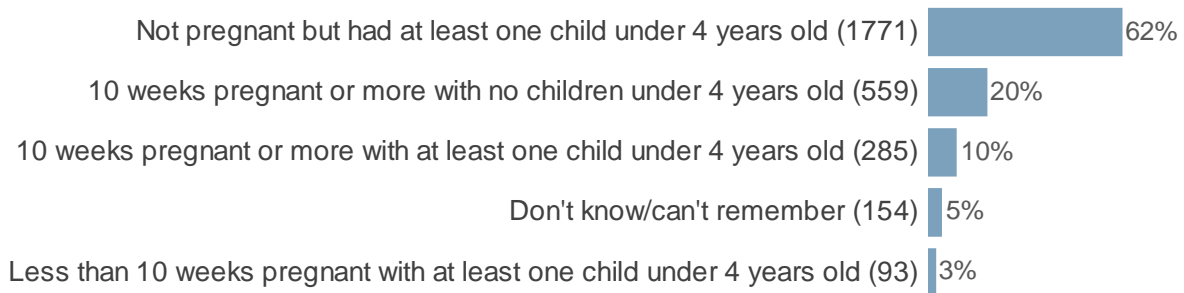


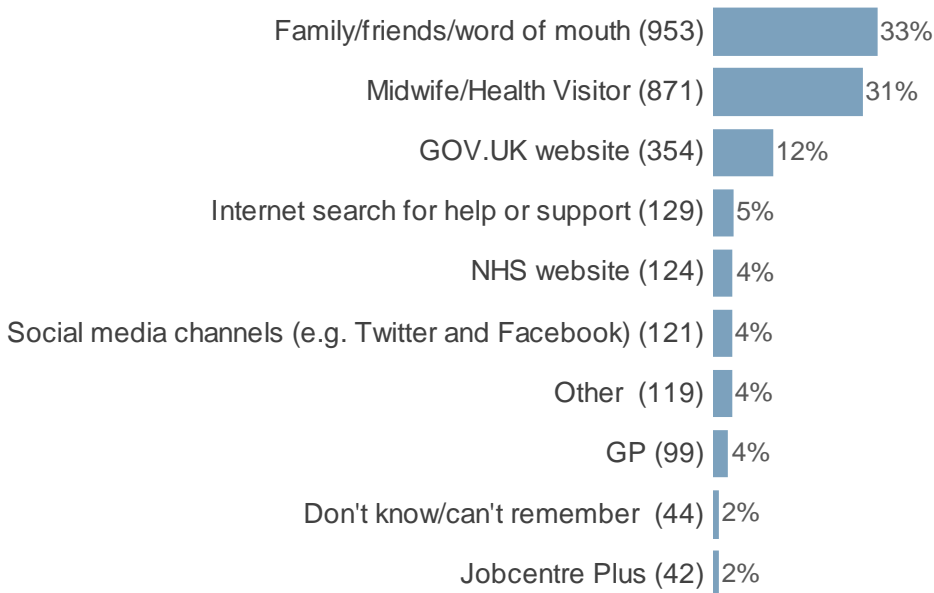
Healthy Start Satisfaction Survey

This report was generated on 08/08/23. Overall 2996 respondents completed this questionnaire. The report has been filtered to show the responses for 'Completion date of interview >= 11/11/2022 and Completion date of interview <= 31/07/2023'. A total of 2862 cases fall into this category.

Which of the following best describes your, or your wife or partner's, circumstances when you applied for the NHS Healthy Start card?

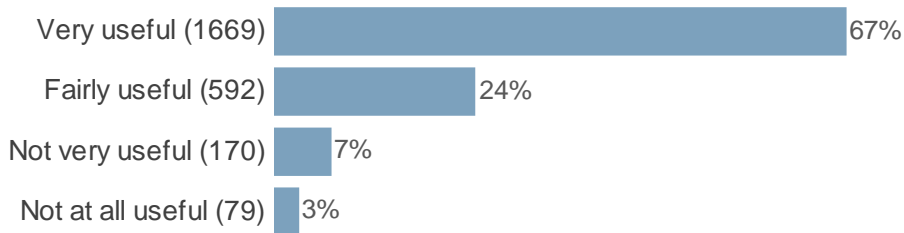


How did you first find out about the NHS Healthy Start scheme?

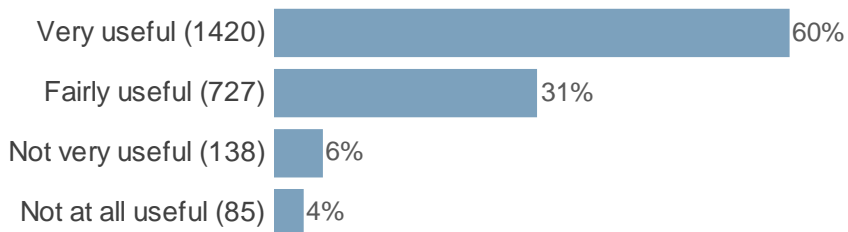


How useful would it be if NHS Healthy Start information, such as instructions on how to use your card etc. was available in the following formats?

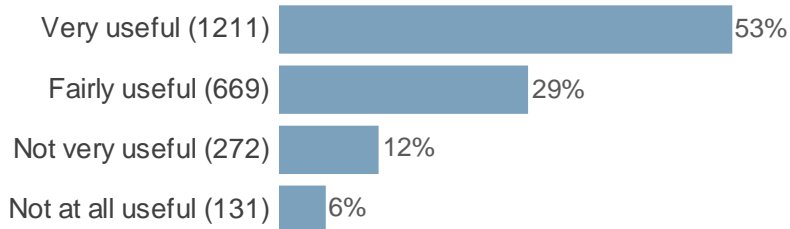
(Select one response per row) (As a credit card sized guide)



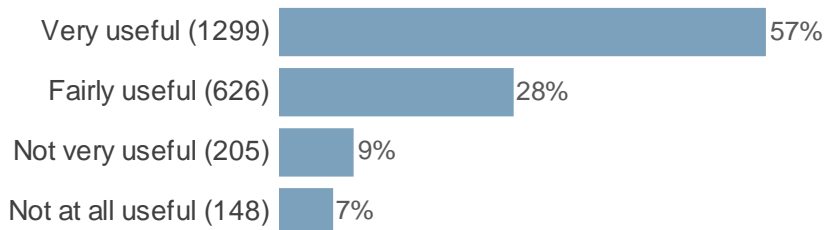
As a leaflet



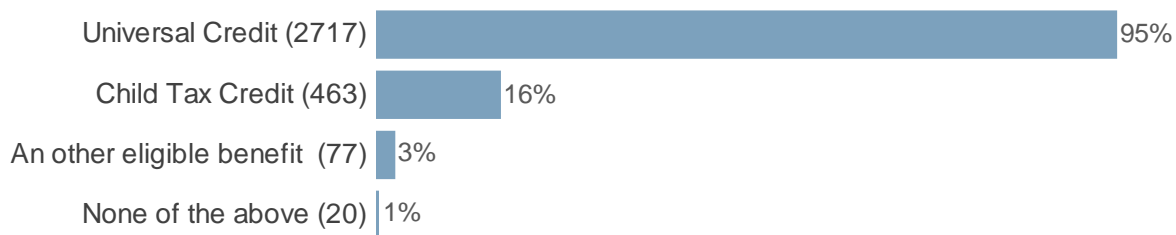
As an online video



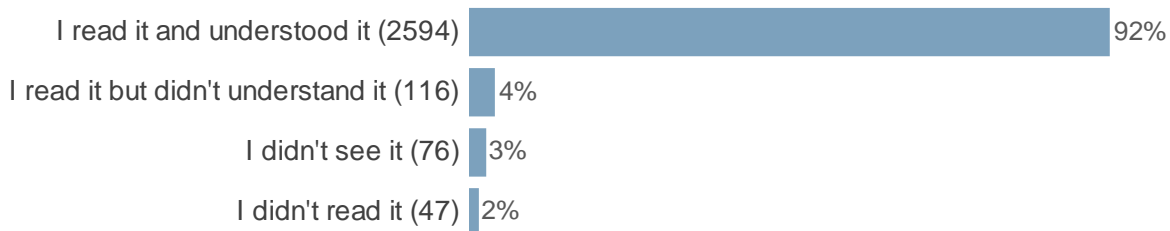
On social media



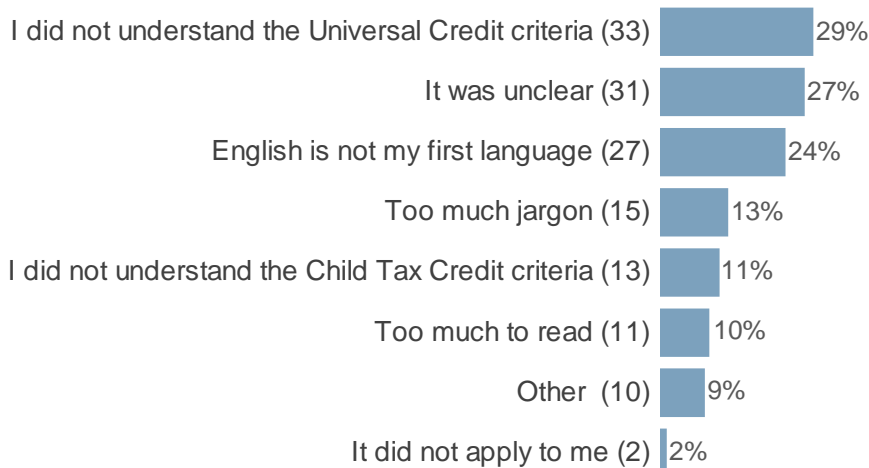
Are you in receipt of... (Select all that apply)



Did you read and understand the eligibility criteria for the NHS Healthy Start scheme before you applied?



