

What people want from the next ten years of the *NHS*



easy
read

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Introduction



Last year the NHS wrote its plan for the next ten years.



They asked Healthwatch to find out how people wanted their local health services to improve.



We asked people all over England what they thought.



We heard from more than 40,000 people.



We held over 500 discussion groups.



We spoke to people at over 1,000 events.



This report explains what people told us.

Making it easier to see a health professional

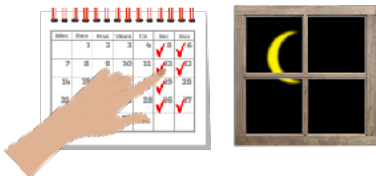


A **health professional** is a doctor, nurse, therapist or other person who has been trained to give a health service.



People told us:

- It should be easier to see your local doctor.



- You should be able to see a doctor in the evenings and weekends - so you don't have to take time off work.



- You should be able to see other health professionals at the local doctor's surgery, instead of having to go to a hospital.



- You should be able to spend a longer time with your doctor or other health professional when you need it.



- People have to wait too long for hospital appointments or mental health care.



- People want to be able to get health services closer to home.

Using computers and the phone more



The NHS wants to use computers, the internet and mobile phones more to talk to people about their health.

It would give people a better service and save money.



People told us that:

- They want health professionals to communicate with them using the internet and phones.



- People would like to:
 - Make appointments online.
 - Check how long people are having to wait at the hospital.
 - Speak with the doctor online.



But some people were worried that communicating over the internet might not be right for them.



This included people with a learning disability and people with mental health conditions.

Person centred care



The NHS wants to make health care right for each individual person.



It wants people to have more choice and control over the care that they get.



People told us that:

- They want to be involved in decisions about their health care.
- They want to get information that helps them to manage their own health care.
- They want different health professionals to share information, so patients don't have to keep explaining things.
- They want information in the best way for them. Some people need information and letters in Easy Read.



Staying healthy



The NHS wants to help people to stay healthy.

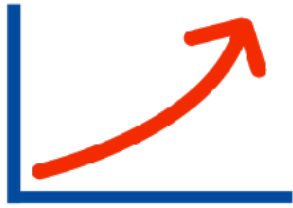


People told us that:

- They want the NHS to help them to choose ways to stay healthy.
- They want information about living in a healthy way that is right for them. This includes in Easy Read and different languages.
- It's good to be part of a group who have a similar health condition as you.
- Sometimes doctors will ask you to go to a group, or join a gym instead of taking medicine. People liked these new ideas but might need help to get used to them.



Better care for everyone



The NHS wants to improve care for people with certain conditions.

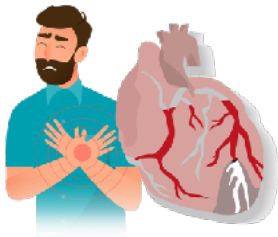


This includes people who have:

- Cancer



- A mental health condition



- Heart disease



- Dementia - this is a disease that affects the brain. It can make people get confused and forget things



- Autism



- Learning disabilities



- Breathing difficulties



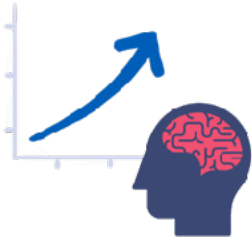
People told us that:

- People with cancer and breathing problems get a better service than other people.



- Everyone should get good quality support.

Mental Health



The NHS wants to make a real improvement in mental health services.

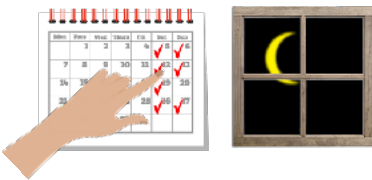
People told us that:



- It takes too long to see the right health professionals.



- They want the right treatment at the right time.
 - Some people were given medication when they needed a **talking treatment**.



- People want more services in the evenings and at weekends.



- People should be able to get a service at any time, day or night, when they have a crisis.



Talking treatments are where you talk through your problems with a health professional

People with learning disabilities or autism



The NHS wants people with a learning disability or autism to have longer happier lives.



People told us that:

- It is taking too long to see the doctors who can say if they have autism.



- People with learning disabilities want health professionals to communicate with them better.



- People with learning disabilities want the NHS to help them to live healthier lives.

Involving carers



The NHS wants to give more support and help to unpaid carers.



People told us that:

- The NHS must give better health care to carers.



- Carers want to be more involved in the health care of the person they support.

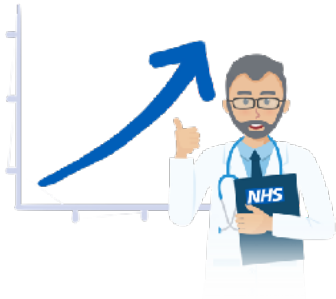


- Carers of people with dementia want short breaks.



