

## Including Digitally Excluded – Easy Read

### What we did and why did we do it:

	<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>Care Quality Commission checks services like hospitals, doctors' surgeries and care homes to make sure they are giving good health and social care to people.</p>
	<p>Digital exclusion means not having access to, or finding it difficult to use things like computers, smart phones, tablets and the internet.</p> <p>Some people may not have enough money to buy a computer, or they may choose not to engage digitally.</p>

	<p><b>Healthwatch Kingston and the Care Quality Commission wanted to know how they could involve people who are digitally excluded, in their work.</b></p>
	<p>Healthwatch Kingston went to meet digitally excluded people and asked them why they did not use computers or smartphones.</p> <p>We also asked what digitally excluded people would like us to do after they had provided feedback on the health and social care services.</p>






**Who we spoke to and how we spoke with them:**

	<p>We spoke to 137 people in our community.</p> <p>95 people said they were digitally excluded.</p> <p>42 were young people who were not digitally excluded.</p>
	<p>We spoke with people at <b>Kingston Migrant Advocacy</b>.</p> <p>This group is for people who have moved to England from another country and have difficulty understanding English.</p> <p>We were helped by a translator, and we used Google Translate.</p>
	<p>We also spoke with people at <b>Kingston Eco-op</b>.</p> <p>This group is for adults with learning disabilities.</p>




	<p>We helped them use our 'Easy Read' survey.</p>
	<p>We also spoke with people at <b>Fastminds</b>.</p> <p>This is a support group for people with ADHD living in south west London.</p> <p>We spoke with a small group of people.</p>
	<p>We also spoke with people at <b>Kingston Association for the Blind</b>.</p> <p>This is a support group for people with sight loss.</p> <p>We helped them use our 'Easy Read' survey.</p>
	<p>We also spoke with people at the <b>Cambridge Road Estate foodbank</b>.</p> <p>This service supports people who need help feeding their family.</p> <p>We spoke to people while they were waiting.</p>
	<p>We also spoke with young people at <b>events and youth groups</b>.</p> <p>We went to Kingston College Freshers Fair, Chessington Youth Group and Kingsnympton Youth Group.</p> <p>We asked young people how Healthwatch Kingston and the Care Quality Commission should ask them questions.</p>

## Our learning from each group we visited




### Learning from Kingston Migrant Advocacy:

	<p>People from Kingston Migrant Advocacy told us surveys and websites in English only was a problem for them.</p>
	<p>Help from our translator worked best.</p> <p>A translator is someone who speaks different languages to help people talk to and understand each other.</p> <p>We also used Google Translate when our translator was not available.</p>
	<p>The group wanted reports and feedback from Healthwatch Kingston and the Care Quality Commission in a language they can understand.</p>
	<p>The group wanted to know what difference their feedback had made to health and social care services.</p>
	<p>Only 1 person out of 26 in the Hong Kong group said they could complete an online survey.</p> <p>They were unable to complete surveys that were only in English.</p>



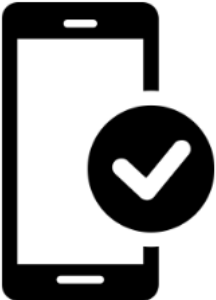

## Learning from Kingston Eco-op:

	<p>People from Kingston Eco-op told us, people with learning disabilities can need more support to use technology, like computers and smartphones.</p> <p>They also told us they might need someone to help them.</p>
	<p>People from Kingston Eco-op told us they were happy to talk to us if we came to their group.</p>
	<p>People from Kingston Eco-op told us they often shared their experiences of health and social care services with family members and key support workers.</p> <p>Also, people with a learning disability could sometimes forget about their experiences.</p> <p>People also suggested Healthwatch Kingston, and the Care Quality Commission talked with family members and key support workers of people with a learning disability who might remember better.</p>


**Learning from Fastminds:**

	<p>People from Fastminds told us they could easily forget about things.</p> <p>People with ADHD told us if we sent surveys by email, they might not remember to complete them.</p> <p>People with ADHD would prefer Healthwatch Kingston, and the Care Quality Commission to go to the Fastminds group where we could remind them to complete surveys.</p>
	<p>People from Fastminds also told us, they preferred questions that could be answered with a 'yes' or 'no'.</p> <p>People also said, questions that asked for more information could lead people with ADHD to provide more information than was needed.</p>
	<p>People from Fastminds told Healthwatch Kingston, they preferred to give feedback in person, as this was less stressful than doing it online.</p>

**Learning from Kingston Association for the Blind:**




	<p>People from Kingston Association for the Blind told us that only 3 out of 22 members we met had internet at their home.</p>
	<p>Members of Kingston Association for the Blind told us that health and social care websites were not accessible to them because the words on the page were too small and the design of the website was confusing to look at.</p>
	<p>People from Kingston Association for the Blind told Healthwatch Kingston that leaving a phone number on forms and surveys would be helpful so people with visual impairments could call someone to speak to instead of struggling to fill out a form on their own.</p>
	<p>People from Kingston Association for the Blind told us they could get embarrassed if they kept asking friends and family for help.</p> <p>This was really embarrassing when the task they wanted help with was a small one.</p> <p>This meant surveys might not get filled out by members of Kingston Association for the Blind, as they might not want to ask for help.</p>

