WHO Global Survey

Global Standards for Quality Health Care for Older People

Needs assessment global survey: communication package

English / English | November 2026

About this package

This package contains summaries of three WHO needs-assessment surveys for older people, unpaid carers, and health and care workers and managers. Each survey is presented in the selected language and includes a language-specific link and high-resolution QR code. Please share it with relevant partners and networks.

Survey links and QR codes

Older people

Open survey

Unpaid carers

Open survey

Health and care workers and managers

Open survey

WHO webpage (all languages and audiences): Share your experience: help shape quality health care for older people

Survey 1 of 3: Older people

Older people survey (English)

Survey link:
https://extranet.who.int/dataformv6/index.php/854351?lang=en

Scan the QR code or select the link to open the survey.

Survey at a glance: Older people's experiences of health services

About this survey

The World Health Organization (WHO) invites older people to share their experiences of health services. Health services include, for example, visits to a doctor, clinic, hospital or pharmacy, rehabilitation or mental health services, and care received at home or in a residential facility.

Your responses will contribute to the development of the WHO Global Standards for Quality Health Care for Older People.

Who can participate?

You can participate if you:

- Are **60 years of age or older**; and
- Have used a health service at least once during the **past 12 months**.

Can someone help an older person complete the survey?

If an older person needs assistance, another person may complete the questionnaire on their behalf. The person assisting must have the older person's permission, accurately reflect their views and experiences, respect their privacy, and keep their responses confidential.

What the survey covers

The questionnaire takes approximately **30 minutes** to complete, although this may vary from person to person.

Section	What it covers	Estimated time
A — About you	Background information about you, your health and living situation.	5 min
B — Your overall experience with health services	Your overall experience, whether services meet your needs, and what should be improved.	3 min

Section	What it covers	Estimated time
C — Your support needs when using health services	Any help or adjustments you need when accessing or using health services.	2 min
D — Autonomy, choice, supported decision-making and goals of care	Whether your preferences and choices are respected, and whether you are supported to participate in decisions about your care.	3 min
E — Information and communication	Whether health and care workers communicate clearly, listen to you and provide information that is easy to understand.	2 min
F — Safety and security	Whether you feel safe, trust health and care workers, and have your privacy respected.	2 min
G — Independence and daily activities	Whether health services support your independence and participation in everyday life.	2 min
H — Access to health services	How easy or difficult it is to obtain health services when you need them.	3 min
I — How well different health services work together	Whether different health and care workers and services communicate with one another and coordinate your care.	2 min
J — Being treated with respect and fairness	Whether you are treated with dignity, listened to and treated fairly.	2 min
K — Knowledge of rights	Your awareness of your rights to information, involvement in decisions and respectful treatment.	1 min
L — Final thoughts	Any additional experiences, concerns or suggestions you would like to share.	1 min

Your participation

Participation is voluntary. You can skip non-mandatory questions or stop at any time before submitting your responses.

Your responses are anonymous and confidential. No identifying information, such as your name or email address, is collected. Once submitted, your responses cannot be retrieved or removed because they cannot be linked back to you.

By submitting your responses, you confirm that you have read and understood the survey information and voluntarily consent to participate.

Please use only the survey's Previous and Next buttons, not your browser's Back or Forward buttons.

Questions or further information

For questions about the survey, please contact: mncah@who.int

Survey 2 of 3: Unpaid carers

Unpaid carers survey (English)

Survey link:
https://extranet.who.int/dataformv6/index.php/194163?lang=en

Scan the QR code or select the link to open the survey.

Survey at a glance: Unpaid carers' experiences of health services for older people

About this survey

The World Health Organization (WHO) invites unpaid carers to share their perspectives on the quality of health services used by the older people they care for, as well as their own experiences as unpaid carers. Unpaid carers include family members, friends and others who provide care or support without receiving payment for their caregiving role. Health services include, for example, visits to a doctor, clinic, hospital or pharmacy, rehabilitation or mental health services, and care received at home or in a residential facility.

