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| **Imtac Health and Transport Survey** |

Support and assistance in completing this survey

We want to make completing this survey as easy as possible and accessible to everyone. If using this online survey is difficult for you we can offer alternative ways for you to complete the survey. Examples of how we can support you include:

* Completing the survey over the phone
* Completing a hard copy of the survey which we will send you

If you would like support with completing the survey, including discussing any other reasonable adjustments, we can provide please contact us by email on info@imtac.org.uk or telephone 028 9072 6020.

Once completed can you return this survey by email to info@imtac.org.uk or by post to:

**Imtac**

**Titanic Suites**

**55-59 Adelaide Street**

**Belfast**

**BT2 8FE**

The closing date for the survey is Monday 18th November 2024.

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Background to the survey

This page is more information about the survey including who we are and why we are doing it.

Before You Start

My name is Rebecca Bamford and I am a member of academic staff in School of History, Anthropology, Philosophy and Politics, Queen’s University Belfast. Thank you for considering participating in this research project, which is being conducted with Imtac - The Inclusive Mobility and Transport Advisory Committee. Before you decide if you would like to take part, I would like you to understand what the research is about and what we are asking you to do.

What is the study about?

In this project, we will explore public views on transport to health services. We seek to understand how well people think transport for health services is currently working in meeting their requirements, and what changes, if any, may be needed. The survey results will be used to develop a preliminary report that will guide further discussion on this issue.

Are there any risks involved in participating in this study?

This study, like all research, has both risks and benefits. Because this research studies the experiences and views of the public, including Deaf, disabled, and older people, about using transport for health services, there is a risk that participation in this study can cause an increase in emotional distress. However, we have sought to minimize this risk by making you aware of the overall purpose of the project and the contents beforehand. As a survey participant you can opt out for any reason at any time until publication of our preliminary report (target date 15 December 2024). Potential benefits include a better understanding of current transport for health services experiences and needs in Northern Ireland.

Will your taking part in this study be kept confidential?

Yes! Once you have read this description, have confirmed that you are over 18, and have given full consent to participate by clicking on options below, all information gathered in this survey will be fully confidential. Our survey platform, Surveymonkey, does not collect IP addresses (but does collect basic cookies that are not accessible by the researcher: for more information, you can read their privacy policy (https://www.surveymonkey.com/mp/legal/privacy/). We will be asking for demographic information on age ranges, gender, ethnicity, disability, dependents, and general city/town/rural location but we will not be asking for names, city/town/village name, or postcode. Surveys that do not indicate informed consent will be disregarded and deleted immediately. All information will be stored on the IMTAC secure drive for five years, to comply with research ethics and data regulations.

You can also withdraw your information from the survey, up until the circulation of our preliminary report based on survey data, on December 15 2024. If you have any concerns or questions, please contact me at r.bamford@qub.ac.uk or at 028 9097 3626. If you have wider concerns, please contact the Chair of the HAPP Research Ethics Committee via: happresearch@qub.ac.uk.

**Thank you for participating in our survey!**

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| **Imtac Health and Transport Survey** |

Your consent

We need to ask for your permission to use the information you give to us in this survey. Can you please answer the following questions to help us do this? (Your response will not be considered if you do not answer yes to the following questions)

Top of Form

1 You must be over the age of 18 to complete this survey. Are you over the age of 18?

* Yes
* No

2 Have you read the background to the survey on the previous page?

* Yes
* No
* Bottom of Form

3 Do you know who to contact if you have any concerns?

* Yes
* No

4 Do you agree to have your answers recorded for this research (all answers are anonymous)?

* Yes
* No

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| **Imtac Health and Transport Survey** |

About you

These questions are an opportunity for you to tell us a little bit about who you are.