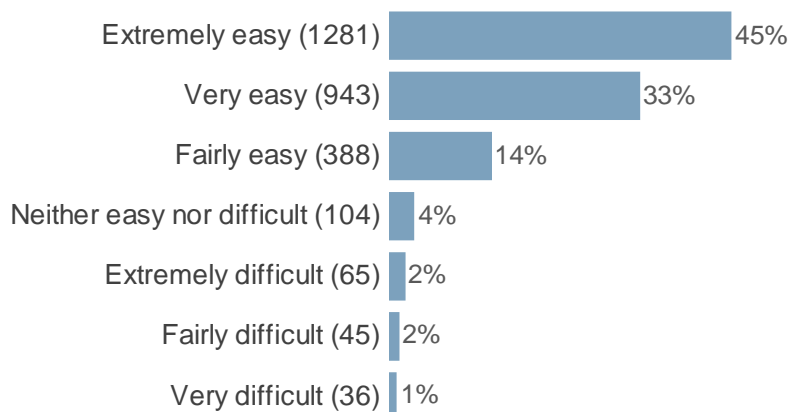
Why was it difficult to understand the eligibility criteria? (Select all that apply)



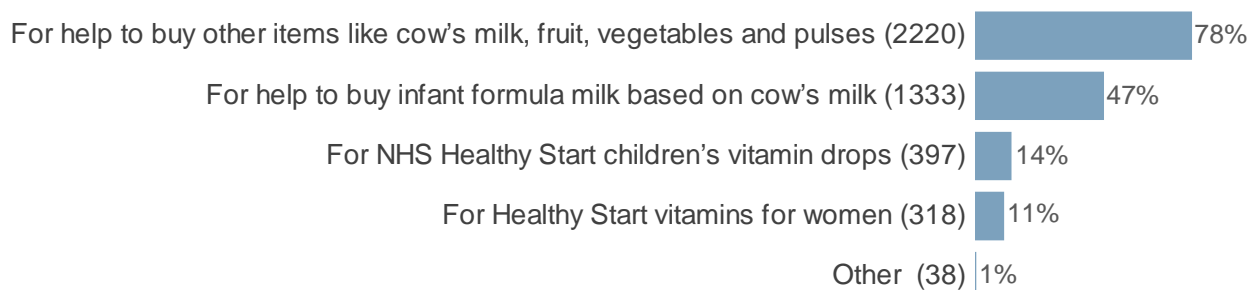
How did you apply for NHS Healthy Start?



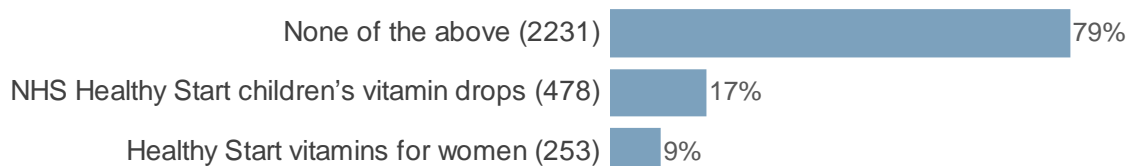
How easy was it to apply for NHS Healthy Start? (NES)



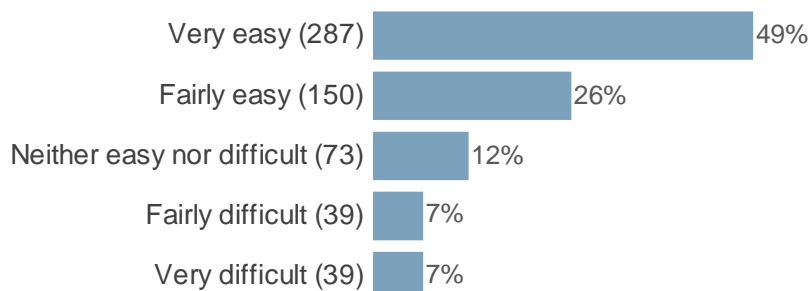
Why did you apply for the NHS Healthy Start card? (Select all that apply) (Why did you apply for the NHS Healthy Start card?)



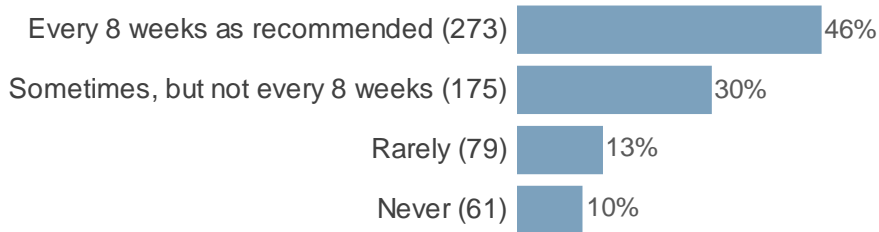
Which of the following do you receive ? (Select all that apply)



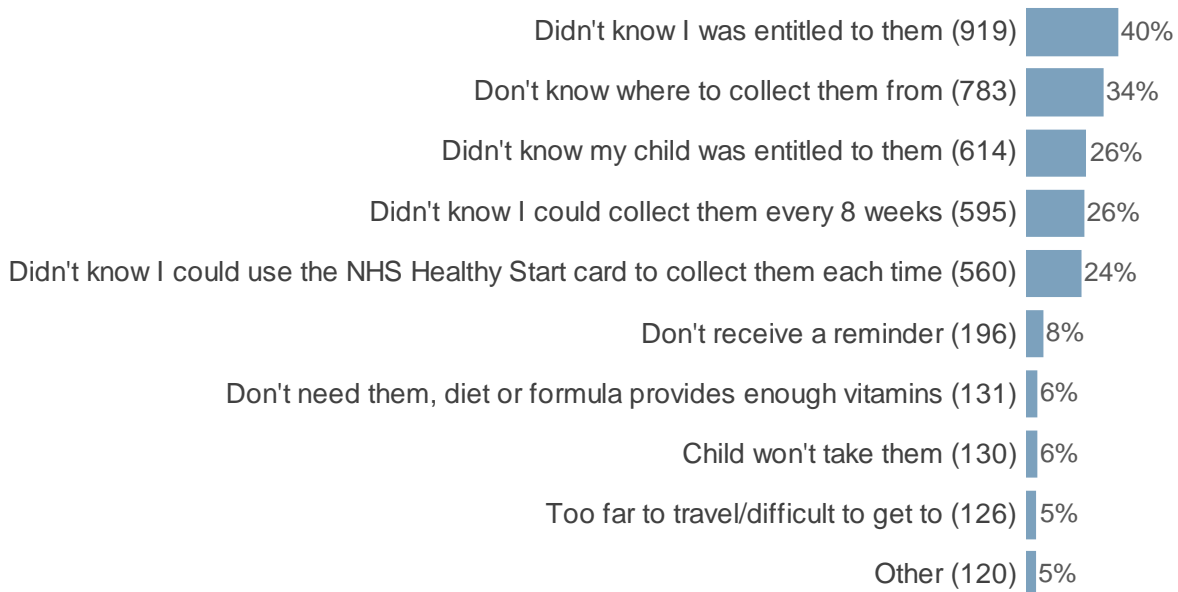
How easy or difficult was it to find out where to get free NHS Healthy Start vitamins from?



How often do you usually collect your free NHS Healthy Start vitamins?



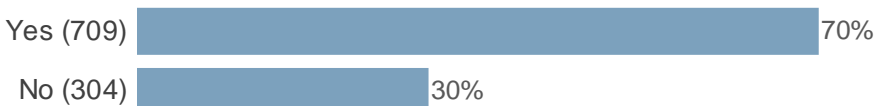
Why do you rarely or never collect your free NHS Healthy Start vitamins? (Select all that apply)



Do you know what your client ID is?



Do you know what your client ID is used for?

