will be treated in utmost confidence so please do not write your name on the form.

Please return your form to:  
NWACTA  
No later than ????????