



Easy  
Read



**healthwatch**

**NHS**

# What patients want

## Our Vision for the NHS in England in 2030

# Easy Read



This is an Easy Read version of some information. It may not include all of the information but it will tell you about the important parts.



This Easy Read booklet uses easier words and pictures. Some people may still want help to read it.



Some words are in **bold** – this means the writing is thicker and darker. These are important words in the booklet.



Sometimes if a bold word is hard to understand, we will explain what it means.



Pink and underlined words show links to websites and email addresses. You can click on these links on a computer.

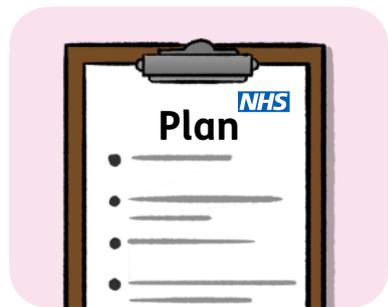
# What is in this booklet

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# About this booklet



Healthwatch England has been thinking about what people in England need from the NHS.



Organisations that work in health and social care are sharing their plans for the NHS.

They are sharing their plans because:



- The NHS has a lot of problems at the moment.



- There is going to be a **general election** soon, so politicians are talking about the NHS.

A **general election** is when people choose who goes to parliament to make decisions for the country.



This booklet will tell you about what we want the NHS to look like in 2030. We call this our **Vision** for the NHS.

# About the NHS now

The NHS has problems like:



- People waiting too long for treatment.



- Not enough appointments for people to see a dentist.



- People not being able to speak to someone at their doctor's surgery.



- People waiting too long for mental health treatment.

Because of these problems, people think that the NHS will not be able to care for:



- Everyone in England.



- Their family and friends.

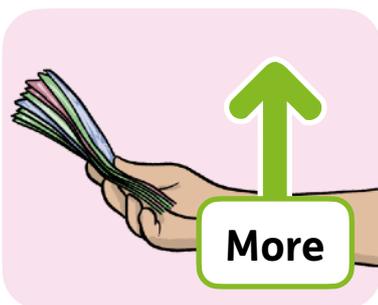


Some people have started to pay other health organisations for their care.



To help people trust the NHS we think the Government should:

- Improve the way the NHS works.



- Spend more money on the NHS.



We think that the best way to check how well the NHS is doing is to ask the people who use it.

We think the Government should:



1. Make it easier to use the NHS.



2. Reduce **health inequality**.

**Health inequality** is when some people find it hard to get the health care and information they need, because of where they live, or their gender, race, religion, disability, health condition or sexual orientation.



3. Make patients the most important people in the NHS.

# 1. Make it easier to use the NHS

People want to see a doctor quickly when they need to, especially if they:



- Are older.

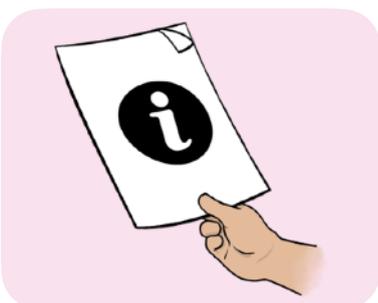


- Have a disability.

They also want it to be easy to:

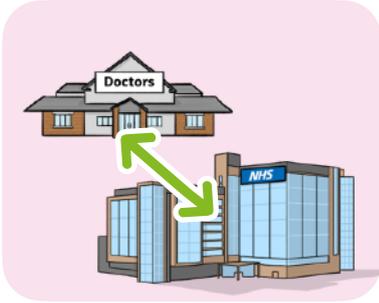


- Use the NHS.

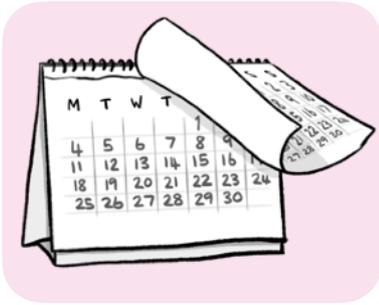


- Get information about their care and treatment.

People also want:



- Different parts of the NHS to talk to each other.



- To know how long they might have to wait for treatment.

## What we want by 2030

By 2030, we want the NHS to:



- Answer questions quickly.



- Give appointments quickly.



- Tell people what service they need quickly.

By 2030, we also want the NHS to:



- Give people information about their care on the NHS app.



- Give people their information in the way that they need, if they cannot use the NHS app.

# What we think the NHS should do

To make this happen, the NHS will need to:



- Change how it deals with paperwork and appointments.



- Make it possible for people to do more on the NHS app, like:
  - Look at their medical records.
  - Get healthcare reminders.
  - Send in their medical information.
  - Get advice they can trust.



- Make sure people who do not use the NHS app or the internet still get the care they need.

## 2. Reduce health inequality

Some people find it hard to get the health care or information they need because they:



- Live in areas of England where people do not have a lot of money.



- Are Black.



- Have a disability, including learning disabilities.

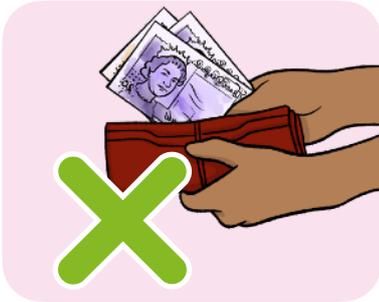


- Are women.