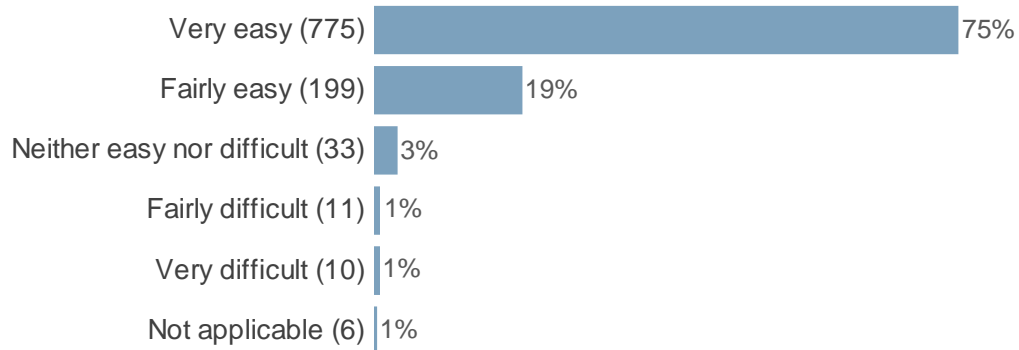


Do you know where to find your client ID?



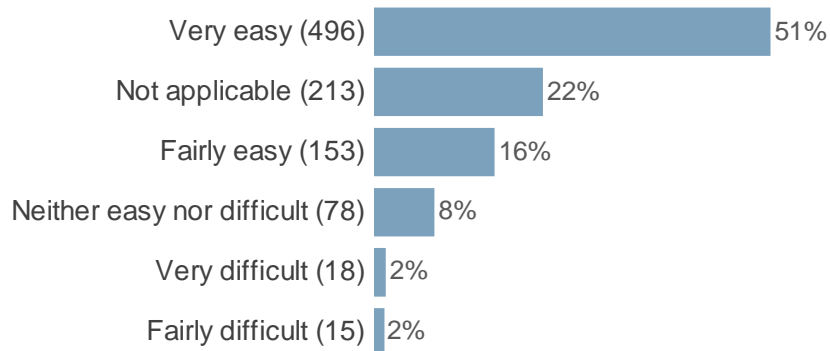
After receiving your NHS Healthy Start card, how easy or difficult is it to do the following?

(Select one response per row) (Activate your card)



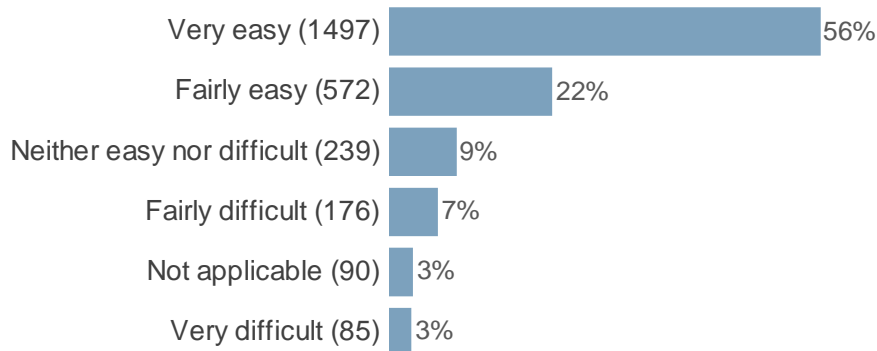
After receiving your NHS Healthy Start card, how easy or difficult is it to do the following?

(Select one response per row) (Change your PIN at an ATM)



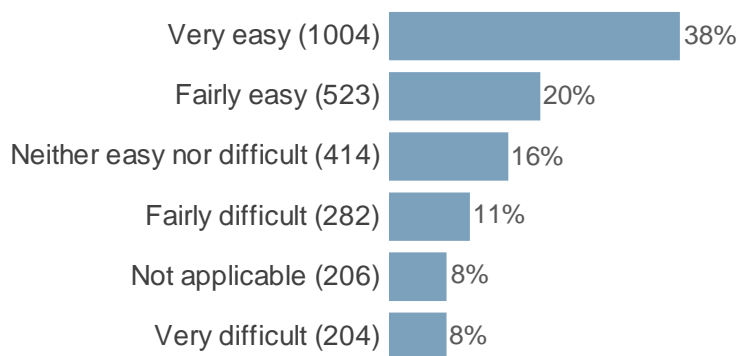
After receiving your NHS Healthy Start card, how easy or difficult is it to do the following?

(Select one response per row) (Check the balance on your card)



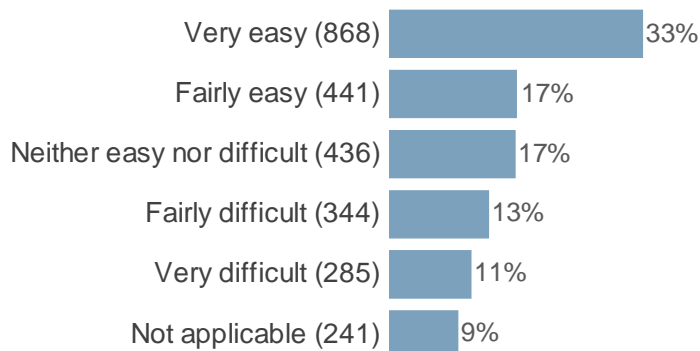
After receiving your NHS Healthy Start card, how easy or difficult is it to do the following?

(Select one response per row) (Check the next payment amount)



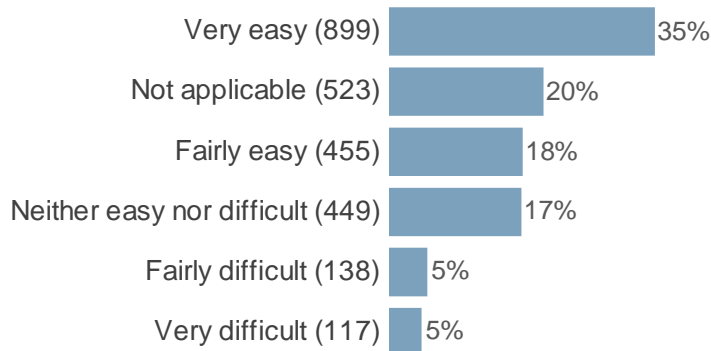
After receiving your NHS Healthy Start card, how easy or difficult is it to do the following?

(Select one response per row) (Check when the next payment is due)



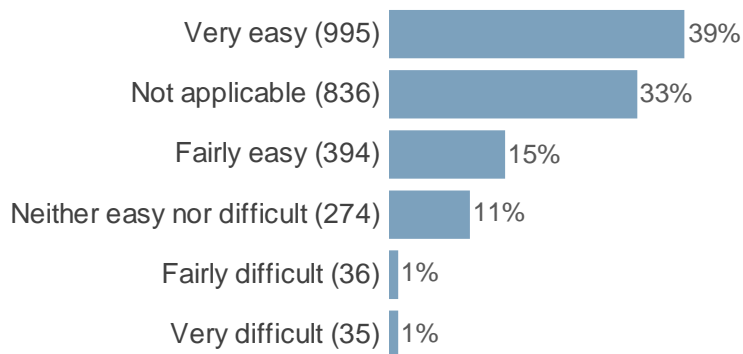
After receiving your NHS Healthy Start card, how easy or difficult is it to do the following?

(Select one response per row) (Query the payment amount)



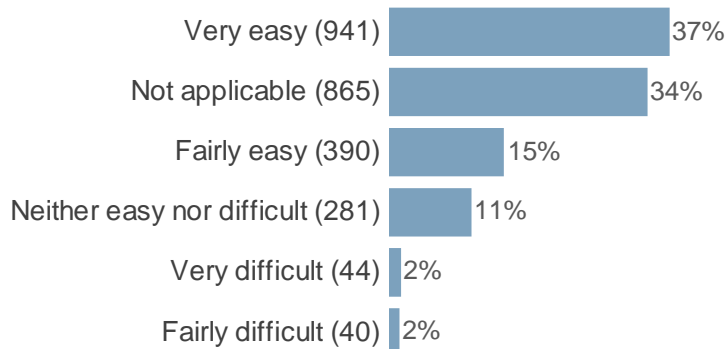
After receiving your NHS Healthy Start card, how easy or difficult is it to do the following?

(Select one response per row) (Report your card lost or stolen)



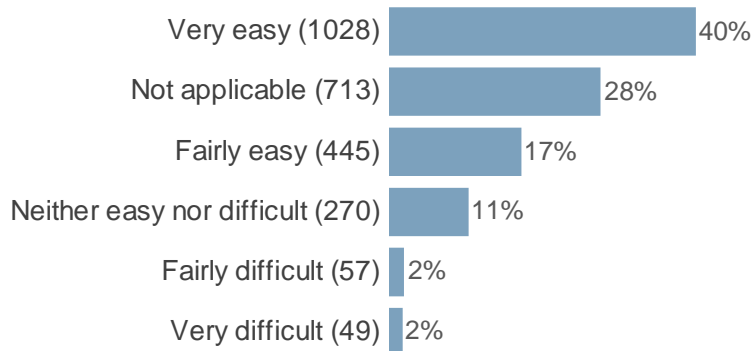
After receiving your NHS Healthy Start card, how easy or difficult is it to do the following?

