



## Eich Profiad GIG Cymru / Your NHS Wales Experience Holiadur / Questionnaire

### **Eich profiad GIG Cymru**

Mae'r profiad sydd gennych o ofal yn bwysig i ni. Gallai hyn fod yn apwyntiad gyda'ch meddyg neu ymwelydd iechyd, arhosiad yn yr ysbyty, ymweliad cleifion allanol neu rywbeth arall. Byddem yn ddiolchagr petach yn cwblhau'r arolwg hwn er mwyn i ni allu deall hyn yn well.

Mae'r cwestiynau wedi eu seilio ar y pethau mae cleifion wedi dweud sydd yn bwysicaf. Byddwn yn gofyn cwestiynau i chi am eich profiad. Plis helpwch ni gan roi barn onset.

Mae gan bob cwestiwn bedwar opsiwn yn bennaf, gofynnir i chi rhoi cylch o amgylch yr ateb rydych chi'n teimol sy'n disgrifio orau sut rydych chi'n teimlo.

Fydd rai o'r cwestiynau ddim yn berthnasol. Rhwch gylich o amgylch hwn os nad yw'r cwestiwn yn berthnasol i'ch profiad.

Bydd dim angen eich manylion personol ond rydym wedi gofyn rhai cwestiynau cyffredinol ar y diwedd ynglyn a phwy ydych chi. Mae hyn er mwyn sicrhau ein bod yn holi pob grwp o bobl am eu profiad.

Os oes unrhyw beth nid ydym wedi gofyn, defnyddiwch y blwch ar ddiwedd y arolwg.

Os hoffech drafod yr arolwg hwn neu ofyn unrhyw gwestiynau cysylltwch ag: [enquiries.w96002@wales.nhs.uk](mailto:enquiries.w96002@wales.nhs.uk)

### **Your NHS Wales Experience**

The experience that you have of care is important to us. This might be an appointment with your doctor or health visitor, a hospital stay, an outpatient visit or something else. We would be grateful if you could complete this survey so that we can understand this better.

The questions are based on the things that patients have said matter most. We will ask you questions about your latest experience of healthcare. Please help us by giving your honest opinion.

The questions mostly have 4 options, and you are asked to circle the answer that you feel best describes how you feel.

Some of the questions have 'not applicable'. Please circle this if the question is not relevant to your experience.

We do not need to know your personal details but have asked some general questions at the end about who you are. This is so we can make sure we are asking all groups of people about their experience. If there is anything we have not asked you, please use the space at the end of this survey to tell us.

If you would like to discuss this survey or ask any questions about it, please contact:

[enquiries.w96002@wales.nhs.uk](mailto:enquiries.w96002@wales.nhs.uk)

*Cylchwch yr ateb rydych chi'n teimlo orau yn disgrifio sut rydych chi'n teimlo. / Please circle the answer that you feel best describes how you feel.*

<b>Par mor ddiweddar oedd y profiad rydych chi'n meddwl am dano / How recent was the experience you are thinking of?</b>			
Llai na chwe Mis In the last 6 months	Rhwng un a dwy flynedd y nol Between 1 and 2 years ago	Rhwng chwe mis a blwyddyn Between 6 months and 1 year ago	Mwy na dwy flynedd yn ol More than 2 years ago

**Meddylwch am y peth cyntaf feddylicog chi am y gofal gawsoch chi. / Thinking about your overall first impressions of the care you received.**

<b>1 Ydych chi'n teimol bod pobol wedi gwranddo arno chi? / Did you feel that you were listened to?</b>			
Bob Amser Always	Fel Arfer Usually	Weithiau Sometimes	Byth Never

<b>2 Oeddech chi'n gallu siarad Cymraeg a staff? / Were you able to speak Welsh to staff if you needed to?</b>			
Bob Amser Always	Fel Arfer Usually	Weithiau Sometimes	Byth Never

<b>3 O'r amser sylweddolch fod angen I chi ddefnyddior gwasanaeth, oeth yr amswr aros? / From the time you realised you needed to use this service, was the time you waited?</b>			
Fyrrach na'r disgwyl Shorter than expected	Tua'r maint iawn o amser About right	Ychydig yn rhy hir A bit too long	Ymhell rhy hir Much too long

**Meddylwch am y lle y cawsoch chi eich gofal. / Thinking about the place where you received your care.**

<b>4 Oeddech chi'n teimol eich bod wedi cael cofal da? / Did you feel well cared for?</b>			
Bob Amser Always	Fel Arfer Usually	Weithiau Sometimes	Byth Never

<b>5 Os gofynwch am gymorth, a gawsoch? / If you asked for assistance, did you get it when you needed it?</b>				
Bob Amser Always	Fel Arfer Usually	Weithiau Sometimes	Byth Never	Ddim yn berthasol Not applicable

**Meddwl am eich dealltwriaeth a'ch cyfranogiad mewn gofal / Thinking about your understanding and involvement in care.**

<b>6 Ydych chi'n teimlo eich bod yn deal beth oeed yn digwydd yn eich gofal? / Did you feel you understood what was happening in your care?</b>			
Bob Amser	Fel Arfer	Weithiau	Byth
Always	Usually	Sometimes	Never

<b>7 Oedd pethau'n cael eu hegluro I chii mewn ffordd y gallech chi ddeall? / Were things explained to you in a way that you could understand?</b>			
Bob Amser	Fel Arfer	Weithiau	Byth
Always	Usually	Sometimes	Never

<b>8 Oeddech chi'n gallu gwneud desisiadau am eich gofal? / Were you involved as much as you wanted to be in the decisions about your care?</b>			
Bob Amser	Fel Arfer	Weithiau	Byth
Always	Usually	Sometimes	Never

