



What people want from the next ten years of the NHS – video transcript

We all love the NHS, and we're proud of it but it's changing and needs your help.

(A lady walks onto the screen with a balloon containing the NHS logo, walking in front of other people from all walks of life. The balloon then floats up with two others to the next scene.)

Healthwatch asked people 'what would you do' to improve NHS services and make care better near you. Here's what they said.

(Balloons float above the wording #whatwouldyoudo)

People want more flexible appointment availability, beyond 9-5, as well as the opportunity to discuss multiple health issues in one appointment.

(The words 'better access to appointments' appears on screen, which then plays a scene of a man in a rush, trying to get his work done and then running out of the room as soon as it turns 5'o'clock.)

The waits between follow-up appointments are too long, often meaning health conditions get worse.

(The words 'support available when needed' appear on screen, which then play a scene of someone circling a date on the calendar in January and then circling their follow up appointment in February.)

While people wait for a specialist, people would like to see more opportunities for peer support, to learn how other deal with the challenges and complications.

(A woman is sharing her experience with two other men in a lounge setting.)

No-one wants to be forgotten in a digital age. And as long as face-to-face opportunities remain available people would like to see improved access for online appointments too. These would be particularly useful in rural areas where people struggle to get to their GP.

(The words 'more online appointments' appears on screen below a computer and a coffee mug. The screen is then zoomed into a dial up screen between two people starting an online appointment.)

People are individuals and want to be treated as such.

(The words 'better personalised care' appears on screen over a scene displaying a number of different people in a park setting).

They want all of their needs to be considered and more personalisation on how to look after themselves.

(Two clipboards appear for two different people. The options that people select for help with their mental health are clearly different on each clipboard.)



If medical records were shared more consistently less time could be spent repeating health issues and more time could be spent looking at treatment and support.

(The words 'only ask once' is displayed on the screen. A man is looking at someone's medical records on a computer. He then clicks 'share' and they are sent to someone else in a healthcare setting.)

Healthwatch is here to make sure your opinion is heard. Local Healthwatch around the country shared people's views with local services. You can take a look at the changes that people want to see near you online.

(A map of England is displayed and filled with quote marks of different colours. Speech bubbles appear all over the country. A mouse clicks on one of them and it displays someone's profile.)

There's always a reason to share your views. If it matters to you, it matters to someone else. Whether you have an opinion on your GP practice, are having difficulty accessing mental health services, or struggling to find a care home, Healthwatch is here for you.

(A man appears in a GP practice. The words GP practice are displayed on his chair. The scene then splits into two to display a computer with a graphic of a man's head on the screen. The words 'accessing mental health services' appear here. The scene then splits into three to display an image of a house. The words 'struggling to find a care home' appears here.)

Speak to your local Healthwatch to share your experience and make a difference.

(Contact details appear on the screen to tell you how you can talk to your local Healthwatch.)

Talk to your local Healthwatch. Go to www.healthwatch.co.uk or call 0300 683 000