(Select one response per row) (Request a replacement card)



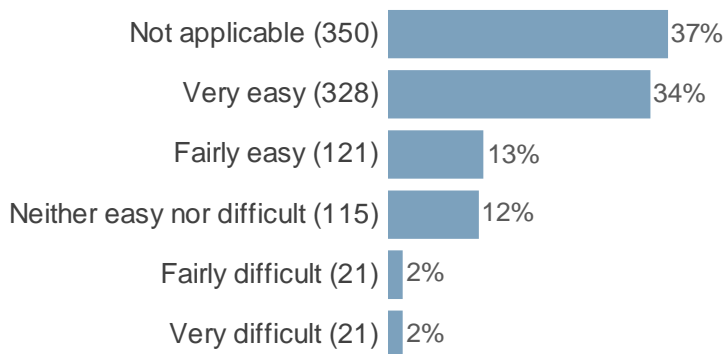
After receiving your NHS Healthy Start card, how easy or difficult is it to do the following?

(Select one response per row) (Request your PIN)



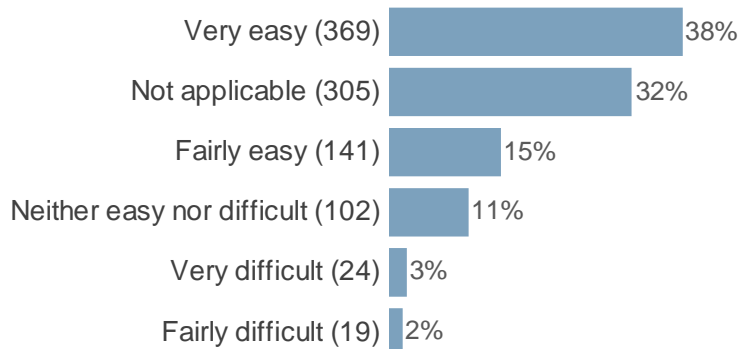
After receiving your NHS Healthy Start card, how easy or difficult is it to do the following?

(Select one response per row) (Unblock your PIN)



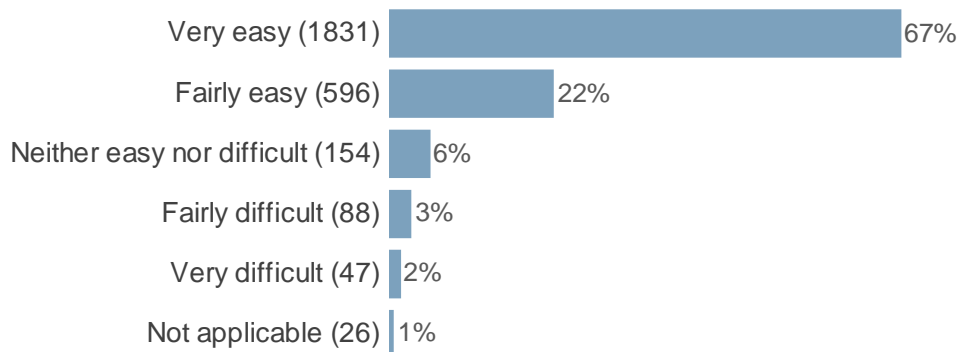
After receiving your NHS Healthy Start card, how easy or difficult is it to do the following?

(Select one response per row) (Update your personal details)



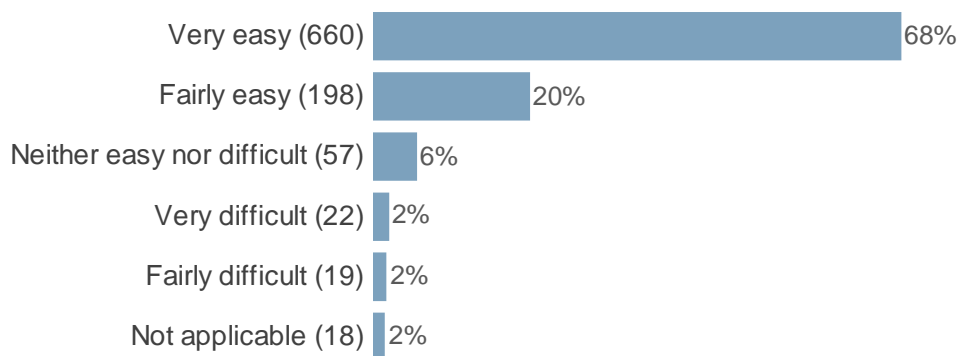
When using your NHS Healthy Start card, how easy or difficult is it to do the following?

(Select one response per row) (Know where you can use your card)



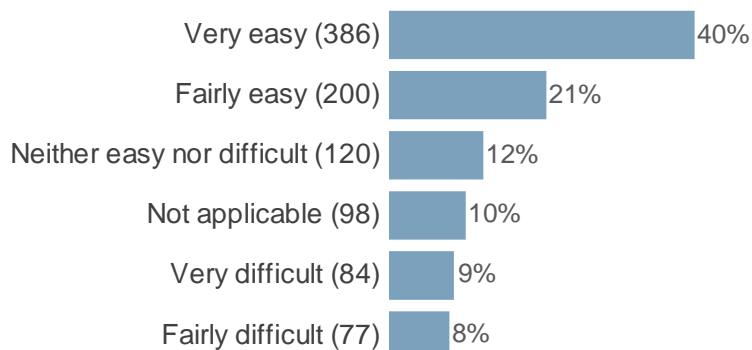
When using your NHS Healthy Start card, how easy or difficult is it to do the following?

(Select one response per row) (Pay using chip & pin (not contactless))



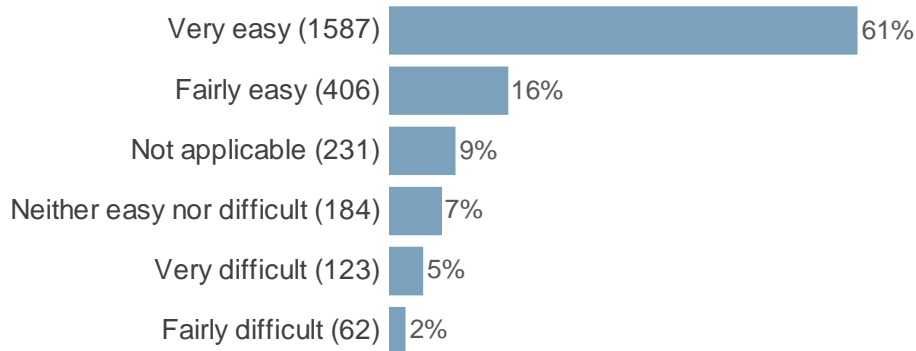
When using your NHS Healthy Start card, how easy or difficult is it to do the following?

(Select one response per row) (Split your shopping across two transactions)



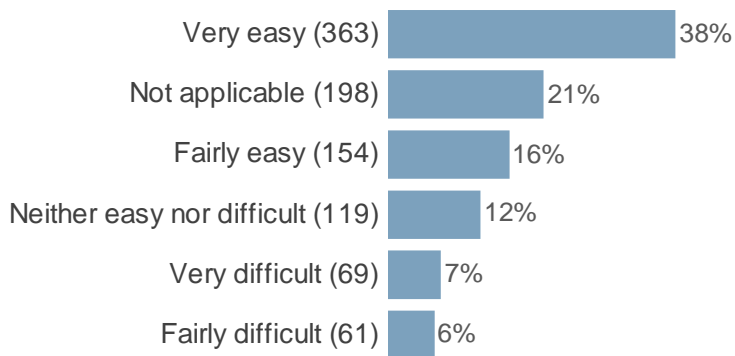
When using your NHS Healthy Start card, how easy or difficult is it to do the following?

(Select one response per row) (Use your card without the PIN (contactless))



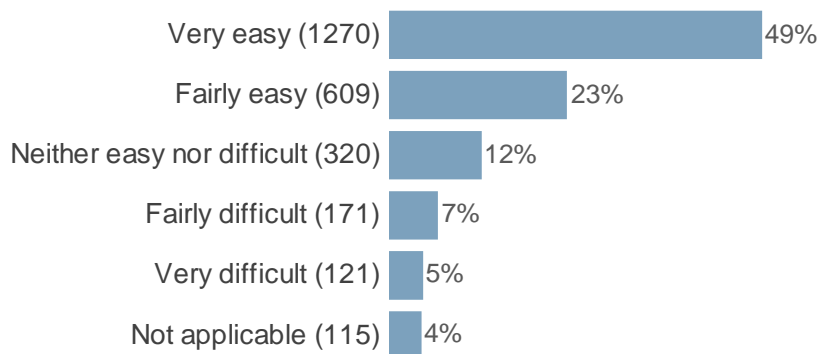
When using your NHS Healthy Start card, how easy or difficult is it to do the following?

(Select one response per row) (Use your card with another payment method)

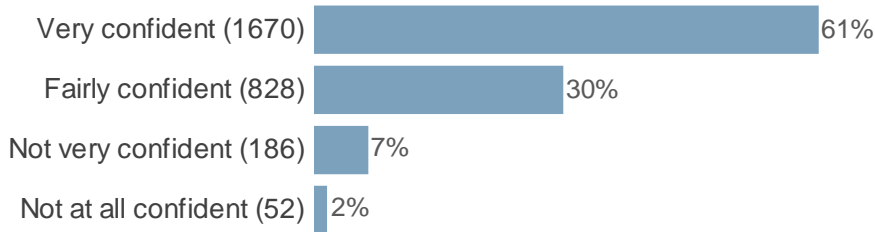


When using your NHS Healthy Start card, how easy or difficult is it to do the following?

