

Easy read patient portal survey

Can you spare 5 mins to help us to shape our digital mental health care portal?

At Surrey and Borders Partnership NHS Foundation Trust, we aim to deliver high quality care across all mental health, learning disability, neurodevelopmental and drug and alcohol support services in Surrey and North East Hampshire. [Surrey and Borders Partnership NHS Trust \(sabp.nhs.uk\)](https://www.sabp.nhs.uk)

We want to make it as easy as possible for people to see their mental health records and share the right information with the professionals caring for them. For many people, we can do this securely and conveniently by making better use of digital technology.

We're developing a digital mental health care portal - a secure and confidential digital viewing system that can be used in many ways. For example, you could use it to see your appointments, provide information to the team caring for you, view parts of your care plan, or access crisis resources.

We want to understand how you might like to use a Surrey and Borders Partnership digital portal so that we can build a system designed around your needs.

We would be grateful if you take part in this short survey. It should take no more than five minutes. All responses are confidential.

Please follow the link or scan the QR code to access the survey, which can be completed on any digital device, **before 10th July 24**

Thank you for your time and for sharing your views.

<https://forms.office.com/e/hpS4z1kizY>



Hello and thank you for reading this.



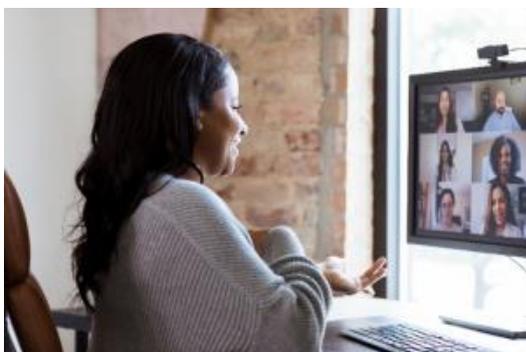
We would like you to answer some questions to help us please. Your answers will help improve our health and care services.

Who are we?



We are Surrey and Border Partnership NHS Trust. We call this **SABP** for short. We help people with their mental health and learning disabilities in Surrey and North East Hampshire.

Your SABP health and care record.



Your Health and Care record is where health and care staff write own what you tell us about your health. Only people who work with you can see this record. We will add important information, like appointments you have had with

us and the medicine or pills you take.

Can I see my SABP health and care record?



We want to make it as easy as possible for you and the people who care for you to see and use your SABP Health and Care Records. Using technology like computers or smart phones can help some people to do this.

How do I answer the questions?



You can answer each question by putting a tick in the box next to the answer you want.



You can ask somebody to help you read the questions and answer them if you want.



The people that help you should **not** tell you which answer to pick, because we want to know what **you** think.



You do not have to answer all the questions if you do not want to.



Your answers are **private**. We will not use your name when we share what we have learned from everyone's answers.



Your SABP Health and Care Record

1. Would you like to be able to see your SABP health and care record on a computer, phone or i-pad ?



Yes



No



I do not know



2. If you would like to see your SABP health and care record on a computer, phone or ipad - how would you like to do this? You can tick as many as you like.

The NHS app

The NHS website

A different App

A different Website



I do not know



3. What would you like to be able to see on your computer or phone? You can choose as many as you like

My Care Plan

Health questions I have answered

Letters about my health and care

Information about pills I am taking

My test results



I do not know



4. What would you like to be able to do on your computer or phone? You can choose as many as you like

I would like to change the information about me, like my address and phone number

I would like to send information to the people caring for me

I would like to have reminders to take my medicine

I would like to have reminders about my appointment



I do not know



5. DIALOG is the name we use for a list of questions about how you are feeling.

Have you heard of it?



Yes



No



I do not know

6. Would you want to answer these questions about how you feel before your appointment?



Yes



No



I do not know

7. Would you want to answer questions about how you are feeling on a computer or smart phone?



Yes



No



I do not know

Anything else?



8. Is there anything else you would like to tell us about your experience of using community mental health services? Please write it



About you

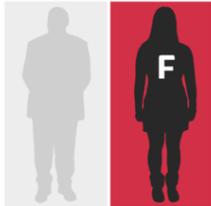
We are asking these questions because we want to make sure that we have heard from different types of people. Your answers will only be used for this reason. Your answers will be confidential.

You do not have to answer these questions if you do not want to.

9. How would you describe yourself?



Male



Female



I do not want to say



Other (please write down how you would describe yourself below)



10. How old are you? Please write your age in years below.



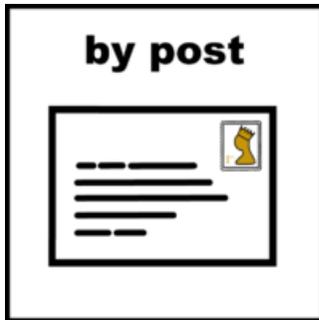
11. Please tell us which town or village you live in.

Thank you very much for answering these questions. Please keep reading to see how to share your answers with us before **19th July**. Thank you.



Please **email** your answers or ask somebody to help you to email them to: non.evans@sabp.nhs.uk

Or **post** them to:



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