

Neurological patient experience survey

Frequently asked questions (FAQ) document

1. Why are you launching a neurological patient experience survey?

The neurological patient experience survey is a vital tool in helping the Neurological Alliance gather important information about the experiences of care received by people affected by neurological conditions. It will also help us understand what progress has been made in improving neurological services and what still needs to happen.

We will be using the survey findings to feed into a report later this year. The report will set out a comprehensive picture of what is happening in relation to neurological services and make recommendations about how care can be improved. We will share the report with decision makers who have influence over how NHS and social care services are designed and delivered.

2. When will the survey be launched, and what is the closing date for responses?

The survey will 'go live' on Monday 30 June 2014, with a closing date of **Monday 15 September 2014**.

3. Is the survey available in a paper format?

The survey is set up in an online format only. This means that you will need an internet connection to complete the survey. The Neurological Alliance is, however, able to provide a paper copy of the survey which can be completed by an individual with a neurological condition before being inputted online at a later date by a friend, family member or carer on the respondent's behalf.

A paper copy can be downloaded from the Neurological Alliance's website.

4. How is the survey going to be promoted and who are the target audiences?

The survey will be sent out to organisations and individuals from across the neurological community. We are also asking for the Neurological Alliance's members to publicise the survey among their own networks on their websites and via email and social media.

5. Can I answer the survey as someone who cares for an individual with a neurological condition, or is it only open to people with a neurological condition?

As this is the first neurological survey of its kind, at present it is only open to individuals with a neurological condition. You can of course support the person you care for by answering the questions on their behalf. We do, however, hope to build on this project in the future and develop a similar survey capturing the experiences of carers.

6. How will you ensure my response remains confidential?

The software programme we are using to collate and analyse the survey's results automatically anonymises responses. We have provided an option in the survey for people to provide their contact details if they wish. You might, for example, have a story or case study that you wish to share with us. We will only contact you if you state in the survey that you are happy to be contacted.

7. Who can I contact should any questions/queries come up whilst completing the survey?

In the first instance, please contact your relevant patient and representative organisation who should be able to answer your query or direct you to the appropriate individual and/or body for further information. There are links to member organisations' websites on the Neurological Alliance website.

8. How and when will the survey's findings be collated and promoted?

Launched on Monday 30 June 2014, the survey will remain open until **Monday 15 September 2014**, during which time the responses will be captured online using the *Survey Monkey* programme.

Once closed, the survey responses will be analysed. The findings will appear in the Neurological Alliance's first annual variations report, which is due for publication at the end of 2014.