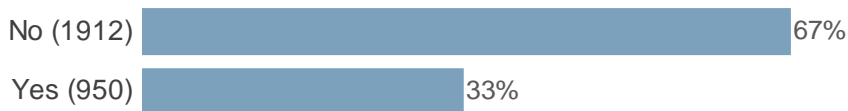
(Select one response per row) (View which types of products you can buy with your card)



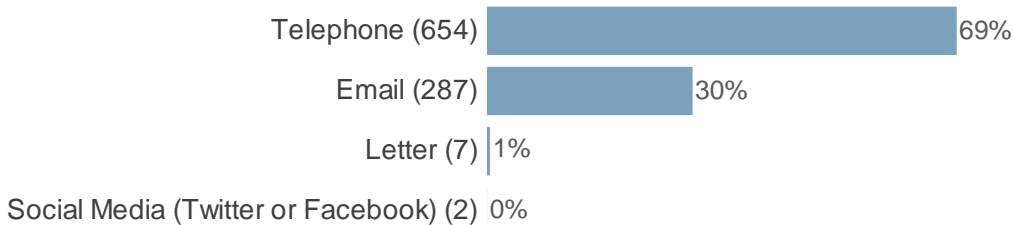
How confident do you feel about using your NHS Healthy Start card?



Have you contacted us in the last 3 months?

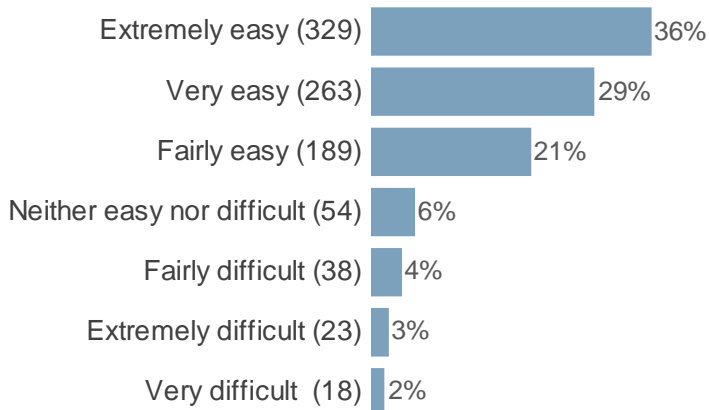


Thinking about your most recent contact, how did you contact us?

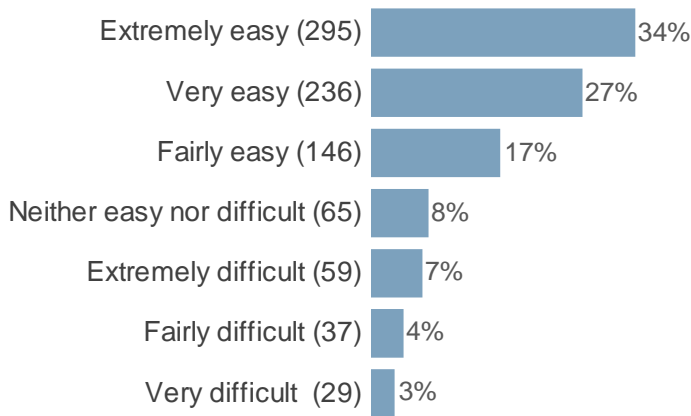


How easy or difficult was it to...

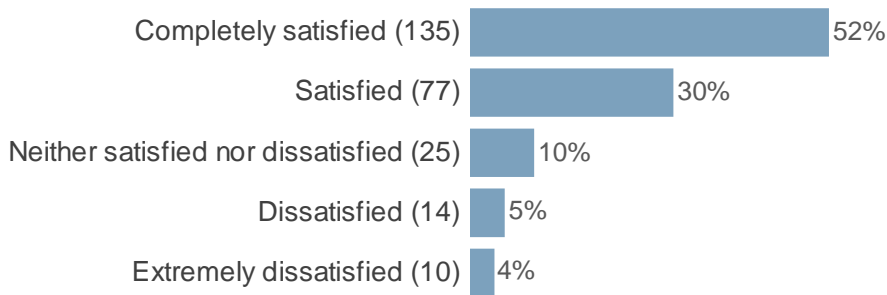
(Select one response per row) (get in touch with us?)



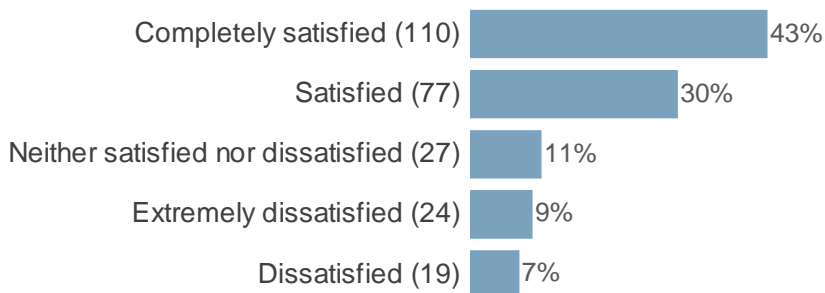
How easy or difficult was it to...
(Select one response per row) (resolve your query?)



Thinking about the last time you emailed us, how satisfied are you with the following?
(Select one response per row) (Politeness of the response)

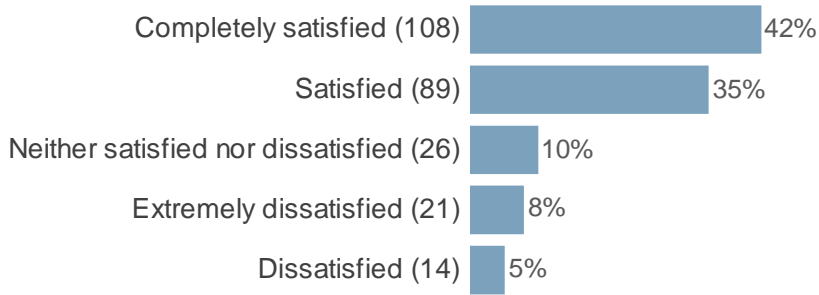


Thinking about the last time you emailed us, how satisfied are you with the following?
(Select one response per row) (Response resolving your query)



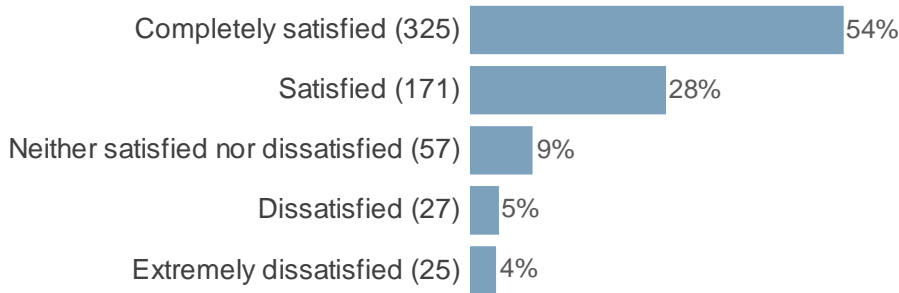
Thinking about the last time you emailed us, how satisfied are you with the following?

(Select one response per row) (Receiving a timely response)



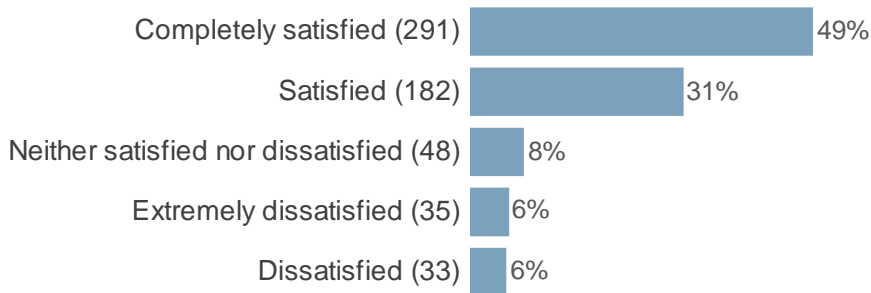
Thinking about the last time you called us, how satisfied are you with the following?

(Select one response per row) (Advisor's ability to resolve your query)



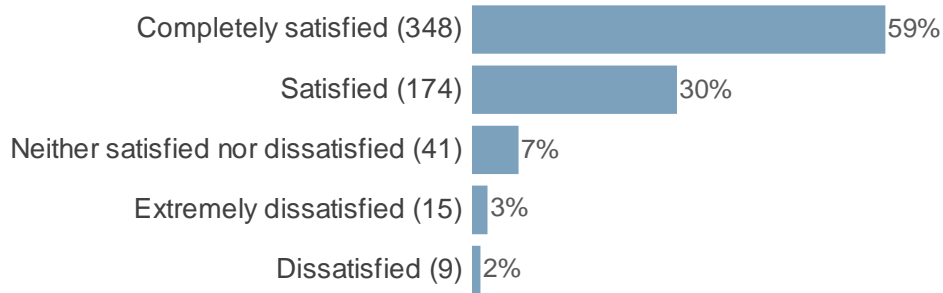
Thinking about the last time you called us, how satisfied are you with the following?

