



The Reach Out Club

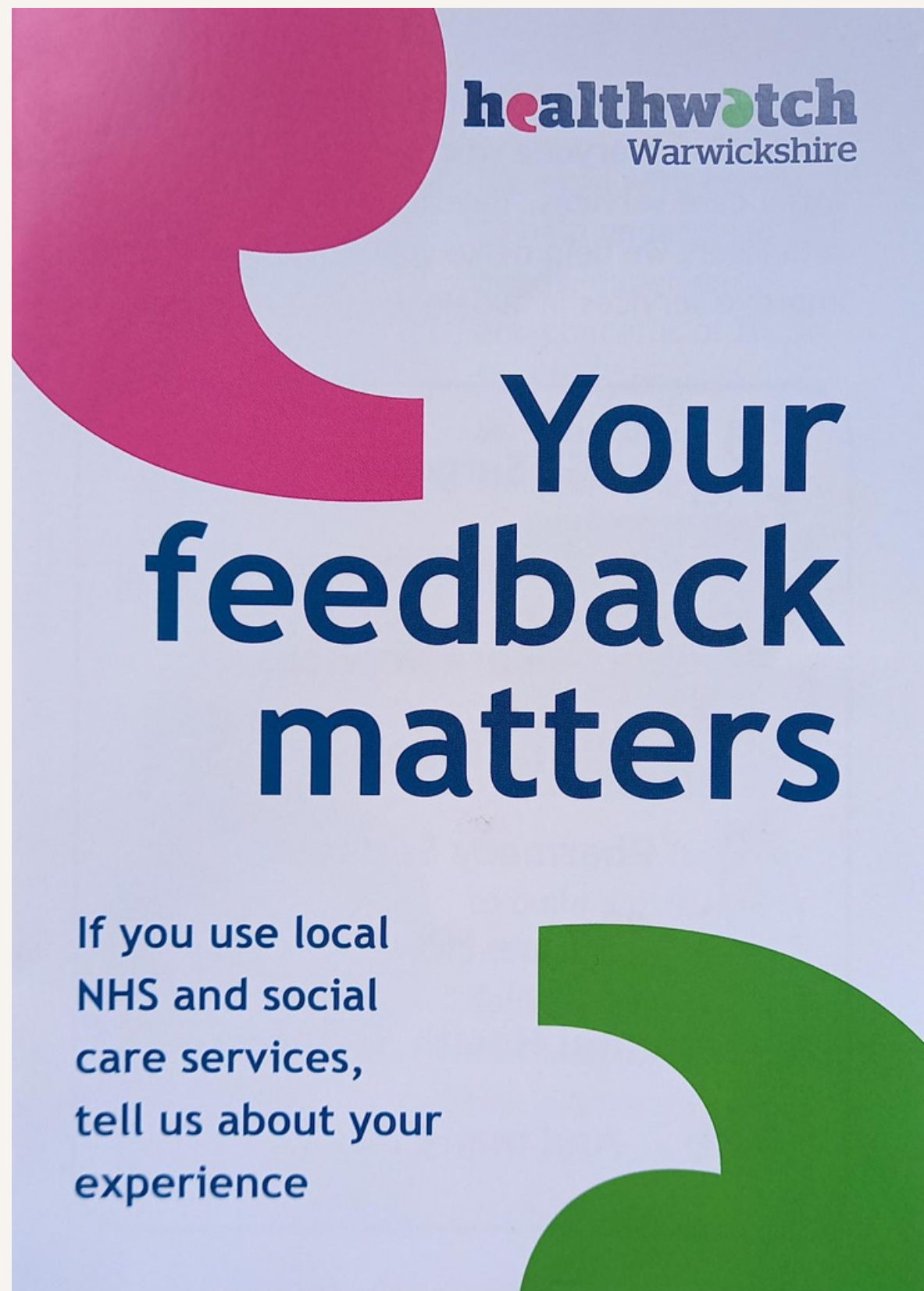


MEETS WITH

healthwatch
Warwickshire



27th September
2022



Feedback Matters

Today we met with Robyn from Healthwatch Warwickshire.

Robyn spoke to us about what Healthwatch Warwickshire do and how they help in our community.

Robyn asked for our help to give feedback on what it's like to visit our GP services. Feedbacking everything that's good and bad.

Healthwatch Warwickshire will use our feedback to help shape our local health services - to make them better for us!

How can we improve this feedback leaflet?

- Make it Easy Read
- Have more picture
- Use simple wording
- Have an audio version
- We like the choice of colors



My Health

What's important to you about your health?

