

Including Communities Easy Read Report

Who are Healthwatch Kingston and what did we do:

	<p>Healthwatch Kingston is here to make care better.</p> <p>We speak up for people who use health and social care services.</p> <p>There is a local Healthwatch in every area of England.</p> <p>We listen to the views of local people.</p> <p>We share these views with professionals to improve services.</p> <p>We encourage services to involve people in deciding how they should improve.</p>
 	<p>We asked for people for their experiences of the following services:</p> <ul style="list-style-type: none"> - General Practice (GPs, nurses and other staff) - Pharmacies - Local hospitals - NHS dentists - Care homes and home care <p>We also asked people if information from healthcare professionals was easy to understand.</p> <p>We also gave people the chance to tell us about any other services they wanted to.</p>



Between March 2022 and October 2023, Healthwatch Kingston attended 28 community events and groups across Kingston and spoke to people who we did not always hear from.

334 people responded to us and we used what they said to make our Including Communities report.









We spoke with the following groups of people:

- People who are homeless
- Young people (16–18 years old)
- Refugees, asylum seekers and other migrants, who have moved to our country
- People with learning disabilities
- People with autism and ADHD
- People who may have less money than other people
- People with limited mobility to leave their home
- Physically Disabled people


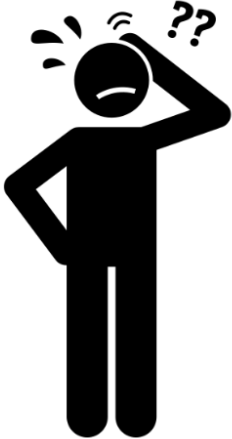


Our learning

Our learning about people's experiences of General Practice (GPs, nurses and other staff):






	<p>Most people told Healthwatch Kingston they found it hard to get an appointment to see their GP.</p> <p>People also told us they found it hard to wait on the phone when lots of other people were calling at the same time in the morning.</p> <p>Some people said that using the online booking system was difficult.</p>
	<p>Some people said they tried to see their GP first. But when they could not get an appointment, they went to the hospital for help instead of waiting for their GP.</p>
	<p>When people got to see their GP, they were normally happy with the help they got from them, but felt it was too difficult to get through to them.</p>
	<p>Some people told Healthwatch Kingston that some GP receptionists had been rude to them.</p>
	<p>Some people who now live in England, after living in a different country, found it confusing that they could not get the same help and medicine from health professionals in England.</p> <p>People who had moved to the United Kingdom, told Healthwatch Kingston they would benefit from more access to alternative therapies (for example acupuncture) being available to them through the NHS.</p>

	<p>Some people who do not speak English well told Healthwatch Kingston they asked for a translator for their appointments, but when they arrived at their appointment there was no translator.</p> <p>This made it difficult to talk to their doctor.</p>
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Our learning about people’s experiences of pharmacies:

	<p>Most people told Healthwatch Kingston they were happy with the support they got from their pharmacy.</p>
	<p>Some people who used to live in a different country, told Healthwatch Kingston they were unaware of how a pharmacy in the UK could help them.</p> <p>They tried to see their GP rather than going to a pharmacy because in their previous country they had to see their doctor for medicine.</p> <p>Some people did not know that in the UK you could get some medicine from your pharmacy, so, they were going to their GP instead.</p>
	<p>People who struggle speaking English told us they would benefit from knowing which languages were spoken at different pharmacies.</p> <p>This would mean they do not need to book a translator, or bring a friend or family member. They could speak to a pharmacist who speaks their language.</p>
	<p>Some people told Healthwatch Kingston they had issues with the medicine they need not always being available.</p>

Our learning about people’s experiences of local hospitals:



	<p>Most people told Healthwatch Kingston they were happy with the support and care they got at local hospitals.</p>
	<p>Some people told Healthwatch Kingston they were unhappy with how long they needed to wait to get treatment at a hospital.</p>
	<p>Some people also told Healthwatch Kingston they were upset with how long it took for follow up appointments and other information to be organised.</p> <p>Follow up appointments are when someone needs more help and extra appointments to get the help they need.</p>
	<p>Some people told Healthwatch Kingston they were also upset with how the hospital communicated with their GP.</p> <p>They told us they would like their GP to automatically know if they had been to a hospital for treatment.</p>
	<p>People who did not speak English and needed a translator told Healthwatch Kingston they were not sure how to get a translator in an emergency and how a translator was organised for other appointments.</p> <p>A translator is someone who speaks different languages to help people talk to and understand each other.</p>

Our learning about people’s experiences of NHS dentists:



	<p>Most people told Healthwatch Kingston they found it hard to get an NHS dentist or an appointment with an NHS dentist.</p> <p>Some people who could afford to pay now went to a private dentist (which costed more money) rather than waiting for an appointment at an NHS dentist.</p>
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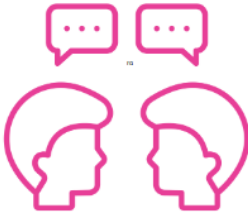
	<p>Some young people told Healthwatch Kingston they found staff at the dentists to be unfriendly and the young people did not feel welcome at the dentist.</p>
	<p>Most people told Healthwatch Kingston they thought going to a dentist costed too much money.</p>