(Select one response per row) (Number of times it took to resolve your query)



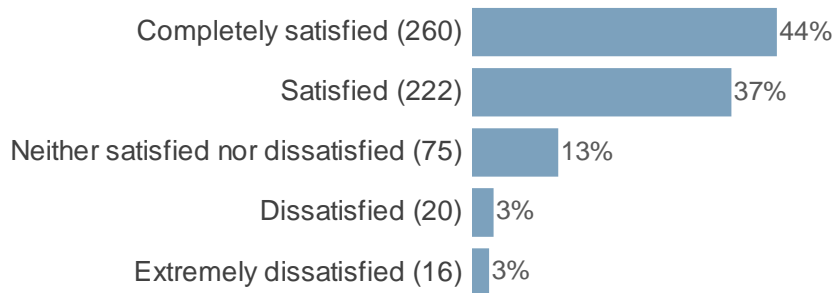
Thinking about the last time you called us, how satisfied are you with the following?

(Select one response per row) (Politeness of the advisor)



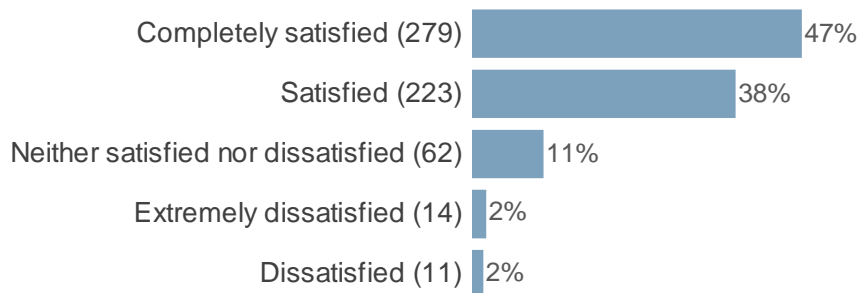
Thinking about the last time you called us, how satisfied are you with the following?

(Select one response per row) (Time in the call queue)

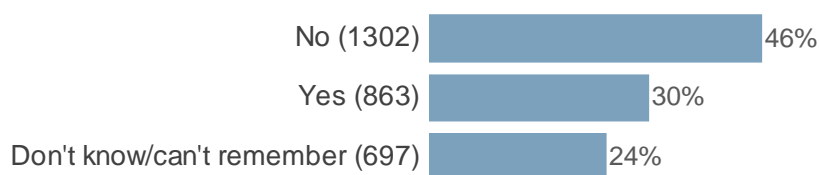


Thinking about the last time you called us, how satisfied are you with the following?

(Select one response per row) (Welcome and menu options)

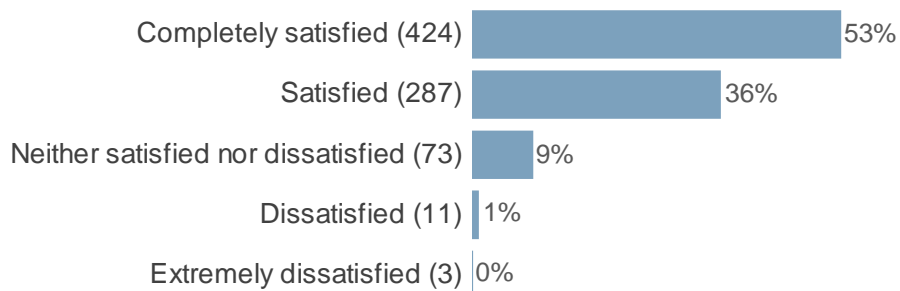


Have you visited the NHS Healthy Start web pages in the last 3 months?



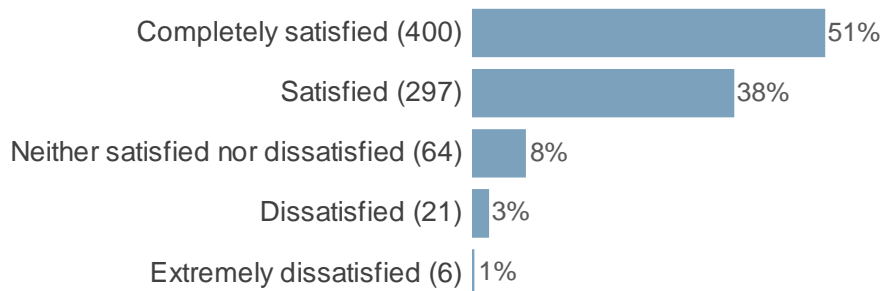
When visiting the NHS Healthy Start web pages, how satisfied are you with the following?

(Select one response per row) (Accurate up-to-date content)



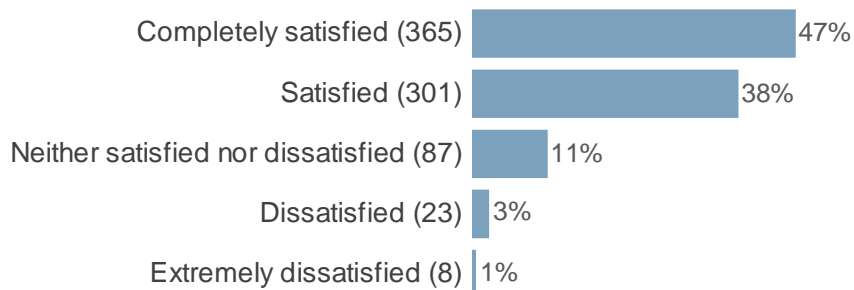
When visiting the NHS Healthy Start web pages, how satisfied are you with the following?

(Select one response per row) (Clear and understandable information)



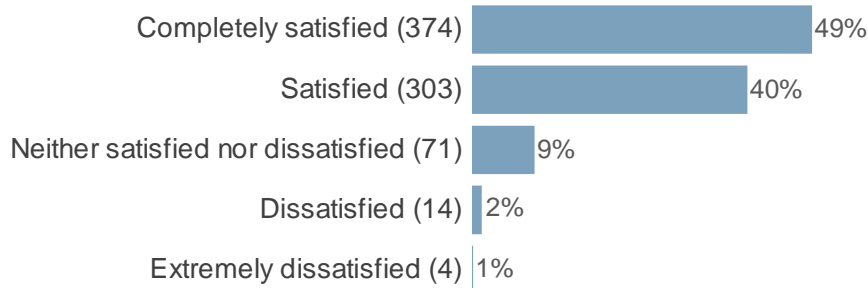
When visiting the NHS Healthy Start web pages, how satisfied are you with the following?

(Select one response per row) (Ease of finding what you're looking for)

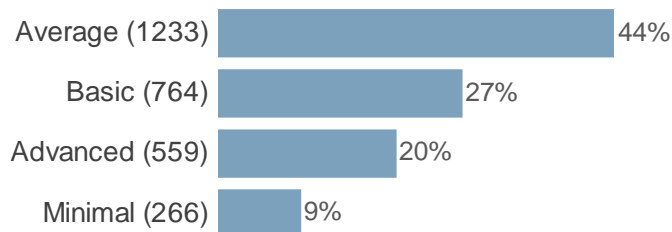


When visiting the NHS Healthy Start web pages, how satisfied are you with the following?

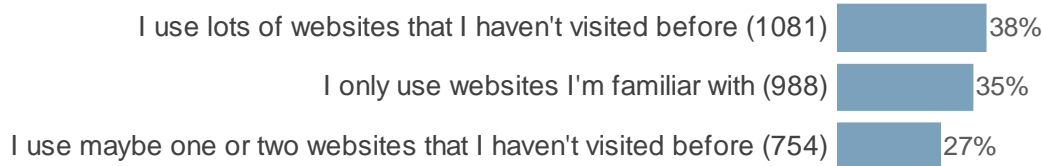
(Select one response per row) (Web pages overall)



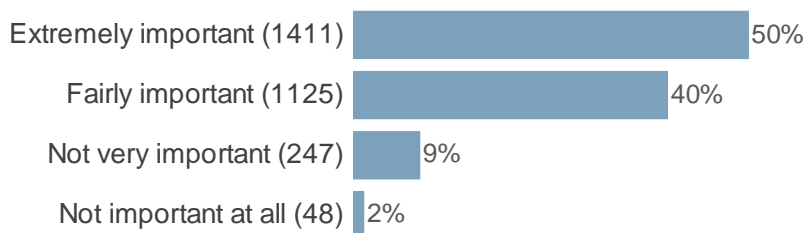
Which of the following statements best describes your IT skills?



