



# Every voice matters

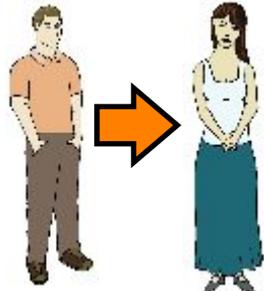
What Healthwatch England did in 2015-2016



This is an easy read version of  
**Every Voice Matters.**  
Healthwatch England  
Annual Report 2015 - 2016



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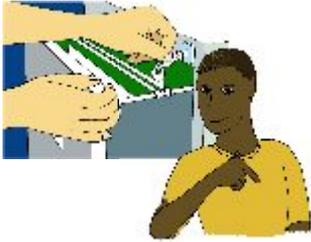
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# What our job is:



Healthwatch England is the independent organisation that helps people speak up about health and social care.



There is also local Healthwatch in every area of England. They tell us what happens in their local communities.



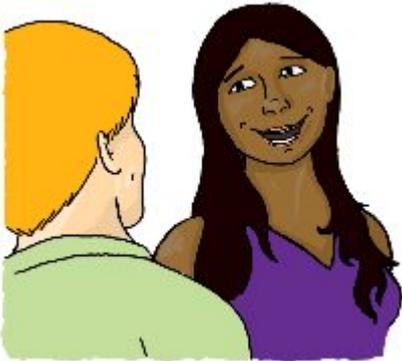
We are part of the Care Quality Commission (CQC). We give local Healthwatch:



- advice about how to talk to their communities



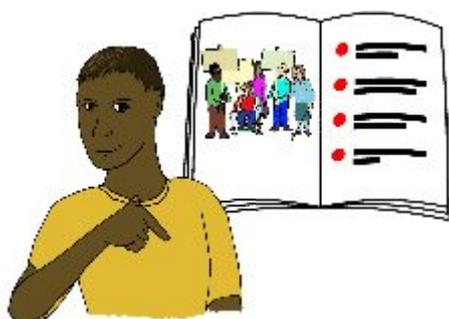
- training to do their jobs better.



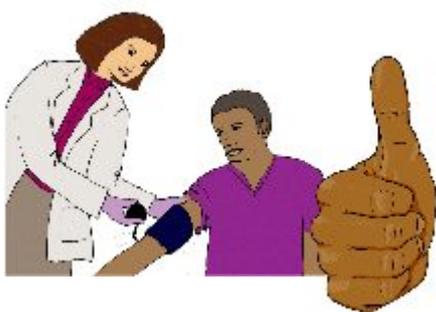
We make sure the government, NHS, health and social care services listen to the people who use them.



# Our Consumer Principles



When we started in 2012 we asked people what they expected from health and care services.



From what you told us we wrote our 8 Consumer Principles:

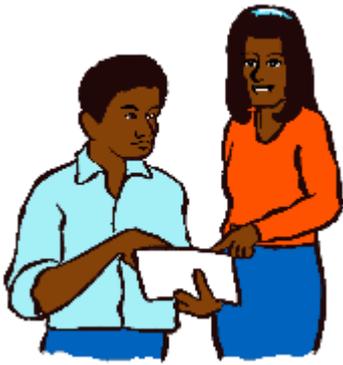
**1. You should get the important services you need**



**2. You should be able to use services**



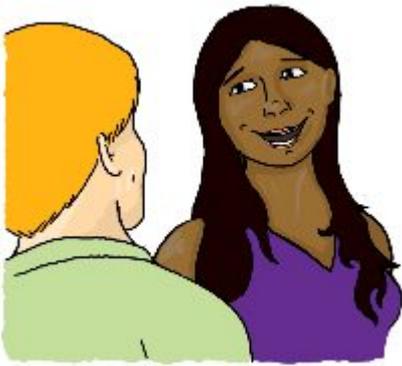
**3. You should get respect and a good safe service**



**4. You should have information and learn**



**5. You should be able to choose**



**6. You should be listened to**



**7. You should be involved**



**8. You should be able to live somewhere safe and healthy**



# Making services better now



## Coming out of hospital

We asked over 3 thousand people all over England about coming out of hospital. We asked about people:



- who are old



- with mental health problems



- who are homeless.