**Learning from Cambridge Road Estate Foodbank:**


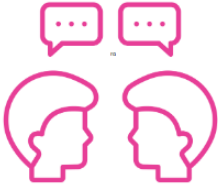
	<p>People from the foodbank told Healthwatch Kingston they wanted us to visit them at the foodbank and speak to them directly.</p>
	<p>People from the foodbank told Healthwatch Kingston they wanted us to leave information with a contact number.</p> <p>This is so people could call Healthwatch Kingston if they were not at the event or did not want to talk to us on the day we visited.</p>
	<p>People from the foodbank wanted Healthwatch Kingston to return with the report and let them know what changes had happened because of the feedback they gave us.</p>












**Learning from young people:**

	<p>Healthwatch Kingston asked young people how they would prefer us to collect their experiences of health and social care services.</p>
	<p>Young people told Healthwatch Kingston they would rather speak face-to-face at events for young people, such as youth clubs and at schools.</p>
	<p>Some young people said Healthwatch Kingston could use websites and social media to get extra feedback, but most feedback should be from face-to-face engagement.</p>







**Other learning and conclusions:**

	<p>1 out of 3 people we spoke with knew who Healthwatch Kingston and the Care Quality Commission were.</p> <p>2 out of 3 people we spoke with said, they had not heard of the Care Quality Commission or Healthwatch Kingston.</p> <p>People that did not know about us could not share their experience of health and social care because they did not know they could talk to us.</p>
	<p>Most people told Healthwatch Kingston they would prefer to talk face-to-face instead of using computers and phones.</p>

	<p>Some people found it hard to use computers and phones to get information because of the language used on websites.</p> <p>This might be because they have a learning disability or English is not their first language.</p>
	<p>Some people told us they were scared to share their information online. They were worried about sharing personal information because they were worried about scams.</p>
	<p>Some people told Healthwatch Kingston that online surveys could be too long.</p> <p>People told us they would like questions to have quick answers like 'Yes' or 'No', they would also like a box to add more information if they wanted to.</p> <p>This would help people choose how they answered the survey.</p>
	<p>Some people told Healthwatch Kingston they did not want to give feedback to us as they thought nothing will change.</p>
	<p>We learned that different people expected different things from Healthwatch Kingston, and the Care Quality Commission after they had given their feedback.</p> <p>Some people said they did not want to hear anything else from Healthwatch Kingston or the Care Quality Commission.</p> <p>Some people wanted to see the report Healthwatch Kingston made and wanted</p>

	<p>to see what changes had happened because of their feedback.</p>
  	<p>Some people said they would attend meetings held by Healthwatch Kingston, and the Care Quality Commission. But they were concerned about accessibility to our meetings.</p> <p>If Healthwatch Kingston or the Care Quality Commission were organising a meeting people wanted us to make sure the room was a good choice for the people we were inviting.</p> <p>People had concerns that they could not get to the venue if they did not have a car.</p> <p>They were also worried about other things such as the lights in the room. Some lights could be too bright and made people feel unwell, so they would not be able to attend.</p>
	<p>Some people told us we should promote Healthwatch Kingston and the Care Quality Commission at places we wanted to know more about.</p> <p>For example, if we wanted to know about people's experience of a GP, we should go to the GP or have our posters up at the GP.</p>

**What will Healthwatch Kingston do now:**

	<p>Healthwatch Kingston will share our report with as many local people as possible.</p> <p>We will also share our report with the Care Quality Commission and Healthwatch England.</p> <p>This will help other organisations know how people who are digitally excluded wanted to give their feedback.</p>
	<p>Healthwatch Kingston will create a spoken recording of this report for people with sight loss.</p>
	<p>We will try to translate our reports for people who speak a different language.</p>
	<p>Healthwatch Kingston will go back and visit the groups we visited.</p> <p>We will take our reports and let groups know how Healthwatch Kingston will work with them in the future.</p>
	<p>When Healthwatch Kingston visits groups we will only speak to the people who want to speak with us.</p>
	<p>Healthwatch Kingston will continue to use different ways of engaging with people in Kingston.</p> <p>We will continue to visit groups and events, but also use our online surveys, for those that can use them.</p>

	<p>Healthwatch Kingston will make sure the information, reports or surveys we bring to groups is presented in a way people can understand.</p>
	<p>Healthwatch Kingston will create a 'you said, we did' update leaflets (and, add this to our website, for people who want to view it that way).</p> <p>This will help people understand the difference Healthwatch Kingston makes to local health and social care services.</p>
	<p>Healthwatch Kingston will ask staff and family members who support people who are digitally excluded to help people give feedback.</p> <p>This will help us get a better understanding of local people's experiences of health and social care services.</p>

**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>
---	--