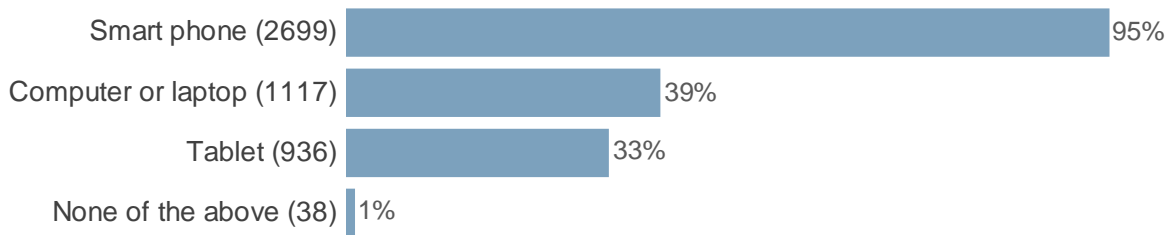
When using the internet, which statement best applies to you?



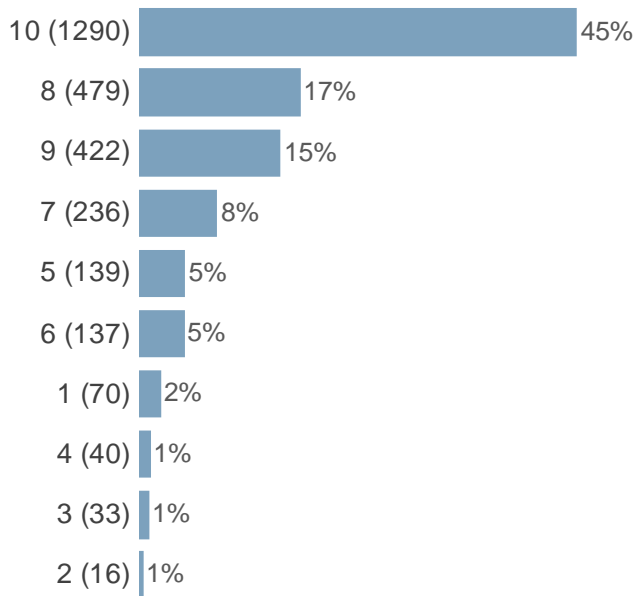
How important is the internet to you?



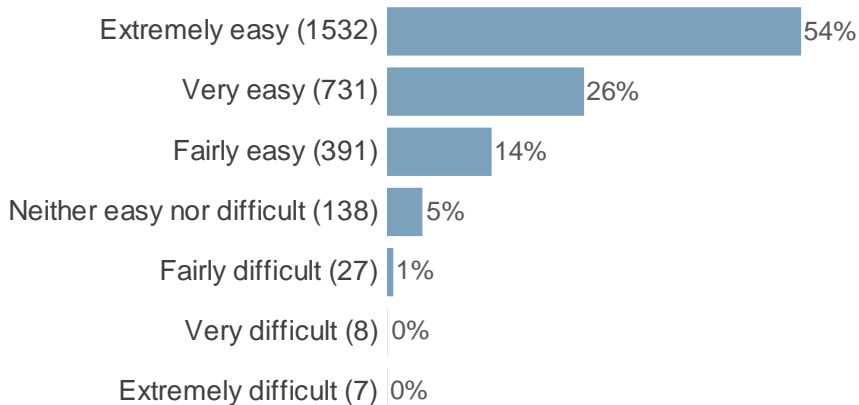
Which of the following devices do you have at home? (Select all that apply)



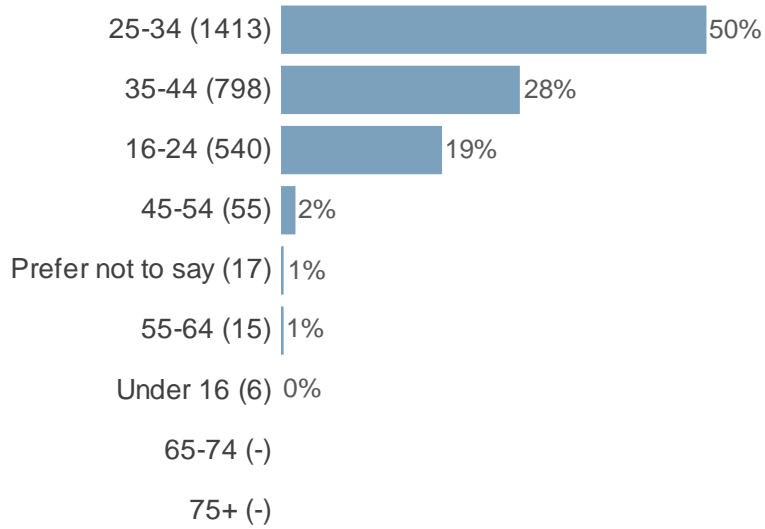
NPS



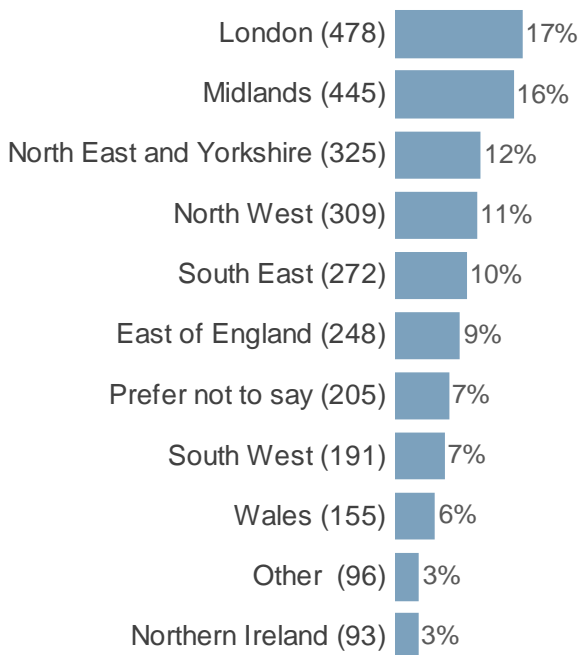
How easy was it to complete this survey?



What is your age? (Demographic Age)



In which region do you live? (Demographic area)



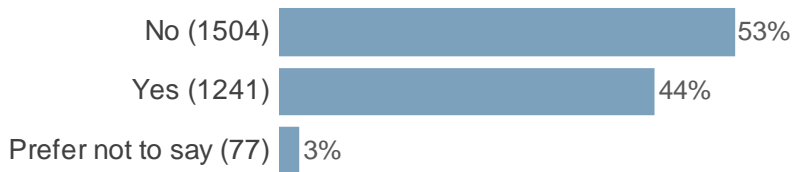
Which of the following best describes your gender? (Demographic Gender)



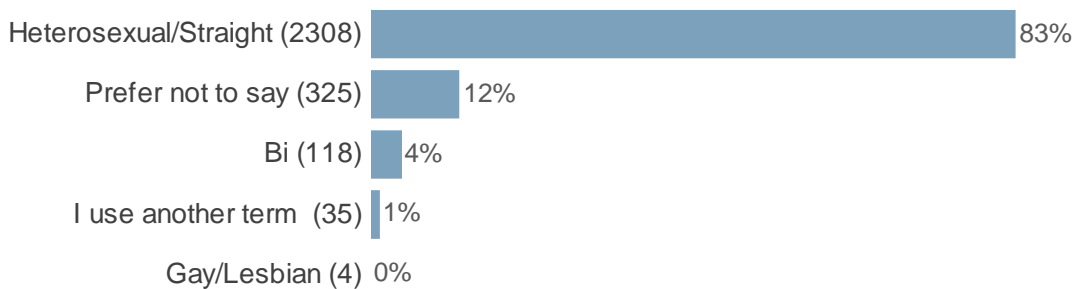
Do you consider yourself to be a trans person? (Demographic Transgender)



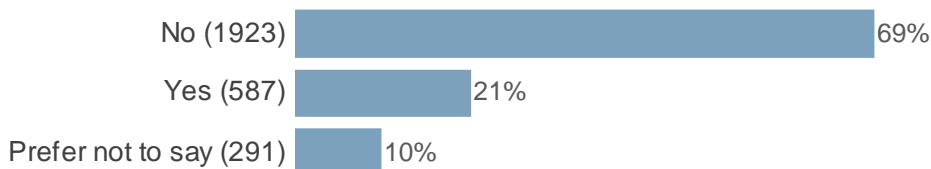
Are you currently pregnant, on maternity/paternity leave or have you given birth in the last 26 weeks? (Demographic Maternity/Paternity)



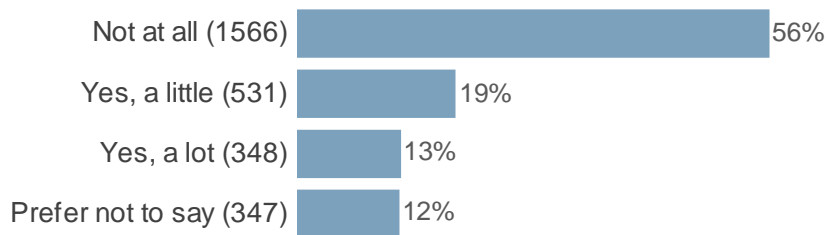
Which of the following options best describes your sexual orientation? (Demographic Sexual Orientation)