Most people want the NHS to:

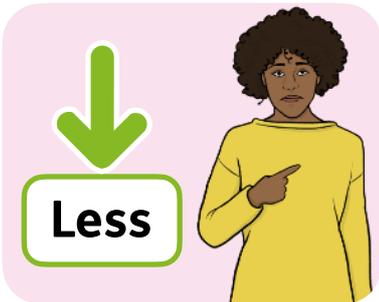
- Help them to live a healthy live.



- Be free when they use it.

## What we want by 2030

By 2030, we want:



- To reduce health inequality.



- The NHS to work with councils to help people stay healthy.



- People who are struggling with money to still get the care they need.

By 2030 we also want:



- Everyone to get information in a way that they understand, like Easy Read.

## What we think the NHS should do

To make this happen, the Government will need to:



- Plan how to reduce health inequality.



- Collect information from different people and organisations about how well the plans are working.

The Government will also need to:

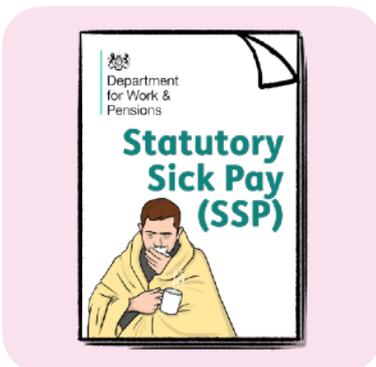


- Keep the cost of going to the dentist the same.



- Improve the **Healthcare Travel Cost Scheme**.

The **Healthcare Travel Cost Scheme** is when the Government helps people pay for travel to a healthcare service.



- Give people **sick pay** for longer if they are waiting for treatment.

**Sick pay** is money from the Government when you are too ill to do your job.

### 3. Make patients most important in the NHS

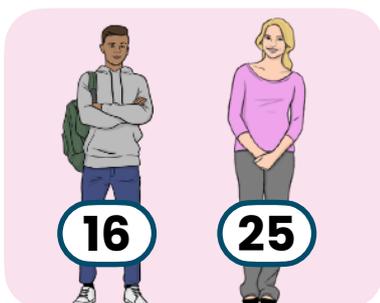


Nearly 8 out of 10 people are happy with their care from the NHS.

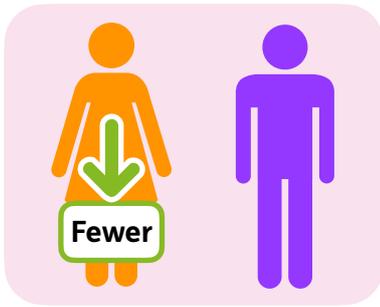
But some groups of people did not feel listened to, like:



- **Neurodivergent** people.  
**Neurodivergent** means someone whose brain works in a different way to most people. They may be autistic or have a mental health condition.



- People aged between 16 and 25.



Fewer women than men felt listened to.



Patients should be involved in everything the NHS does.



But stories in the news show that some healthcare organisations do not listen to patients and their families enough.



Healthwatch groups help patients get their opinions heard.



But we are getting less money to do our work.

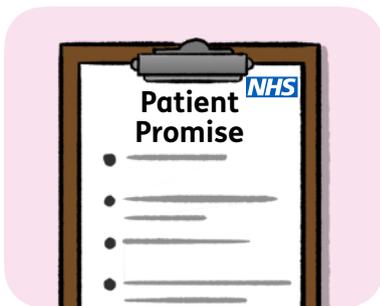


People in England need to know more about their **rights** when they use the NHS.

**Rights** are things that every person should have by law. Like the right to be safe, and the right to be respected.

## What we want by 2030

By 2030, we want:



- The Government to introduce a new NHS Patient Promise to change how the NHS works.



- Healthcare staff and the NHS to listen to patients more.



- How patients feel to be as important as the care they get.

# What we think the NHS should do

To make this happen, the Government will need to:



- Agree to introduce a new NHS Patient Promise.



- Check how organisations are changing to meet the Patient Promise.



- Make it easier for people to complain about the NHS.



- Give Healthwatch more money to help patients tell the NHS their stories.

# Find out more

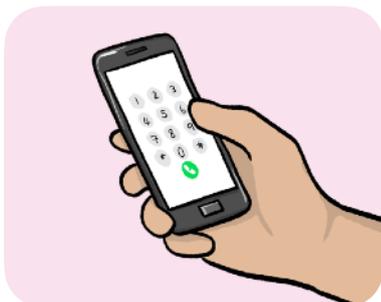


You can look at our website here:  
[www.healthwatch.co.uk](http://www.healthwatch.co.uk)

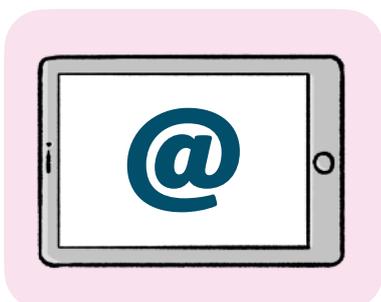
You can contact us by:



- Post:  
Healthwatch England National  
Customer Service Centre  
Citygate  
Gallowgate  
Newcastle upon Tyne  
NE1 4PA



- Phone: 03000 683 000



- Email:  
[enquiries@healthwatch.co.uk](mailto:enquiries@healthwatch.co.uk)