**Profiad Cyffredinol / Overall Experience**

<b>9 Gan ddefnyddio graddfa o 0-10 lle mae 0 yn ddrwg iawn a 10 yn rhagorol, Sut fydddech chi'n graddio'ch gorbryder cyffredinol? / Using a scale of 0-10 where 0 is very bad and 10 is excellent, how would you rate your overall experience?</b>										
	1	2	3	4	5	6	7	8	9	10

**Meddwl am eich ymatebion. / Thinking of your responses**

<b>10 A oeed unrhyw beth yn arbenning o dda am eich profiad yr hoffech ddweud wrthym am dano? / Was there anything particularly good your experience that you would like to tell us about?</b>

<b>11 A oedd unrhyw beth y gallwn ni newid I wella eich profiad? / Was there anything that we could change to improve your experience?</b>

## Monitro cydraddoldeb

Rydym wedi ymrwymo i sicrhau bod pawb yn cael parch teg a chyfartal.

Beth bynnag ydy'ch oeddran, anabledd, ethnigrwyd, fydd, alibennu rhywedd neu huniaeth rywiol gallwch ddisgwyl cael eich trin ag urddas. Dim on gyda'ch help chi y gallwn gyflawni hyn trwy ddarparu'r wybodaeth isod.

Fydd y gwybodaeth hyn yn cael ei ddefnyddio at ddiab monitor yn unig ac cael ei gadw'n gwbl gyfrinachol.

## Equality monitoring

We are committed to ensuring that everyone receives fair and equal respect.

Whatever your age, disability, ethnicity, faith, gender reassignment or sexual identity, you can expect to be treated with dignity. We can only achieve this with your help by providing the information below.

Data will be used for monitoring purposes only and held in strictest confidence. Your identity will not be disclosed to anyone.

<b>Beth yw eich oedran? / What is your age?</b>				
0-15 mlynedd/years	16-24 mlynedd/years	25-34 mlynedd/years	35-44 mlynedd/years	45-54 mlynedd/years
55-64 mlynedd/years	65-74 mlynedd/years	75+ mlynedd/years	Mae'n well gen i deidio dweud / I prefer not to say	

<b>Beth yw eich rhyw? / What is your gender?</b>			
Gwyrw Male	Benyw Female	Arall Other	Mae'n well gen i beidio a dweud Would prefer not to say

<b>Ar enedigaeth, a gawsoch eig ddisgrifio fel: / At birth, were you described as:</b>			
Gwyrw Male	Benyw Female	Arall Other	Mae'n well gen i beidio a dweud Would prefer not to say

<b>A yw eich gweithgaredd o ddydd i ddydd yn gyfyndedig oherwydd problem iechyd, neu anabledd a barhodd, neu yn ddisgwylir iddo bara, o leiaf 12 mis? / Are your day-to-day activities limited because of a health problem or disability which has lasted, or is expected to last, at least 12 months?</b>			
Ie, llawer Yes, a lot	Ie, ychydig Yes, a little	Dim o gwbl Not at all	Mae well gen i beidio a dweud Would prefer not to say

<b>Pa un o'r opsiynau canlynol sy'n disgrifio orau sut rydych chi'n meddwl drosoch eich hun? / Which of the following options best describe how you think of yourself?</b>				
Heterorywiol neu syth Heterosexual or straight	Hoyw Gay or lesbian	Deurywiol Bisexual	Arall Other	Mae well gen i beidio a dweud Would prefer not to say

<b>Beth yw eich cerfydd? / What is your religion?</b>				
Dim crefydd	Hidnw	Mwslim	Sikh Sikh	Bwdhaidd
No religion	Hindu	Muslim		Buddist
Cristion	Iddewig	Unrhyw grefedd arall	Mae'n well gen i beidio dweud	
Christian	Jewish	Any other religion	I prefer not to say	

<b>Beth ywe eich group ethnig? / What us your ethnic group?</b>				
Gwyn / White				
Cymraeg	Saesneg	Albaniadd	Prydeinig	Gwyddelig
Welsh	English	Scottish	British	Irish
Hwyddelig gogleddol	Sipsi neu Deithwr Gwyddelig	Unrhyw gefndir gwyn arall. Any other white background, please describe.		
Northern Irish	Gypsy or Irish Traveller			
Grwpiau ethnig cymysg/lluosog / Mixed/multiple ethnic groups				
Gwyn a du Caribiaidd	Gwyn a du African	Gwyn ac Asiaidd	Unrhyw gefndiroedd cymysg/lluosog ethnig eraill	
White and black Caribbean	White and black African	White and Asian	Any other mixed/multiple ethnic background	
Prydeinig Asiaidd / Asiaidd Asian/British Asian				
Indiaidd	Pacistanaidd	Bangladeshi	Tsieineaidd	Unrhyw gefndir arall
Indian	Pakistani	Bangladeshi	Chinese	Any other Asian backgrounds
Du/Africanidd neu Garibiaidd neu Du Brydeinig / Black /African /Caribbean or Black British				
Africanidd	Caribiaidd	Unrhyw gefndir Du, Africanidd neu Garibiaidd arall		
African	Caribbean	Any other Black /African / Caribbean background		
Grwp ethnig arall / Other ethnic group				
Arabaidd	Unrhyw grwp ethnig arall		Does arna i ddim eisiau dweud	
Arab	Any other ethnic group		I prefer not to say	

**Diolch am gwblhau'r holiadur hwn.**

**Thank you for completing this questionnaire.**