You told us there are 5 things that are not good about leaving hospital:



1. there are hold ups to leaving hospital and different services do not work well together



2. you do not get the support you need when you leave hospital



3. you feel you are treated badly or unfairly because of who you are. You do not feel you are given respect



4. you do not feel involved in decisions about your care. You are not given the information you need



5. you do not feel staff think about your life outside hospital.



There are 5 things you want when you are leaving hospital:



1. to be treated properly with respect and sympathy



2. staff to think about your life not just your illness



3. to take part in decisions about your treatment. And what you need when you leave hospital



4. no problems getting the support you need when you leave hospital



5. to know where you can go for help when you leave hospital.

**healthwatch**  
Oxfordshire



## What we did in a community

Healthwatch Oxfordshire found out what happened when people came out of local hospitals. They talked with more than 200 patients and services in their community.



They said there are some things that can be done better:

- know when you may be going home. Staff need to tell you less than 3 days after you go into hospital



- tell you who is in charge of you leaving hospital



- make sure you get 2 weeks of **medication** the day before you leave hospital. Make sure your GP and pharmacy know what medication you have.



Doing these things meant that more patients left hospital without hold ups.

## What we did in England



We wrote a report last year about patients leaving hospital. We said there are a lot of problems. We had a meeting with top managers to talk about it.



Department  
of Health



The Department of Health is writing new plans on how to help patients leave hospital. We are helping them to write the plan.

**NHS**



We worked with NHS England to write better information for staff and patients about leaving hospital.

## **What next?**



We will keep asking local Healthwatch what they have found out. We will tell the Department of Health about this.



## Making mental health services for children better

We asked local Healthwatch what worried people most. They told us mental health services for children is the top worry.



There are 3 things that can be done better:

1. help needs to be given as soon as there is a problem:



- children need help to know how to cope with life



- everyone needs to know about mental health problems in children



- these children must not be treated badly by anyone.



2. it must be made easy to get help.



3. staff need good attitudes to children with mental health problems. Parents and carers need listening to and support.



## What we did in a community



Healthwatch Essex talked with over 400 young people 15 to 19 years old. The young people really wanted to know about mental health.



Some said GPs do not always understand about mental health problems. And it is hard to get a mental health service.



The NHS and local councils in Essex gave more money for better mental health services for children. They wrote a plan for the next 5 years.

## What we did in England



We talked with the government and NHS England about what you told us. They wrote a plan to make mental health services for children better.



We go to meetings to look at how the plan will happen. Local Healthwatch said that local plans needed to have young people speaking up. Local Healthwatch are helping young people to speak up about the plans.

## Mental health services for other people



You told local Healthwatch there are 4 important things to look at:

1. you need help as soon as there is a problem:



- you need help to know how to cope with life



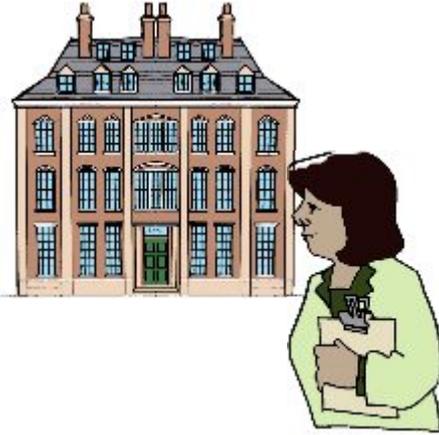
- everyone needs to know about mental health problems and what to do



2. good help and support needs to be easy to get



3. you and your family need to be involved in planning your care. And if you are in hospital involved in planning your support for when you leave



4. there needs to be a check on how safe you are in a mental health hospital. And how good care is in a mental health hospital or clinic.