- Carers like to meet up with other carers, so that they can support each other.

Dementia

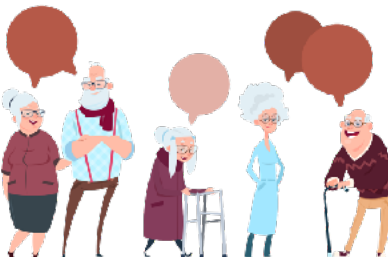


The NHS wants to improve the care of people with dementia.



People told us:

- It takes a long time for doctors to say if someone has dementia.
- It would help everyone if this could be quicker.
- People with dementia want health professionals to treat them as a person.
- People with dementia and their carers, like being part of a group who can support each other.



People under 25



The NHS wants to make sure young people have a good start in life.

They want better services for young people with mental health conditions.



They want to get better at understanding the needs of young people with autism and learning disabilities.



Young people had some different views to older people. For example:

- They were happier about the way the NHS looked after their personal information.
- They wanted the NHS to use computers, the internet and mobile phones more.





- They weren't worried about how to travel to see a doctor.



Young people want health services to treat them with more respect and communicate with them better.



Young people want health services that are right for them.

Listening to people



The NHS wants to listen to what people want.



They want to involve people more in improving their services.



People told us:

- It is very important to listen to patients.

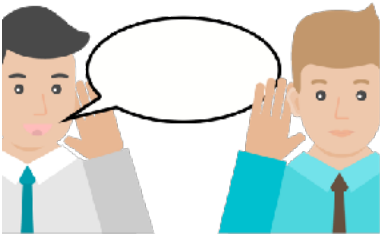


- The NHS should listen to all different people who use health services.



- The NHS should show that they have listened to people and made the improvements that people want.

Other issues



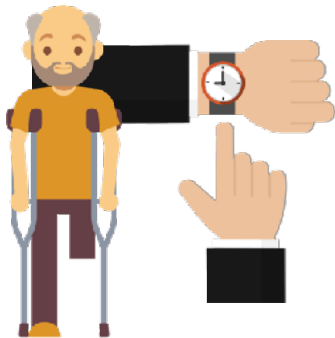
People told us about some other issues which are not in the NHS plan.

People with more than one health condition

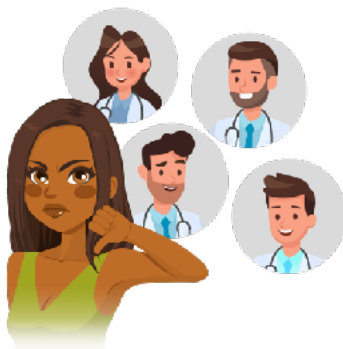


People told us:

- The different health services don't always work well together.



- People with more than one health condition often have to wait longer to see the right health professionals.



- People don't like having to see a different health professional each time.

Transport to healthcare



People told us:

- Being able to travel to appointments is a big problem for people.



- People with learning disabilities and mental health conditions find buses difficult. They need more support with transport.



- People suffer from stress because they worry about parking.



- People would like to bring their carers with them on transport to hospital appointments.

People from black and other ethnic backgrounds

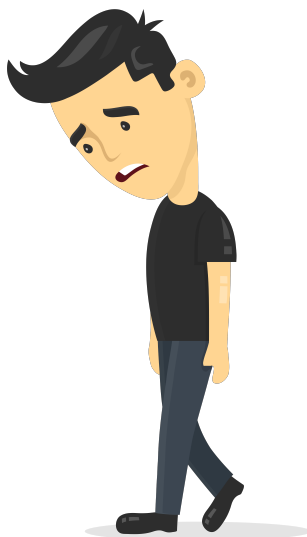


People told us:

- People who don't speak English very well have a lot of difficulty.
- They need information in a language that they can understand.



- People want professionals to think about their background when they give advice.



- Many people who have come to Britain to escape from violence at home, are nervous about asking for help.



Gay and trans people

Gay means you are attracted to people of the same sex.



Trans means you have a different gender to the one you were born with.

People told us:



- Trans people thank the NHS for helping them to change their gender. But they are worried about how long they have to wait to see health professionals.



- NHS staff should get more training so they understand the needs of gay and trans people more.

What next?



Healthwatch has told the NHS what people think.



The NHS is now using this information in its local plans.



Healthwatch will carry on working with the NHS to improve health and social care services.

For more information



If you want more information please contact us by:

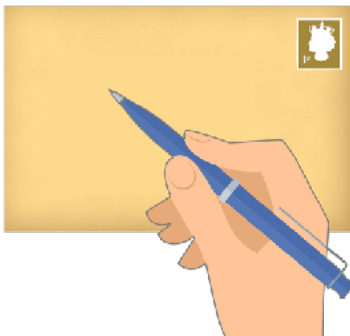
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