

Q Improvement Lab

Understanding decision-making in peer support

Peer support in health and care is where people with shared experiences, characteristics or circumstances, support each other to improve health and wellbeing.

Peers can be people with similar health conditions, or from similar communities or backgrounds.

Sometimes peer support is informal, for example, a meeting to discuss a shared health condition or an online community where you can talk to people with similar experiences. Other times peer support is more formal such as trained peer supporters who work in health services.

We want to understand what **you** think is **most important when deciding to refer to, recommend or access peer support.**

We are asking many people to take this survey so that we can understand what is important to different groups of people when thinking about peer support. For example, what is important to someone thinking about using peer support, or what is important to a healthcare professional when recommending peer support?

Results from this survey will be used to help improve people's access to peer support in the UK.

Part 1: Demographic Information

1. Which age group are you in?

- 16-24
- 25-44
- 45-64
- 65+
- Prefer not to say

2. What is your sex?

- Male
- Female
- Other
- Prefer not to say

3. What is your ethnic group?

Choose one option that best describes your ethnic group or background

White

- English / Welsh / Scottish / Northern Irish / British
- Irish
- Gypsy or Irish Traveller
- Any other White background, please describe

Mixed / Multiple ethnic groups

- White and Black Caribbean
- White and Black African
- White and Asian

- Any other Mixed / Multiple ethnic background, please describe
- Asian / Asian British
 - Indian
 - Pakistani
 - Bangladeshi
 - Chinese
 - Any other Asian background, please describe
- Black / African / Caribbean / Black British
 - African
 - Caribbean
 - Any other Black / African / Caribbean background, please describe
- Other ethnic group
 - Arab
 - Any other ethnic group, please describe
 - Prefer not to say

4. Where in the UK do you live?

- England
- Northern Ireland
- Scotland
- Wales

5. We want to see how we can build better support for people experiencing long-term physical or mental health problems.

Do you have any physical or mental health conditions or illnesses lasting or expected to last for more than a year?

- Yes
- No
- Prefer not to say

Part 2: Interaction with peer support services

6. Please select the statement which most accurately describes your interaction with peer support:

- a)** I am a healthcare worker and have referred people to peer support [**Go to question 7**]
- b)** I am a healthcare worker and have not referred people to peer support [**Go to question 7**]
- c)** I work in peer support, providing, running or supporting peer support services or activities for health and wellbeing [**Go to question 8**]
- d)** I am a member of the public and have used peer support for my health and wellbeing [**Go to question 9**]
- e)** I am a member of the public and have not used any peer support for my health and wellbeing [**Go to question 10**]

If you selected options **a, b or c** please answer the following questions:

I. Please specify the **main** type of organisation that you work for from the list below:

- a. Charity
- b. NGO
- c. Community Interest Company (CIC)
- d. NHS

- e. Private sector
- f. Local Authority
- g. Other government organisation
- h. Self employed
- i. Other (please specify) _____

- II. Which of the following best describes your **primary role** within your organisation?
- a. Peer support worker
 - b. Peer support service manager
 - c. Peer support service administrator
 - d. Patient representative
 - e. Allied Health Professional
 - f. Pharmacist
 - g. Mental health practitioner
 - h. General practitioner
 - i. Hospital doctor
 - j. Nurse/Midwife
 - k. Public Health
 - l. Dentist
 - m. Paramedic or emergency response
 - n. Non-clinical healthcare professional
 - o. Commissioner
 - p. Clinical academic or researcher

Other (please specify) _____

Part 3: The importance of different factors to you when making decisions around peer support

7. As a healthcare professional, what would matter to you the most when referring to peer support services?

8. As someone involved in peer support, what would matter to you the most when recommending peer support services to someone?

9. As someone who has used peer support services, what does or would matter to you the most when deciding to use peer support services?

10. As someone who has not used peer support services, what would matter to you the most if you were thinking about using peer support services?

Please **rank** the following **12 factors** in order of what matters (or what would matter) to you the most (1=matters to you the most)

Rank 1 = most important	Factors are divided in four broad categories
	You do not need to rank all factors – those left blank will be given the lowest ranking
	It is ok to rank more than one factor the same
	The service being easy to access
	Ability to access the service quickly
	Knowing that peer support can be used alongside other health services
	Being able to find out details about the service
	Confidence that the service is safe, confidential and high quality
	The service being endorsed by a healthcare professional
	Belief that attending will be a rewarding experience
	Belief that it would improve health and wellbeing
	An opportunity to meet people with similar experiences
	Evidence that the service makes a positive impact
	Stories from people who have benefitted from the service
	Reducing burden on the NHS

If you want to add any additional factors that matter (or would matter) to you, please write them below (along with how you would have ranked them if you wish)

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If you would like to hear about the results of this survey or take part in further discussions, please enter your email address below:

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Thank you for taking part in this survey