Top of Form

5 What age are you?

* 18-24
* 25-34
* 35-44
* 45-54
* 55-64
* 65-74
* 75+

6 What term best describes your gender identity?

* Male
* Female
* Non Binary
* Transgender
* Cisgender
* Prefer not to say

7 Do you consider yourself to be a disabled person?

* Yes
* No

8 Do you consider yourself to have a health condition or conditions that impacts on your day-to-day life?

* Yes
* No

9 Do you have dependents? (Tick all that apply)

* No caring responsibilities
* I care for children
* I care for a disabled person
* I care for an older person
* Other (please specify)

10 How would you describe your ethnic origin?

* Bangaldeshi
* Black African
* Black Caribbean
* Chinese
* Indian
* Irish Traveller
* Mixed ethnic group
* White
* Prefer not to say
* Other ethnic group (please specify)

11 How would you describe where you live?

* In a city
* In a town
* In a village
* In the countryside

12 Which Northern Ireland Council area do you live in?

* Antrim and Newtownabbey Borough Council
* Ards and North Down Borough Council
* Armagh City, Banbridge and Craigavon Borough Council
* Belfast City Council
* Causeway Coast and Glens Borough Council
* Derry City and Strabane District Council
* Fermanagh and Omagh District Council
* Lisburn and Castlereagh City Council
* Mid and East Antrim Borough Council
* Mid Ulster District Council
* Newry, Mourne and Down District Council

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| **Imtac Health and Transport Survey** |

The health services you use

These questions are about which health services you have to travel to use.

Top of Form

13 Which health services have you had to travel to in the last year? (Tick all boxes that apply)

* Local GP and community health services including for

 example pharmacy services, podiatry, dentists, opticians

* Travel to your local hospital for routine admissions and

appointments

* Accessing emergency services including A&E and Out of

Hours GP services

* Travel to a major regional hospital for specialised health

services such as cancer services

* Travel to a clinic for example physiotherapy, low vision or

audiology appointments

* Travel to a day centre / day opportunities
* Travel for a cross-border health appointment
* Travel to a hospital to visit family or friends
* Other (please specify)

14 On average, how often in the last year did you need to travel to use / access health services? (Tick one box only)

* More than once a week
* Weekly
* Monthly
* 5 to 11 times a year
* Less frequently than 5 times a year
* Bottom of Form

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| **Imtac Health and Transport Survey** |

Your travel to and from services

These questions are about how you travel to and from health services.

Top of Form

15 Do you need support and assistance when travelling to and from health appointments? (Tick one box only)

* I always need support and assistance when travelling to and

from health appointments

* I sometimes need support and assistance when travelling to

and from health appointments

* I don't need support and assistance when travelling to and

from health appointments

16 How do you usually travel to access GP and community health services including for example pharmacy services, podiatry, dentists, opticians? (Tick all boxes that apply)

* I haven't had to travel to my GP or community health

services

* I walk or wheel
* I cycle
* I use Translink bus or train services
* I use Rural Community transport services
* I use DATS (Disability Action Transport Scheme)
* I book a local taxi service to take me
* I use transport provided by the health service such as Health

Trust bus, Non-Emergency Patient Transport, a taxi or a

volunteer car service

* I drive to appointments in my own car
* I drive to appointments as a passenger in my own car
* I get a lift from family or friends in their car
* Other (please specify)

17 How do you usually travel for local hospital admissions, appointments or visiting? (Tick all boxes that apply)

* I haven't had to travel to my local hospital
* I walk or wheel (wheel means you use a wheelchair or a

mobility scooter)

* I cycle
* I use Translink bus or train services
* I use Rural Community transport services
* I use DATS (Disability Action Transport Scheme)
* I book a local taxi service to take me
* I use transport provided by the health service such as Health

Trust bus, Non-Emergency Patient Transport, a taxi or a

volunteer car service

* I drive to appointments in my own car
* I drive to appointments as a passenger in my own car
* I get a lift from family or friends in their car
* Other (please specify)

18 If you have had to use emergency health services such as attending A&E and Out of Hours GP, how did you travel? (Tick all boxes that apply)

* I haven't had to travel emergency health services
* I walk or wheel (wheel means you use a wheelchair or a

mobility scooter)