**NHS**



We told NHS England and the Government this.

**healthwatch**



We wrote about how local Healthwatch found out what you think so that other local Healthwatch could learn from it.



## **Mental health problems for new mothers**

Sometimes after a mother has her baby she can feel very down and sad. It may be called the baby blues. For a few of these mothers it can be a very serious mental illness.



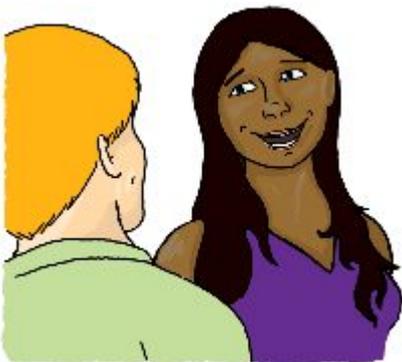
We worked with Channel 4 News to make programmes about this for TV news. We looked at how the cuts affected services for new mothers with mental health problems.

**healthwatch**



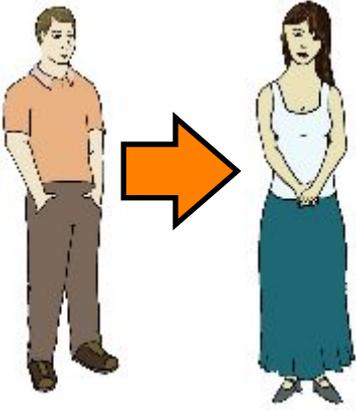
### What next?

We will carry on supporting Local Healthwatch with their work to make sure you are heard. Local Healthwatch will keep working on local plans for better mental health services.



It is important that you have your say in how local services change. We will support other groups to help you have your say.

## Making services better for trans people who want operations



**Trans people** are born as one sex and want to live as the other sex. For example a person who looks like a man may feel inside like a woman. Sometimes trans people want operations to make their body look the way they feel.



Before and just after having the operations can be a very upsetting time. People may have problems that make life very stressful such as:



- mental health problems



- others treating them badly



- problems with their families.



Only a few people are trans but the effect of being trans can be huge.



Some people have to wait for a long time for the operations. More people are asking for them and the special clinics cannot cope.



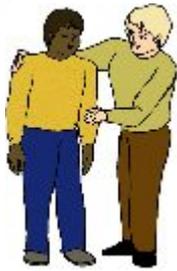
## What we did in a community

Healthwatch Hampshire worked with a local group that supports people who want the operations. They have told top managers and GPs what trans people need to support them.

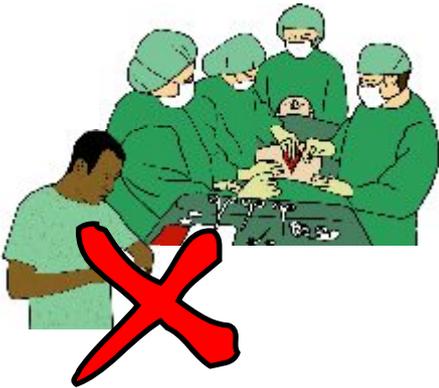
**healthwatch**  
Hertfordshire



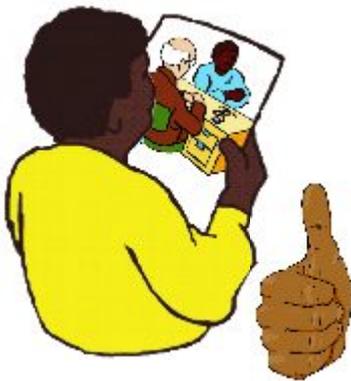
Healthwatch Hertfordshire looked at what has happened to trans people and what they need. With local groups they wrote advice for GPs on how to support trans people.