Your responses will contribute to the development of the WHO Global Standards for Quality Health Care for Older People.

Who can participate?

You can participate if you:

- Are **18 years of age or older**.
- Currently provide, or have provided during the past 12 months, unpaid care or support to a person aged **60 years or older**.
- Provide or provided care to an older person **who used a health service at least once during the past 12 months.**

Can someone help an unpaid carer complete the survey?

If an unpaid carer needs assistance, another person may complete the questionnaire on their behalf. The person assisting must have the unpaid carer’s permission, accurately reflect their views and experiences, respect their privacy, and keep their responses confidential.

What the survey covers

The questionnaire takes approximately **30–35 minutes** to complete, although this may vary from person to person.

Section	What it covers	Estimated time
A — About you	Background information about you and your circumstances.	4 min
B — Your caring experiences	Your caring responsibilities, the support available to you, and how providing care affects your life.	5 min
C — Overall experience with health services	Your overall perspective on the older person's experience of health services and what could be improved.	2 min
D — Support needs when using health services	The help or adjustments the older person may need when accessing or using health services.	1 min
E — Autonomy, choice, supported decision-making and goals of care	Whether the older person's preferences and choices are respected, and whether they are supported to participate in decisions about their care.	3 min
F — Information and communication	Whether health and care workers communicate clearly, listen to the older person, and provide information that is easy to understand.	2 min
G — Safety and security	The older person's safety, trust in health and care workers, and privacy when receiving services.	2 min
H — Independence and daily activities	Whether health services support the older person's independence and everyday activities.	2 min
I — Access to health services	How easy or difficult it is for the older person to obtain health services when needed.	3 min
J — How well different health services work together	Whether different health and care workers and services communicate with one another and coordinate the older person's care.	2 min
K — Being treated with respect and fairness	Whether the older person receives respectful, dignified and fair treatment.	2 min
L — Knowledge of rights	Your perspective on the older person's awareness of their rights to information, involvement in decisions and respectful treatment.	2 min
M — Final thoughts	Any additional experiences, concerns or suggestions you would like to share.	1 min

Your participation
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Survey 3 of 3: Health and care workers and managers

Health and care workers and managers survey (English)

Survey link:
https://extranet.who.int/dataformv6/index.php/716563?lang=en

Scan the QR code or select the link to open the survey.

Survey at a glance: Health and care workers' and managers' perspectives on quality health care for older people

About this survey

The World Health Organization (WHO) invites health and care workers and managers to share their experiences and perspectives on the quality of health and care services for older people.

Your responses will help inform the development of the WHO Global Standards for Quality Health Care for Older People.

Who can participate?

You can participate if you:

- Are a **health or care worker, or a health program manager**.
- Provide, manage or organize health or care services for people aged **60 years or older**.

What the survey covers

The questionnaire takes approximately **30–35 minutes** to complete, although this may vary depending on your role and the sections applicable to you.

Section	What it covers	Estimated time
A — About you	Your professional role, work setting, experience and professional background.	3 min
B — Quality of care for older people in your context	Your experience of existing guidelines, quality-of-care practices and your priorities for improvement.	2 min
C — The elements of quality care for older people	Your views on what is essential for quality care, including accessibility, safety, coordination, communication, dignity and respect.	15 min
D — Digital technology	How digital technologies could contribute to improving the quality of health and care services for older people.	1 min
E — Care for older people in the context of climate change	How health and care services can protect and support older people during climate-related events	1 min
F — Care for older people in special situations	Quality care for older people in specific situations, including emergencies, migration and displacement.	3 min
G — Additional section for managers	Existing quality-of-care arrangements, resources, monitoring and priorities for improving services for older people.	3 min
H — Final thoughts	Any additional perspectives, priorities or recommendations you would like to share.	1 min

Section G is completed only by respondents with a management or service-organization role. Some questions in Section F apply only to situations relevant to the respondent's work or setting.

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