






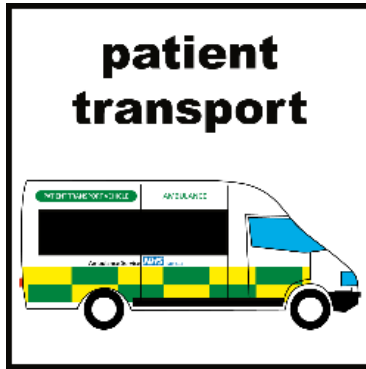
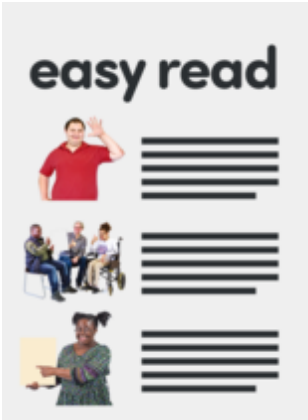


**Access to Healthcare Appointments : Have Your Say Survey Results
Easy Read Summary Report**

<div style="display: flex; justify-content: space-around;"> <div style="border: 1px solid black; padding: 5px; text-align: center;"> <p>GP practice</p>  </div> <div style="border: 1px solid black; padding: 5px; text-align: center;"> <p>dentist</p>  </div> </div> 	<p>Healthwatch North Yorkshire asked you to tell them about a recent health appointment you had at the doctor, dentist or hospital</p>
	<p>They wanted to know if you were given any reasonable adjustments</p> <p>Reasonable adjustments are things that make it easier for you to access the care you need</p>
	<p>Using the survey and interviews they got feedback from 232 people including carers</p>

The results cover 3 areas:

<p>appointment</p> 	<p>1. Healthcare appointments</p>
<p>quiet lounge</p>  <p>patient transport</p> 	<p>2. Environment and travel</p>
<p>easy read</p> 	<p>3. Information given to people</p>

1. Healthcare appointments



What they found...






When booking their appointment 82%, or **82** out of every **100** people, were **not asked** what reasonable adjustments they needed



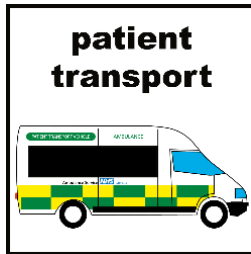
86%, or **86** out of every **100** people, were **not asked** if they would like their needs recorded using the digital flag



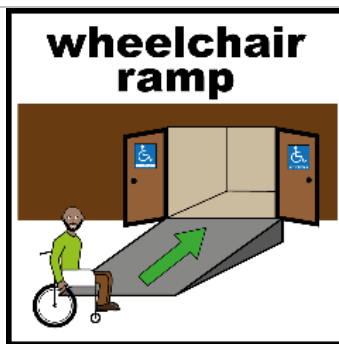
GP practice staff **knew more about** reasonable adjustments than other services

	<p>Lots of people would like more time for their appointments</p>
	<p>Lots of people would like to know how to ask for the reasonable adjustments they need</p>
	<p>61%, or 61 out of every 100 people, said that staff showed them empathy and were understanding of their needs</p>

2. Environment and travel



What they found...



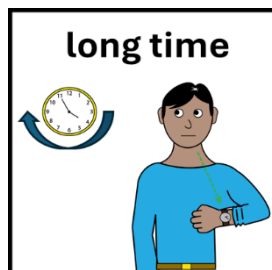
89%,
or **89** out of every **100** people,
said that there was **step free**
access to buildings



63%,
or **63** out of every **100** people,
who needed a disabled parking
space **could** get one



Other people found that there
were not enough disabled parking
spaces...

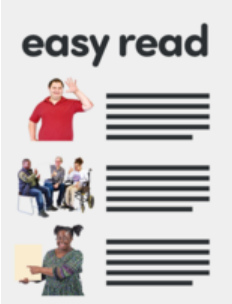


...they had to **wait a long time** for
a disabled parking space...

<p>Long way to walk</p> 	<p>...or they had to park far away from the building entrance</p>
<p>quiet lounge</p> 	<p>Some people could wait in quiet, clean, calm rooms...</p>
<p>loud, noisy</p> 	<p>...other people said that waiting rooms were busy and noisy and were distressing for people</p>
<p>door signs</p> 	<p>66%, or 66 out every 100 people, said that signs in buildings were clear and easy to understand</p>
	<p>Some people had to travel a long way to their appointment and this made it hard for them</p>

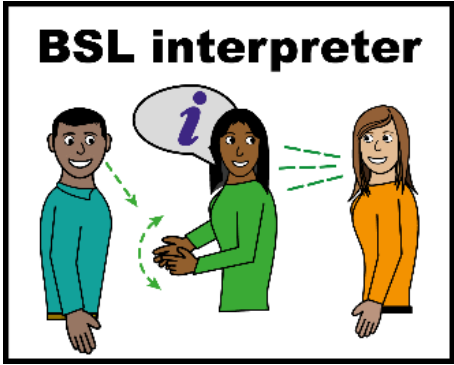
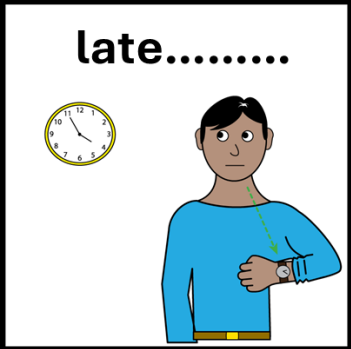


<p>patient transport</p> 		<p>Some people could not get hospital patient transport and this made it hard for them to get there</p>
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3. Information given to people

	<p>What they found...</p>
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 	<p>58%, or 58 out of every 100 people, were given accessible information that met their needs</p>
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 	<p>42%, or 42 out every 100 people, were not given accessible information that met their needs</p>
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 <p>BSL interpreter</p>	<p>Only 39%, Or 39 out of every 100 people, who asked for an interpreter got an interpreter</p> <p>This made their appointment difficult for them</p>
 <p>late.....</p>	<p>Even when interpreters were booked they often did not turn up, or were late, or were not booked properly</p>
 <p>plain english use easy words</p>	<p>Most people felt that staff took the time to speak clearly, use plain language and were understanding</p>
 <p>friend or carer</p>	<p>82%, or 82 out of every 100 people, said that they were able to have their carer, family member or friends with them</p>