* I cycle
* I use Translink bus or train services
* I use Rural Community transport services
* I use DATS (Disability Action Transport Scheme)
* I book a local taxi service to take me
* I use transport provided by the health service such as Health

Trust bus, Non-Emergency Patient Transport, a taxi or a

volunteer car service

* I travelled in an emergency ambulance
* I drive to appointments in my own car
* I drive to appointments as a passenger in my own car
* I get a lift from family or friends in their car
* Other (please specify)

19 If you have had to use specialised regional health services such as cancer services (or have had to visit someone), how did you travel (Tick all boxes that apply)

* I have haven't had to travel to use specialised regional health

services

* I walk or wheel (wheel means you use a wheelchair or a

mobility scooter)

* I cycle
* I use Translink bus or train services
* I use Rural Community transport services
* I use DATS (Disability Action Transport Scheme)
* I book a local taxi service to take me
* I use transport provided by the health service such as Health

Trust bus, Non-Emergency Patient Transport, a taxi or a

volunteer car service

* I drive to appointments in my own car
* I drive to appointments as a passenger in my own car
* I get a lift from family or friends in their car
* Other (please specify)

20 If you use a day centre / day opportunities how did you travel? (Tick all boxes that apply)

* I haven't had to travel to a day centre / day opportunities
* I walk or wheel (wheel means you use a wheelchair or a

mobility scooter)

* I cycle
* I use Translink bus or train services
* I use Rural Community transport services
* I use DATS (Disability Action Transport Scheme)
* I book a local taxi service to take me
* I use transport provided by the health service such as Health

Trust bus, Non-Emergency Patient Transport, a taxi or a

volunteer car service

* I drive to appointments in my own car
* I drive to appointments as a passenger in my own car
* I get a lift from family or friends in their car
* Other (please specify)

21 If you could choose, which would be your preferred way to travel to and from health appointments? (Tick one box only)

* I'd walk or wheel (wheel means you use a wheelchair or a

mobility scooter)

* I'd cycle
* I'd use Translink bus or train services
* I'd use Rural Community transport services
* I'd use DATS (Disability Action Transport Scheme)
* I'd book a local taxi service to take me
* I'd use transport provided by the health service such as

Health Trust bus, Non-Emergency Patient Transport, a taxi or

a volunteer car service

* I'd drive to appointments in my own car
* I'd drive to appointments as a passenger in my own car
* I'd get a lift from family or friends in their car
* Other (please specify)

22 Would you like to tell us anything else about how you travel to and from health services?

**Imtac Health and Transport Survey**

What makes it difficult for you to travel to and from health appointments

These questions are the chance for you to tell us about what makes it difficult to travel to and from health appointments.

Top of Form

23 Which of these options best describes how easy it is for you to travel to and from health and hospital appointments in your local area? (Tick one box only)

* Very easy
* Usually easy
* Neither easy or difficult
* Sometimes difficult
* Often difficult
* Always difficult

24 Which of these options best describes how easy it is for you to travel to and from health and hospital appointments outside your local area? (Tick one box only)

* Very easy
* Usually easy
* Neither easy or difficult
* Sometimes difficult
* Often difficult
* Always difficult

25 What are the main difficulties you experience travelling to and from health services? (Tick all boxes that apply)

* There are no transport services available to me
* I'm not aware of what transport is available to me
* Information about transport that is available is not accessible

to me

* The transport available to me, including public transport, is

not accessible to me

* I don't have access to a car
* I am reliant on others for a lift and they are not always

available

* I find it very difficult to travel the distance to the hospital
* Journeys are too long and too complicated (for example

having to use multiple bus services)

* There are no transport services available to get me to my

appointment on time and home and again

* Appointment times are too early or too late for me to travel

easily

* I find I have to wait too long at hospital to get transport home

again

* I am not eligible or aware of some travel options including

health service transport, Rural Community Transport and

 DATS (Disability Action Transport Service)