Healthwatch Devon talked with 149 people about how easy it was to get support and treatment. They found things that can be done better:



- not to wait as long for operations

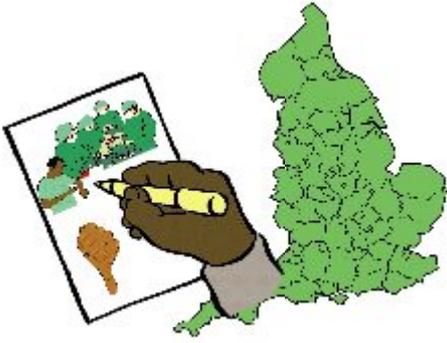


- better information



- staff to understand about trans people and what they need

## What we did in England



We wrote to NHS England to tell them how bad the wait for an operation is. We gave them ideas for some ways to make it easier for trans people to get support.

**NHS**

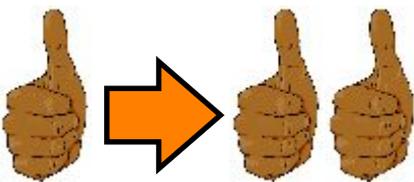


The NHS gave extra money this year to make the wait for operations shorter. There is more money again next year.



Health services are looking at ways to get more staff to work with trans people. And what training the staff need.

## What next?



Things are a bit better but a lot more needs to be done.

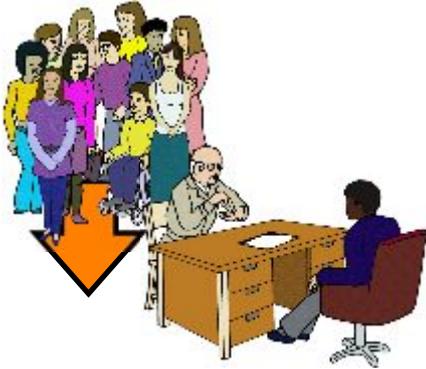
**healthwatch**



We will keep supporting Local Healthwatch to help people have their say. Then we will make sure top NHS managers hear what people say.



# Making sure services learn when you complain



We have found out that only a few people complain about a poor service.



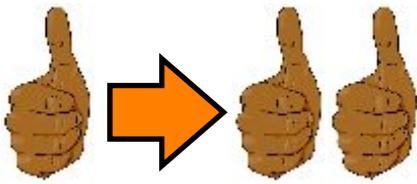
We think when complaints are dealt with well it helps a service get better.



## What we did in a community



Healthwatch East Sussex helped the local NHS to look at how they dealt with complaints.



They found some of it was good. They also found some things that need to be better. They need to:



- sort out complaints quicker



- support you when you complain



- tell you what changes they make after you complain.

**NHS**

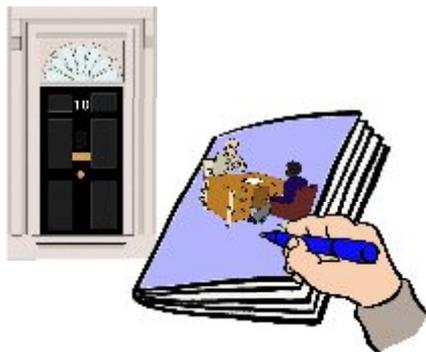


The local NHS is writing a plan to make the way they deal with complaints better.

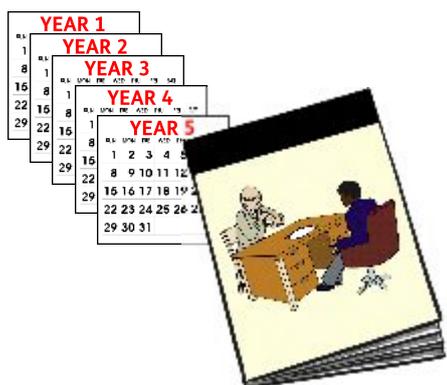


## What we did in England

We talked with thousands of people about making a complaint. We wrote a report that tells the NHS how to deal with complaints well.



We wrote a report with the government about dealing with complaints well.



Now the new NHS 5 year plan says how important it is to deal with complaints well. The plan says complaints help services do a better job.

