

50+ FORUM

SURVEY 4

2009



Llywodraeth Cynulliad Cymru
Welsh Assembly Government





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Carmarthenshire Local Health Board

The CDM (Chronic Disease Management) Team has been set up to support people with certain chronic diseases in the Carmarthenshire area. They work in the community supporting people in their homes, giving them advice on self management to improve their quality of life, reducing the need to be admitted to hospital and supporting them at home if an admission is necessary, in the hope of reducing their length of stay in hospital. They can be referred to the team via their G.P. practice or from secondary care.

Q.1 Before receiving this questionnaire had you heard of the Chronic Disease Management Team?

- Yes (Go to Q.2)
- No (Go to Q.3)

Q.2 Which of the following conditions do you think are currently covered by the Chronic Disease Management (CDM) Team? (Tick ALL that apply)

- Heart Failure
- Diabetes
- Chronic Obstructive Pulmonary Disease
- Rheumatoid Arthritis
- Cancer
- Epilepsy
- Asthma
- Stroke
- Cystic Fibrosis
- Multiple Sclerosis

Q.3 What conditions do you think should be covered? (Tick ALL that apply)

- Heart Failure
- Diabetes
- Chronic Obstructive Pulmonary Disease
- Rheumatoid Arthritis
- Cancer
- Epilepsy
- Asthma
- Stroke
- Cystic Fibrosis
- Multiple Sclerosis

Q.4 If you were offered the services of the CDM Team by your doctor, would you allow them to visit you at home?

- Yes
- No

Q.5 Do you think the CDM Team is employed by...?

	Yes	No	Don't know
Hywel Dda Trust	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Carmarthenshire Local Health Board	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q.6 Which services do you think the CDM Team currently offer?

- Self management of condition
- Changes to medication
- Assessment of condition
- Exercise
- Physiotherapy
- Education & training
- Referral to other services
e.g. social services, podiatry, dietician occupational therapy, toenail cutting
- Help with personal hygiene
- Help with meal preparation

Q.7 Please include any other services you think should be covered by the CDM Team below.

Benefits Take-Up campaign

Q.8 Do you currently receive help with your Council Tax or rent through Housing Benefit?

- Yes (Go to Q.9)
- No (Go to Q.20)

Q.9 Which benefits do you receive? (Tick ALL that apply)

- Council Tax Benefit
- Rent Rebate (renting from the Council)
- Rent Allowance (renting privately or from a Housing Association)

Q.10 What prompted you to apply? (Tick ALL that apply)

- Change in personal / financial circumstances
- Encouraged to apply by friends or family
- Encouraged by a representative of some other organisation (please specify) _____
- Prompted by an advert or other information (please specify) _____

Q.11 How did you initially make contact with the Council to apply? *(Tick ONE box only)*

- Phone
- Letter
- E-mail
- Visited one of the Customer Services Centres (Ammanford, Carmarthen, Llanelli)

- Other (please specify) _____

Q.12 Where did you complete the application form? *(Please tick ALL that apply)*

- Council Customer Service Centre
- Over the telephone with a member of the Housing Benefit staff
- At home (Home visit by a member of the Housing Benefit staff)
- At home (Received a form by post)
- Department for Work & Pensions (DWP) office

- Other e.g. Citizen's Advice Bureau office (please specify) _____

Q.13 How would you rate the quality of advice provided when applying?

- Very poor
- Poor
- Good
- Excellent

Q.14 Did you have any difficulty when visiting or telephoning the Council (either when enquiring or when applying)?

- Yes (Go to Q.15)
- No (Go to Q.16)

Q.15 Please give details of any difficulties you encountered.

Q.16 What is your preferred way of contacting the Council with enquiries about your application? *(Tick ONE box only)*

- Phone
- Letter
- E-mail
- Visited one of the Customer Services Centres (Ammanford, Carmarthen, Llanelli)

- Other (please specify) _____

Q.17 Why is this your preference?

Q.18 How could we improve the contact arrangements for you?

Q.19 The application form is quite long because we have to ask for a lot of necessary information. Apart from this, how do you think we could improve the form?

For example, was the guidance on the form:

- useful?
- easy to understand?
- was there enough to enable you to complete the application?
- what problems did you have in completing the application?

(Please go to Q.24)

Q.20 Why haven't you applied for benefits?

- You are sure your income is too high
- You assume that your income is too high
- The application process is too complicated
- You don't feel happy in asking for financial help
- You had a bad experience when applying previously
- You are not aware of the help available
- You do not know how or where to apply
- You have difficulty getting to a Council office (please specify) _____
- Other (please specify) _____

Q.21 If you wanted advice about whether you were eligible for benefits, where would you go for initial information?

- Council Benefits section via phone
- Council Benefits section via letter
- Council Benefits section via e-mail
- Visit the Council's Customer Service Centre
- Visit the Council's website
- Phone directory
- Church / social club
- Social worker / Home Help / or other community link
- Advice organisation
- Ask friends or family
- Other (please specify) _____

Q.22 There are a number of ways that applications can be made and the Council Benefits section are now able to offer more contact options. If you were now going to make an application, which method would you prefer and why?