Our learning about people’s experiences of care homes and home care:




	<p>One person told Healthwatch Kingston they were worried about going to a care home when they got older. They were worried because they had heard stories that care homes were not good enough in Kingston.</p>
	<p>One person who had help from carers, told Healthwatch Kingston they did not get the same carers come to help them.</p> <p>They said they did not like their carers changing so much, as they would like to know their carers better.</p>



Our learning about people’s experiences of understanding information from doctors and health professionals:

	<p>Some people with learning disabilities told Healthwatch Kingston they found it difficult to understand what health professionals were saying to them.</p>
	<p>Some people with learning disabilities told Healthwatch Kingston they got information in easy read and that meant they could understand it.</p>



	<p>Some people told us they preferred to speak with health care professionals instead of getting letters. Speaking to a doctor helped them better understand what was happening.</p>
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Our learning on people’s experiences of getting a diagnosis and support for ADHD and autism:

	<p>Some people told Healthwatch Kingston that it took a long time to find out if you had ADHD or autism, and they found this frustrating.</p>
	<p>Some people told Healthwatch Kingston they found the ADHD or autism assessments difficult.</p> <p>If the assessment was online (such as a video call), people told Healthwatch Kingston this was even more difficult.</p> <p>They also felt that an online assessment was not fair. As the person doing the assessment could not see the person properly. People said you could not see if someone was showing signs of being upset and scared, like twitching their legs and tapping their toes.</p>
	<p>Some people told Healthwatch Kingston they thought that assessments should be more than one meeting.</p> <p>Some people thought that one meeting was unfair, as people could have good or bad days. If you had a good day when you were assessed, it did not help you get the diagnosis that would help you.</p>


	<p>Some people told Healthwatch Kingston they were not sure what to do if they got an assessment result they were unhappy with.</p> <p>They thought the appeal process was complicated.</p> <p>Appealing a decision is when you think it is wrong and want someone to do it again.</p>
	<p>People told Healthwatch Kingston they would also like support after their assessments. They told us assessments could be upsetting and hard to deal with.</p> <p>People told us they had to share lots of information during an assessment and this did not feel nice to do. Once the assessment was over people would have liked some support to help them feel better.</p>
	<p>People with ADHD told Healthwatch Kingston they felt GPs did not have enough understanding about their needs and were not sure what support to offer.</p> <p>They also felt that advocacy organisations did not have enough understanding of ADHD so they did not feel supported by them.</p> <p>Advocacy is when someone helps you speak up for yourself in a meeting or completing a form.</p> <p>Not being able to get support from advocacy organisations meant there was more pressure on friends and family to provide that support.</p>

Our learning from people’s experiences of other services:

	<p>Some people told Healthwatch Kingston that they struggled to use phones and computers to get help.</p> <p>Some people used computers in a library and asked library staff to help them. This could be to fill out forms and make appointments with healthcare professionals.</p>
	<p>Some people told Healthwatch Kingston they had a long waiting time for support from other services they have used.</p> <p>We heard from a young man with a disability that was without a social worker for a long time.</p> <p>We also heard from a person who wanted support with bereavement and had to wait a long time to get help.</p> <p>Bereavement support is help you get after someone dies.</p> <p>We also heard from someone who used mental health services who told us the help they received was good, but they had to wait a long time to get it.</p>

Our learning and conclusions:

	<p>Most people told Healthwatch Kingston they were happy with health and social care services in Kingston, but it would be better if they did not have to wait a long time to get help.</p>
	<p>Health and social care services being online was an issue for many people who were not able to use smart phones and computers.</p>

	<p>There were issues with people not knowing what health and social care services they could use.</p> <p>There were differences between health and social care services in the UK and in countries people used to live in. This confused people and sometimes they did not know which services to contact.</p>
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What will Healthwatch Kingston do now:

	<p>Healthwatch Kingston has made a list of recommendations for the people who run health and social care services locally, and we will make sure we receive a response from service providers.</p> <p>Recommendations are ideas and suggestions that could help make health and social care services better.</p>
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Thank you

	<p>Healthwatch Kingston would like to thank everyone that gave us feedback for our report.</p> <p>We also want to thank the organisations and group leaders for welcoming us to join their meetings.</p>
	<p>Healthwatch Kingston would like to thank the following community groups for their support:</p> <ul style="list-style-type: none"> - SPEAR - Square One – Chessington - Square One – New Malden - Kingston Library - Tudor Drive Library - New Malden Library - Old Malden Library - Tolworth Library - Surbiton Library - Hook and Chessington Library - Kingston Community Library Service - Kingston Migrant Advocacy – Lunch Club

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| | <ul style="list-style-type: none">- Kingston Migrant Advocacy - Welcome Café- Kingston College- Achieving for Children – Chessington Youth Group- Achieving for Children – Kingsnympton- Fastminds- Kingston Eco-Op- Refugee Action Kingston- Access All Areas (SEND Transition – TAG)- Celebrate Chessington- Kingston Health and Wellbeing days |
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