**healthwatch**



The government asked us to tell local Healthwatch how to help local NHS deal with complaints better. This will help all the NHS in England to do a better job with complaints.



## What next?

We will tell local Healthwatch how to help local NHS services deal with complaints better.



We will help NHS England to collect information about complaints. This will help us all understand how the NHS can do a better job. And help CQC to check how services are doing.



# Helping to decide how health and care will be in the future



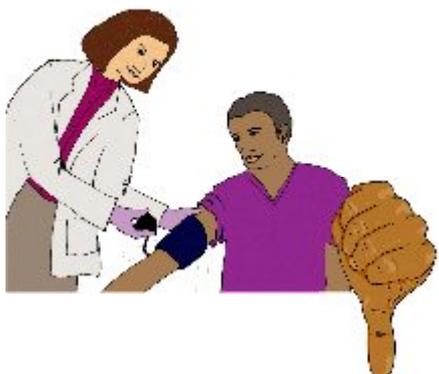
NHS England has a 5 year plan to change how the NHS works.



It is important that they hear what you think of the plan from the start.



It is important that the NHS hears what you think so that it can get the changes right. Healthwatch is supporting services to find out:



- what does not work well for you in the NHS



- what you think will help the NHS do a better job.



This is what we found out so far.



## Making better services in the community

You need to know you can get to see your GP, pharmacy and dentist when you need to.



## GP services

We talked with 11 thousand people all over England about what they want from their GP. They told us:

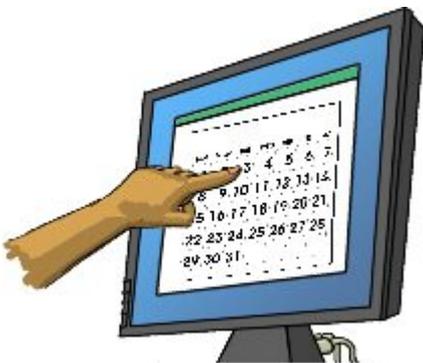


- have more services at GP practices. Such as a pharmacy and mental health nurses

### Information



- more information to deal with your health



- use computers more in GP practices for things like appointments.



We told top managers about this. The new plan for GPs in the NHS uses these ideas. GPs will get more money for these things.



## Pharmacy

You told local Healthwatch you know GPs are very busy. You want to be able to get support and advice from other places. We think a pharmacy can do this.

We found out:



- most people are happy with a pharmacy for medication when they are not very ill



- more than half of people like a pharmacy for advice for something not too bad



- some people may be happy with a pharmacy for advice about their health.

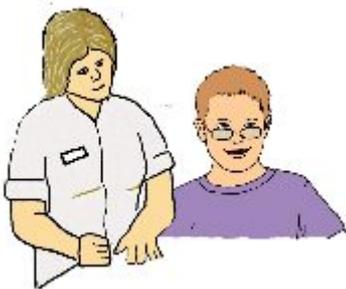


We told the government pharmacies can do more to help people with their health in the future.

**healthwatch**  
Lambeth



Healthwatch Lambeth checked on how well pharmacies deal with people with learning disabilities. They said pharmacies can do better on:



- how they communicate with people with learning disabilities



- how easy it is to get to



- giving easy read information.



They are working to put this right and tell other services how to do better.

## Dentists

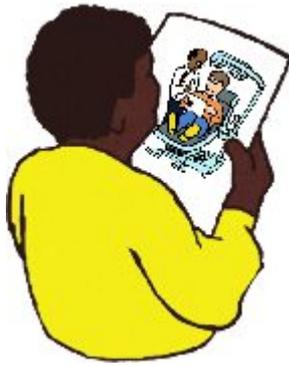


Some places in England do not have enough dentists. We have told the NHS about this.

We are asking dentists in England:

- to support you when you complain





- to give you better information about dentists and what they do.

**healthwatch**

## What next?



We will keep telling the right people what local Healthwatch find out. This will help services get better in the future.