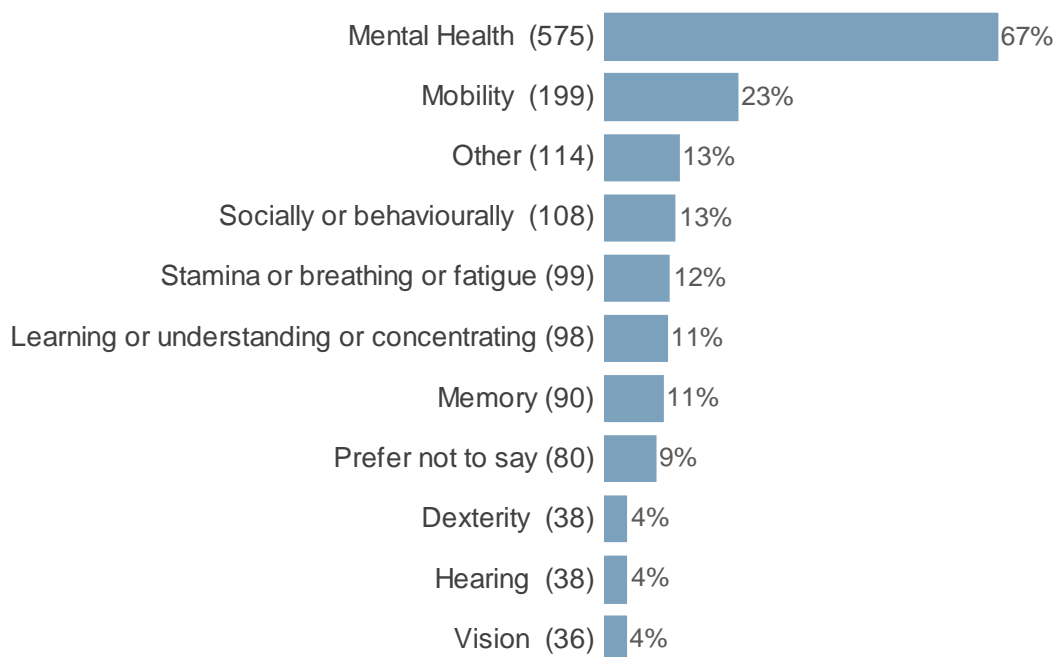
A civil partnership is a legally recognised registered relationship between both same-sex couples and opposite-sex couples. Are you married or in a civil partnership? (Demographic Marital Status)



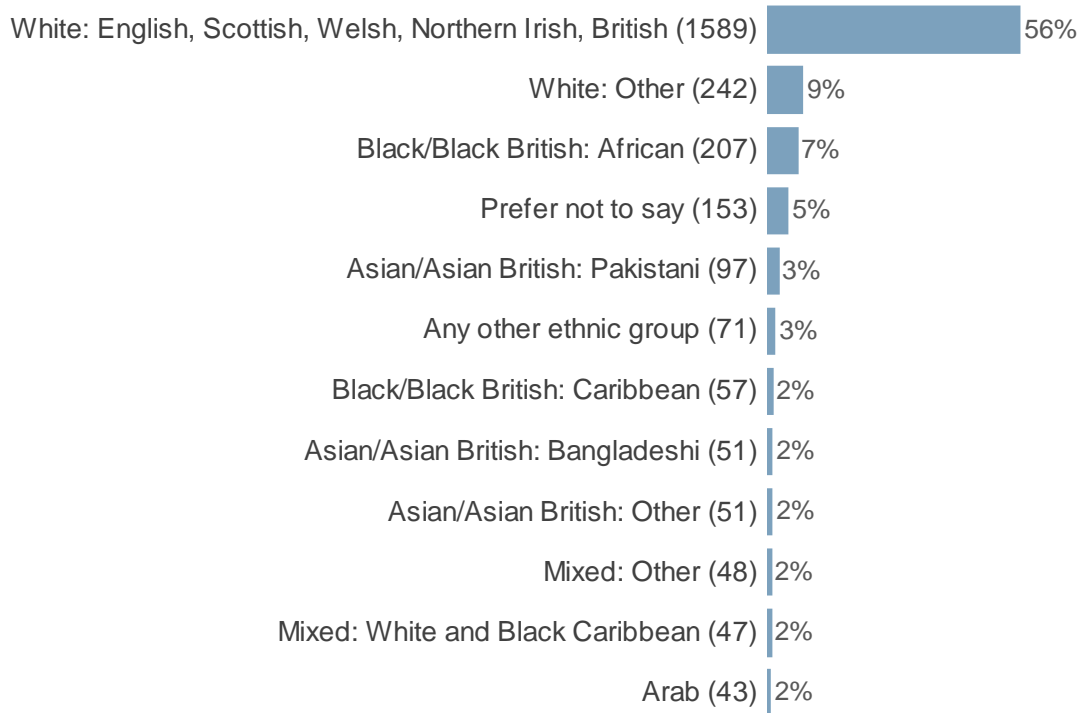
Are your day-to-day activities limited because of a physical or mental health condition or illness which has lasted, or is expected to last, at least 12 months?
(Demographic Disability)



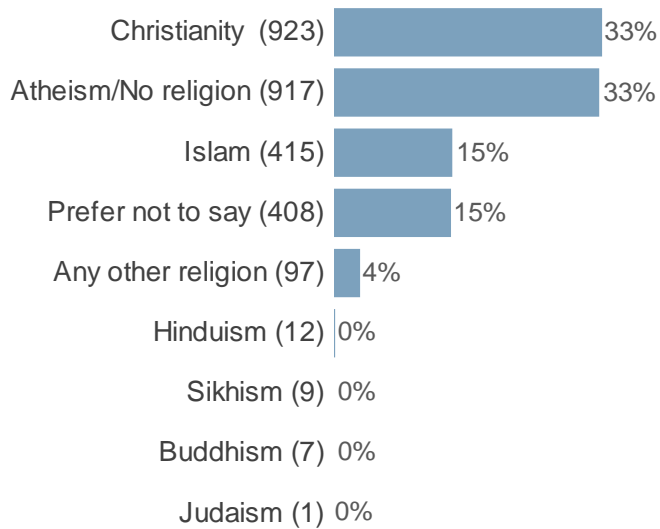
Do any of these conditions or illnesses affect you in any of the following areas?
(Select all that apply) (Demographic Disabilities/Illness)



What is your ethnic group? (Demographic Ethnicity)

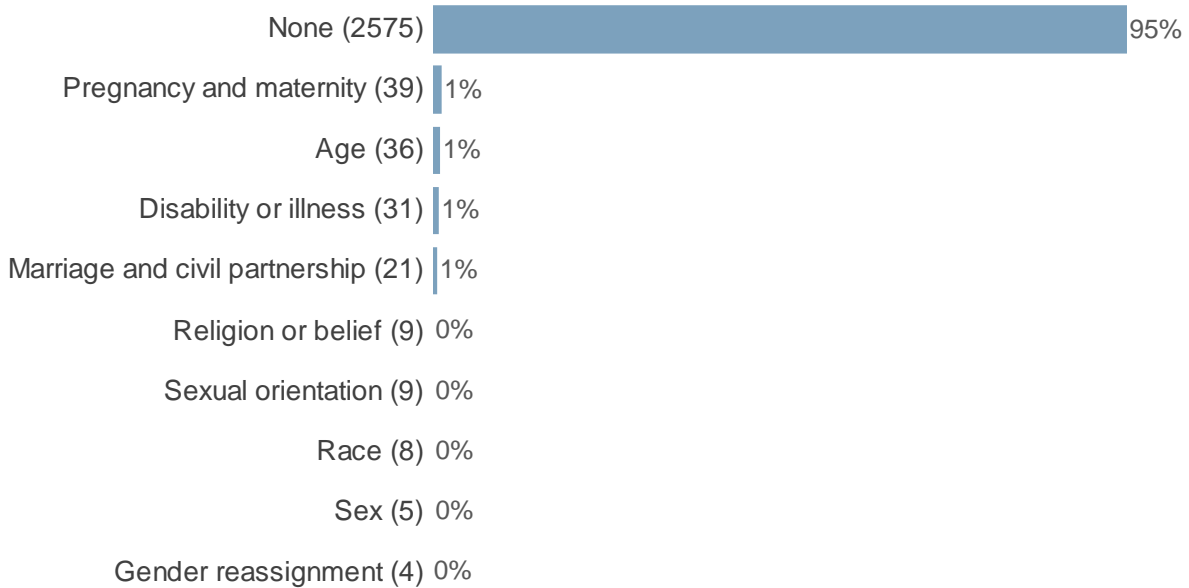


What is your religion? (Demographic Religion)



If you have experienced any difficulties when accessing or using this service based on any of the following protected characteristics, please select which one(s) below.

(Select all that apply) (Which of the protected characteristics does this experience relate to?)



Do you have any accessibility needs when accessing or using this service? **(For example, English is not your first language, you are visually impaired etc.)** (Do you have any accessibility needs when accessing this service?)



Did we meet your accessibility needs?

