

Health and care services in Sandwell



Is information easy to understand?



Is the way people talk to you easy to understand?



Healthwatch Sandwell listen to what people say about their health and care services.



We tell health and care services what people said and how they can make things better.

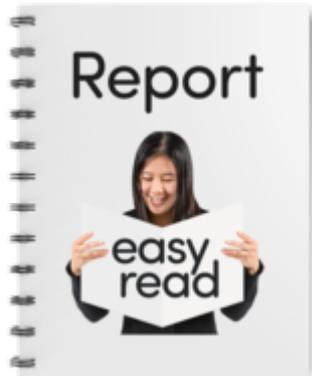


We talked to people who need help with understanding information and how things are communicated.



We asked about how people get information and are communicated with.

We asked what is bad and what is good about health and care services.



This report tells you what people said about health and care services and what could be done better.



Accessible Information Standard

The **Accessible Information Standard** is a law that says all health and care services have to:



- communicate in different ways for people with different needs.

Please fill in this easy read form

easy read

Your name

Address

Phone

- provide information that is clear and easy for people to understand.



- make **reasonable adjustments** to meet people's communication and information needs.

A **reasonable adjustment** is a change to how things are done.



The **Accessible Information Standard** says Doctors, Hospitals, and services giving care or support must:

- **ask** a person what works best for them.



- **record** what the person says works best for them.



- **share** the information so the persons needs can be met.



- **give** information and communicate with the person in ways that work best for them.



Healthwatch England have told **NHS England** that services must get better at meeting people's information and communication needs.

[Healthwatch England - what we think should happen - Easy Read](#)



Healthwatch Sandwell asked people who live in Sandwell if they were getting information and communication in ways that worked for them.



We spoke with people who:

- are blind or visually impaired

visually impaired means someone who cannot see very well.



Deaf

- are Deaf or find it hard to hear



- have a learning disability



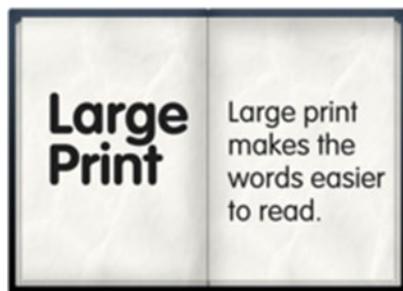
- find understanding information or communicating difficult for other reasons.



Most people said health and care services need to be better at giving information and communicating in ways that meet peoples needs.



Healthwatch Sandwell talked with blind and visually impaired people about what works best for them.



Blind and visually impaired people said:

- letters can be hard to see to read but some people can read if the words are a big size.



- emails can work for some people because their computers can read it to them.



- a person or computer talking so people can hear information is best.



Healthwatch Sandwell talked with people who are deaf, or find it hard to hear, about what works best for them.



People who are **deaf** or find it **hard to hear** told us:

- Many deaf people speak in **British Sign Language**.

British Sign Language uses hand signs and face expressions to communicate with people who cannot hear spoken words.



- Deaf people may need a **British Sign Language interpreter** to be able to communicate.

A **British Sign Language interpreter** can sign British Sign Language and speak English Language. They help people talk to each other in different languages.



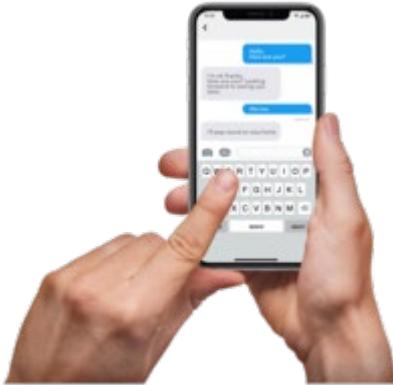
Health and care services must provide a British Sign Language interpreter when they know a person needs one.

But deaf people told us this does not always happen.

Stop
Hello Eat
Words
Person Day Open

People who are **deaf** or find it **hard to hear** told us what can be good:

- Use simple words.



- Letters, emails, mobile phone texts.



- Phone Apps – like the NHS App.



- Videos in British Sign Language telling people about health.



Deaf young people also talked about their mental health and what they need to help them.

They made a video to tell services what they need. [Video by Deaf young people](#)



Healthwatch Sandwell have talked about health and care services with:

- people with **learning disabilities**
- people with **autism**



- parents and carers
- and support workers.

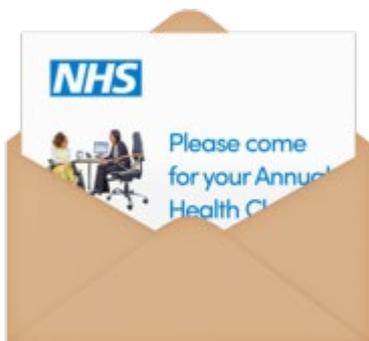


Healthwatch Sandwell have heard that people with a **learning disability** are:

- not included enough when people talk about health or care.



- not given information about health or care in ways they can understand.



- not always getting a health check from a doctor or nurse each year.



Healthwatch Sandwell write reports and tell health and care services how to make things better.



We are telling health and care services that people with a learning disability need:

- Information in ways that are easy to understand and meet a person's communication needs.



- People who are supporting them a person with their health or care to be included.



- A **Hospital Passport** gives information that says what help a person needs if they go to hospital.



- Hospital staff must read the **Hospital Passport** and make sure things work well for the patient.



Accessibility Report

Healthwatch Sandwell have written a report to share with health and care services – it includes:



- What people who need help with information and communication are saying.



- Helpful information on how to communicate in different ways.

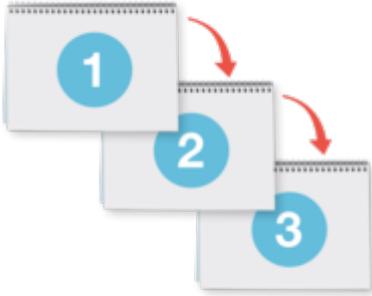


- What Healthwatch Sandwell think should be done differently to make things better for people.



If You:

- have any questions?



- would like to know about next steps,



- be involved in helping make health and care services better,



- would like to tell us about your health and care experience.



Please contact Healthwatch Sandwell

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