“Have your say”
(Event Report)

Easy Read
The new **Equality Act 2010** means that the NHS must think about changing the way it does some things.

An event was held to ask people how they thought NHS services could be **fairer** and **more equal**.

A wide range of people were invited; these people represented issues such as **race**, **disability**, and **mental health**.

They were asked to say how **access** could be **improved**, and how patients could receive a **better overall experience**.

NHS staff at the event explained how they would meet their **duties** under the new law.
The event was held on 28\textsuperscript{th} September 2011 at the \textit{West Oxford Community Centre}.

About 60 people came to the event.

\textbf{Oxfordshire Community and Voluntary Action} helped to organise the event.

Refreshments were provided by people with learning disabilities from \textit{My Life My Choice}.

This report tells you about the \textbf{main points} that patients talked about during the event.
Improving patient access

Patients discussed 3 main topics;

Information, transport, and physical access

1. Information

Information should include language that is clear and simple to understand.

“Easy Read” versions of information should be made available.

“Texts” could be used for things like appointment reminders.

More use could be made of e-mail, Twitter and Facebook. This may especially help younger people.
Information should be more available in the community in places like libraries and community centres…

…and the good practice of Cherwell Community Customer Care Team should be copied across Oxfordshire.

A main worry was the lack of information for patients. “How do we know what services are available?”

GPs were seen as the key people to explain what services were available but they often lacked knowledge.

People thought that it would be a good idea to provide GPs with a directory detailing all available services.
2. Transport

**Who** can use it?  **What** is available?  **Where** will they take me?

Many people were *confused* about the service on offer.

More and clearer information should be provided about NHS transport services.

Parking a car at NHS services was *expensive* and there were *not enough* spaces available.

3. Physical access

One person said that NHS services should be *fully accessible* as described by the law.

*Waiting times* for NHS services should be *reduced*.

GPs should offer an ‘*out of hours*’ service.
Better health experiences

Patients discussed 2 main topics; **Attitudes** and **communication**

1. **Attitudes**

   It was felt that *GPs did not know enough* about specific needs of specific groups.

   Sometimes the *bad attitude of GPs* led to patients having a poor experience.

   It was important for people to feel “*happy and safe*” during their visit to their GP.

   All GPs should be trained so that they understand disability and diversity issues better.

   It was thought that *East Oxford Health Centre*, the NHS *Health Trainer Service*, and the NHS *Interpreting Service* all did a good job.
2. Communication

*Listening and communication* skills need to improve and should be an important part of GP training.

Other healthcare workers, like ward nurses, were also criticised for not being *person-centred*.

Some NHS staff need to *speak* and understand *English* better.

Communication *between NHS services* needs to be better.

*Feedback* from patients should be encouraged and *acted upon*.

Patients should be given *more information* about their condition and details about other support and benefits available to them.
...And finally

All of the views collected will help the NHS in Oxfordshire concentrate on how they can provide a better service...

... resulting in improved patient health, greater accessibility and clearer information for everyone.

Thank you to everyone for taking part!

The End
Equality and Diversity

Meeting the needs of a diverse population

This Easy Read booklet was produced by My Life My Choice

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