Being fit and healthy

Eating healthy foods that I enjoy.

Having a healthy mind and body.

Being able to be sporty, play football

Seeing a doctor that i know and trust

Getting exercise such as walking, cycling and swimming.

Knowing I'm as healthy as can be.

Managing our conditions

Knowing about my health issues and how best to manage them.



My Health



What do you like about going to the GP?

- I like to see my GP that I have known for many years.
- I like that I can attend with people I trust such as a family member or support worker.
- I like that I know why I am going and how it may benefit me.
- My doctor is kind and nice when I feel scared or anxious.

- I like to be able to get my vaccinations such as Covid.
- I like that the doctor knows about my fears - especially needles!
- I like that the doctor is there to help me and to make me feel my best.
- I like that on most occasions I don't have to travel far to see my GP.



My Health

What don't you like about going to the GP?



- I can feel anxious about what's going to happen or what they might tell me.
- There have been a few times when I'm having tests but I'm not sure what these are for and how important they are.
- Sometimes the doctors and nurses talk to my support worker instead of me. This makes me feel like a child.
- Having to rely on transport can make going to see my GP even worse - transport can be very unreliable and expensive!

- Having to wait for my appointment in the waiting room can make me feel very anxious. This is because it's too busy and I don't like to be around too many people that I don't know.
- Having to see doctors/consultants away from my local surgery. It would help me if they came to see me instead as transport is a real issue.
- Not having a long enough appointment so that I have time to understand.



Annual Health Checks

What do we know about Annual Health Checks?



- Most group members are aware of annual health checks.
- Everyone had been to an annual health check.
- The group mentioned that they can have a health check by face to face with their doctor and/or nurse.
- Some members said they had their checks via the phone or face time - this may be due to covid restrictions.

What was GOOD?

- They check we have a good bill of health.
- It helps us to stay healthy.
- We can talk about other problems we have.
- Knowing what will take place helps any anxiety.
- I like that I can take my Mum as she helps me to understand what is happening.

What was BAD?

- Why do doctors ask me things that are on my notes? - like what allergies I have.
- I can get confused with the jargon doctors use. This doesn't help me to understand what is happening.
- I asked for extra time but didn't get it.
- I wasn't spoken to directly. Instead the doctor spoke to my support worker. This made me feel like I wasn't in the room!

Hospital Passports

Are these helpful and would you make any changes?

This is my hospital passport



For people with a learning disability coming into hospital

My name is:

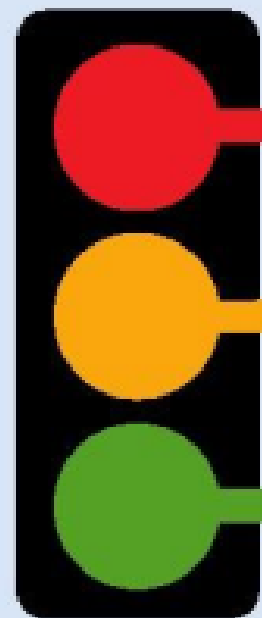
If I have to go to hospital this book needs to go with me, it gives hospital staff important information about me.

It needs to hang on the end of my bed and a copy should be put in my notes.



This passport belongs to me. Please return it when I am discharged.

Nursing and medical staff please look at my passport before you do any interventions with me.



Things you must know about me

Things that are important to me

My likes and dislikes

- All of the group thought that these passports were a good idea, especially for those people with communication difficulties.
- The group thought that these should be updated yearly or when any changes happen.
- The group would like to have a wallet sized passport so they could carry it themselves.

Other Important Points Raised....

Extra time for appointments.
Could 20 minutes be the standard time for all appointments for those with learning disabilities? We then can opt for a 10 minute appointment if necessary.

More information on travel would be beneficial. This is one of the major barriers people with a learning disability face when accessing appointments.

Do we get the choice of whether we see a male or female doctor/nurse.

We really like the traffic light system on food packaging, but this can be too small and difficult to read.

What other help could we receive to help us manage our own conditions? Easy Read documents would be helpful.

I would like to try meditation exercise such as Tai Chi, Yoga etc
Where could I access this?

Blister packs for medication can be confusing.
What does twice daily mean?
When am I supposed to take them?
The pictures are too small showing morning, afternoon, tea, night.

Why do we have to wait so long in the waiting room? Sometimes I'm waiting over an hour! This makes me feel very anxious especially if the room is busy.

MANY THANKS TO

healthwatch
Warwickshire

&



**For this opportunity to provide valuable feedback
that will help shape future community health services.**

www.heartofenglandmencap.org.uk