- Have a form sent to you at home
- Visit one of the Council's Customer Service Centres
- Home visit (where we arrange a time to come and see you and will also give you advice beforehand on the sort of documents we will need to see)
- Office appointment (where we arrange a time for you to see a member of the Benefits Section and will give you advice beforehand on what documents to bring with you)
- Telephone claim (where we phone you and work through the application. You will then be sent the form to sign and return to us, along with any documents we need to see)
- Receive help from an advice organisation e.g. Citizen's Advice Bureau

Q.23 How do you think we could improve the overall Benefits Service in order to encourage people to apply?

Mid and West Wales Fire and Rescue Service



Q.24 Do you have a smoke alarm in your home?

- Yes (please go to Q.25)
- No (please go to Q.26)

Q.25 How many smoke alarms do you have in your home?

- Upstairs _____
- Downstairs _____

Q.26 Did you know that you can request that Mid and West Wales Fire and Rescue Service to carry out a Home Fire Safety Check and fit a smoke alarm free of charge in your home.

- No
- Yes and I have had a Home Fire Safety Check
- Yes and I would like a Home Fire Safety Check
- Yes but I do not want a Home Fire Safety Check

Q.27 Mid and West Wales Fire and Rescue Service undertake an annual consultation on how we can help build safer communities and what we do to reduce risk. We want the public to respond to this consultation. How do you think we could raise public awareness for this process?

For further information or to request that Mid and West Wales Fire and Rescue Service carry out a Home Fire Safety Check and fit a smoke alarm free of charge in your home please phone our freephone number 0800 169 1234.

IT Access

Q.28 Which 3 words best describe how you feel about technology? *(Please tick up to 3 boxes)*

- Exciting
- Scary
- Essential
- Annoying
- Expensive
- Fun
- Efficient
- Complicated
- Helpful
- Boring

Q.29 Can you suggest any other words that sum up you feelings?

Q.30 Which of the following do you have? *(Please tick ALL that apply)*

- A computer or laptop
- A computer or laptop with internet access
- Wireless internet access
- A mobile phone
- A mobile phone with internet access
- A PDA
- An MP3 player
- A digital camera
- Digital Television
- Digital Radio

PC Usage and Access

Q.31 Do you have access to a personal computer (PC)? *(Please tick one box only)*

- Yes (Go to Q.32)
- No (Go to Q.34)
- No, but I plan to (Go to Q.34)
- Don't know (Go to Q.34)

Q.32 How regularly do you use a personal computer (PC)? *(Please tick one box only)*

- Daily
- More than once a week
- Once a week
- More than once a month
- Once a month
- Rarely
- Never

Q.33 Where do you use a personal computer (PC)? *(Please tick all that apply)*

- Home
- Work
- Library

- Other - please specify _____

Internet Usage and Access

Q.34 Do you have access to the Internet? *(Please tick one box only)*

- Yes (Go to Q.35)
- No (Go to Q.38)
- No, but I plan to (Go to Q.38)
- Don't know (Go to Q.38)

Q.35 How regularly do you access the Internet? *(Please tick one box only)*

- Daily
- More than once a week
- Once a week
- More than once a month
- Once a month
- Rarely
- Never (Go to Q.38)

Q.36 Where do you use the Internet? *(Please tick all that apply)*

- Home
- Work
- Library

- Other - please specify _____

Q.37 What do you use the Internet for? *(Please tick all that apply)*

- Food shopping
- Goods shopping
- Holidays
- Banking
- Insurance
- General buying and selling
- Paying bills (phone, gas, electricity etc.)
- Council services
- Hobbies / forums / organisations
- General browsing for information / searches
- Music downloads

- Other - please specify _____

Broadband Access at Home

Q.38 Do you have Broadband Internet access on your personal computer (PC) at home? *(Please tick one box only)*

- Yes (Go to Q.40)
- No (Go to Q.39)
- Don't know (Go to Q.40)
- Don't have PC at home (Go to Q.40)

Q.39 If you do not have Broadband Internet access on your personal computer (PC) at home, why is this? *(Please tick one box only)*

- Don't want Broadband Internet access
- Don't want Broadband Internet access at the moment, but do plan to get it in the future
- No Broadband coverage in the area in which I live
- I don't know if there is Broadband coverage in the area in which I live
- Too expensive

- Other - please specify _____

Importance of Broadband Internet Access

Q.40 How important is Broadband Internet access to you? *(Please tick one box only)*

- Very important
- Fairly important
- Neither important nor unimportant
- Not very important
- Not at all important
- Don't know

Q.41 How important do you think Broadband Internet access is to the population of Carmarthenshire? *(Please tick one box only)*

- Very important
- Fairly important
- Neither important nor unimportant
- Not very important
- Not at all important
- Don't know

Q.42 Please explain your response to Q.41

E-mail Usage and Access

Q.43 Do you have a personal e-mail account? *(Please tick one box only)*

- Yes (Go to Q.44)
- No (Go to Q.46)
- No, but I plan to (Go to Q.46)
- Don't know (Go to Q.46)

Q.44 How regularly do you use your personal e-mail account? *(Please tick one box only)*

- Daily
- More than once a week
- Once a week
- More than once a month
- Once a month
- Rarely
- Never

Q.45 Where do you access your personal e-mail account from? *(Please tick all that apply)*

- Home
- Work
- Library
- Other - please specify _____

Q.46 Did you know that Carmarthenshire County Council provides FREE access to PC's and the Internet through it's libraries?

- Yes
- No