# Helping communities in Greater Manchester have their say



In Greater Manchester the NHS can now decide what it needs locally. Local Healthwatch have worked with communities to make sure you have your say in what happens.

There were 3 things we talked about with communities:



- putting services together in the same place



- health services in your community such as doctors and dentists



- helping you to stay healthy.

**NHS**

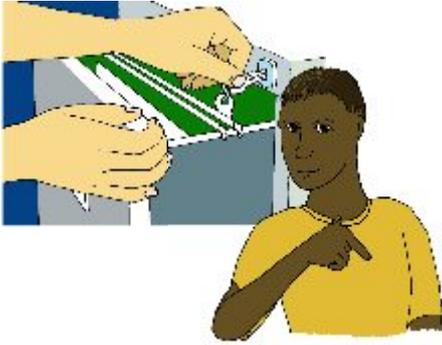


This helped the NHS to decide what services are needed.

**healthwatch**



We told all local Healthwatch how to find out what people think.



# Speaking up about how your personal information is used

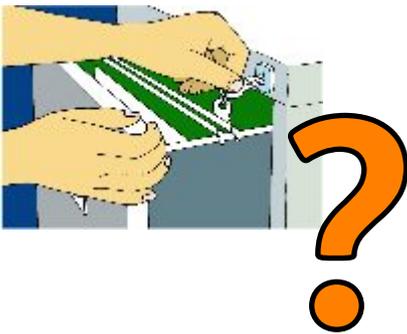


Your personal information is important to help the NHS:

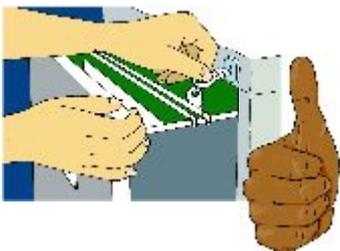
- understand more about illness



- plan future services.



You want to know who has your personal information and why.



Local Healthwatch found you are happy for your personal information to be shared when it is kept safe.



We asked more than 2 thousand people what they thought about their personal information being shared. Most people are happy for their personal information to be shared when their name is kept private.



But not many felt they were told properly about how their information will be used. And a lot thought they may be sorry later after they agreed their information can be shared.



A Government report has been written about how your personal information should be used. Everything we found out was put in the report.



## What next?

We will keep working with people in Greater Manchester to make sure you have your say.



We will work with the Government to look at how to use your personal information. We want to make sure you are happy with any rules for using your personal information.



# The most important things for us to work on next year

In 2016 - 2017 Healthwatch England will:

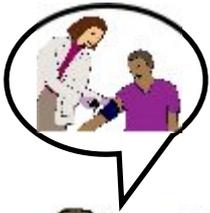
## Support local Healthwatch



We will make sure local Healthwatch get good training. So that they can give local people a strong voice to speak up.



We are part of CQC who check how good services are. We will make sure what you tell us will help CQC to do their checks well.



## Make sure your voices are heard by people planning the NHS and social care

We find out a lot of important things about what you want from services. We will make sure that top managers are told quickly about what you think. This will help to make sure you get better services.



## Keep doing our job really well

We want to keep getting better and help services to get better. We will work more with CQC to see how we can do this.



# Thank you

Thank you to all the people and organisations that help us make sure people get the health and social care services they need.

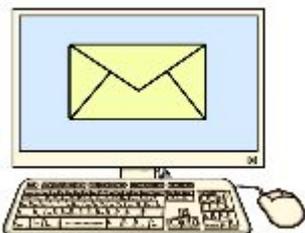
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Twitter:  
**[@HealthwatchE](https://twitter.com/HealthwatchE)**

## Hard words

**Medication** - tablets or other medicine your doctor has given you.

**Social care** - is when people have support to live at home. Social care is also day centres and social workers.

**Trans people** - People who are born as one sex and want to live as the other sex. For example a person who looks like a man may feel inside like a woman. People also say:

- transgender
- transgender identity

They all mean the same thing.



## Credits

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