* I cannot afford to pay for travel
* I do not feel confident driving to locations
* I have difficulties parking at locations
* I need to travel with someone and they are not always

available or are not allowed to travel with me on available

transport

* Other (please specify)

26 Have you ever missed or cancelled a health appointment because of transport and travel difficulties?

* Yes, I have missed or cancelled a health appointment

 because of transport and travel difficulties

* No, I haven't missed or cancelled a health appointment

because of transport and travel difficulties

27 If yes, how many times in the last year have you had to cancel or rearrange a health appointment because of transport and travel difficulties? (Tick one box only)

* Once or twice
* Three or four times
* More than four times

28 Have you ever had problems getting home from a health appointment or hospital stay because of transport and travel difficulties?

* Yes
* No

29Do you want to tell us about any other issues you have had travelling to and from health appointments?

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| **Imtac Health and Transport Survey** |

Making it easier to travel to and from health services

These questions are a chance for you to tell us what would make it easier for you to travel to and from health appointments.

Top of Form

30 Would any of the following make it easier for you to travel to and from health services? (Tick all boxes that apply)

* Better and more frequent public transport links to and from

health services including hospitals

* Bus and trains that are more accessible to me
* Better and more accessible information about travel options

 to and from health services including hospitals including

help with the cost of travel

* Better parking at health service sites including hospitals
* More parking that is accessible to me at health services sites

(including accessible parking bays and bays accessible to

users of wheelchair accessible vehicles (WAVs))

* Making it easier for me to walk or wheel to health

appointments

* Making it easier for me to cycle to health appointments

 including somewhere safe and accessible to park my cycle

* Being able to access patient transport services offered by the

health service more easily to travel to and from my home to

health services

* Being able to access taxi services to travel to and from my

 home to health services

* Being able to access community transport including Rural

Community Transport and DATS (Disability Action Transport

Services) to travel to and from my home to health services

* Being able to travel with a family member or carer on all

forms of transport

* Having health appointments at times when it is easier for me

 to travel

* Health services delivered closer to where I live
* More health services delivered to me in my home
* Using technology such as ZOOM to enable me to access

health appointments in my home without having to travel

* More help to reduce the cost of travel to and from health

services including hospitals

31 Do you want to tell us your suggestions for making travel to and from health services easier?

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| **Imtac Health and Transport Survey** |

Support available for travel to and from health services

These questions are about current support that is available to help you travel to and from health services.

Top of Form

32 The Hospital Travel Costs Scheme provides help with the cost of travel to and from some health appointments. Are you aware of this scheme?

* Yes
* No

33 If you have answered yes to the previous question, how beneficial did you find the Hospital Travel Costs Scheme (Tick one box only)?

* I have never used the Hospital Travel Costs Scheme
* Beneficial
* Neither beneficial or not beneficial
* Not beneficial
* If not beneficial please tell us why

34 Have you used a Department for Infrastructure concessionary travel SmartPass to travel when accessing health services?

* Yes
* No

35 If you have answered yes to the previous question, which services have you used your free or half fare concessionary travel SmartPass on to travel to and from health services? (Tick all boxes that apply)

* Translink bus services
* Translink train services
* Rural Community Transport
* Other (please specify)

Bottom of Form

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| **Imtac Health and Transport Survey** |

Any other comments

This is a final opportunity for you to tell us about any other issues you think are important for us to consider when thinking about improving travel to and from our health services.

36 Do you have any final comments or suggestions about anything we have asked about in this survey?

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| **Imtac Health and Transport Survey** |

One last question

We'd like to know how you heard about this survey.

Top of Form

1. How did you hear about this survey? (Tick one box only)
* I was contacted by Imtac directly
* I was contacted by another organisation that works with

Deaf, disabled or older people

* I was contacted by someone who works for my Health Trust
* I was contacted by my Rural Community Transport provider
* I was contacted by my DATS provider
* I heard through Translink
* I saw it on social media such as X, Facebook etc
* Other (please specify)

Bottom of Form

Bottom of Form

**This is the end of the survey. Thank you for your help with this project.**

**Bottom of Form**

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