

Clear Information in Healthcare Services

Feedback from Reach Members
(June 2013)



is part of



advocacy services in staffordshire

Why we wrote this report

University Hospital of
North Staffordshire **NHS**
NHS Trust



At the University Hospital North Staffordshire (UHNS) steering group meeting on 4th March 2013 there was a discussion about what clear information is available for people using their service.



The steering group looked at what clear information was needed and what was available now.



**Reach
Parliament**

The steering group decided that a list of all the clear information the UHNS have should be made.

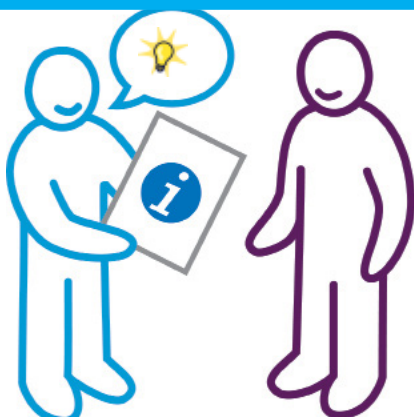
Reach were asked if members would be able to discuss their experiences and highlight any gaps where clear information

How we collected this information



At the Reach Parliament meeting on Monday 15th April 2013 project workers asked Reach members:

- what clear information you have had to do with your health?
- are there times you have not had clear information but it would have helped?
- what kinds of clear information do you think people need?
- of all the types of information talked about, which are the most important?
- any other comments?



Reach members worked in groups to talk about these issues, share their experiences and discuss ideas about clear information in healthcare services.

What clear information have you had?



'my GP gave me some clear information about blood tests'

'I get clear information from my dentist'

'I have had clear information about my health and my diet, I have some that tells me what I can and can't eat'

'I have had some clear information from the doctors about my ear infection'

'there is more clear information about diet and general health, looking after yourself'

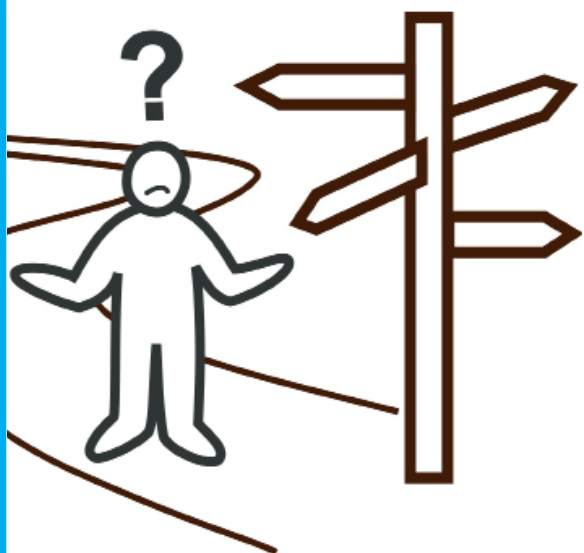
'I can look at clear information at my doctors but there is nothing that I can take away with me, it would have helped if I could have taken it away with me'

'I have seen some clear information about asthma, not much though'

'I have had some clear information about my hearing aid'



Were there times you didn't get any clear information? Would it have helped?



'there's no clear information for appointments, if we didn't get support we would struggle to understand our appointments'

'most information I get is not clear enough, I need support to help me understand it'

'not given any clear information about my seizures, I only found out about my tablets from my mum, doctors did not talk to me'

'i was in hospital for two weeks, didn't get any clear information at all, needed my mum to explain things to me'

'not had any clear information about health at all'

'no, I've not had any clear information from hospitals or doctors'

'I've not had any clear information on health, I have seen some but never had any'



Were there times you didn't get any clear information? Would it have



'they don't give you any clear information, it would be really helpful if they did'

'I had an operation, I did not get any clear information about what was happening'

'clear information would help us to understand what is going to happen and why'

'if there were people's names and pictures (when attending appointments) it would help us to go to the right places'

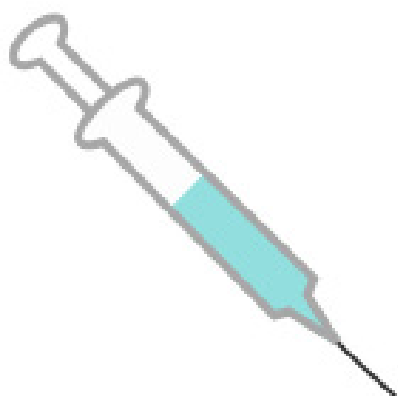
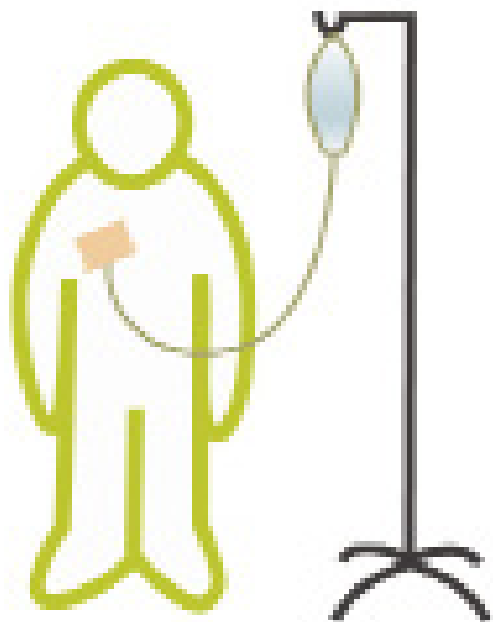
'I went in hospital for two weeks, staff were really good but I didn't get any clear information, they didn't explain much to me. It would have helped to have had some'

'there is clear information at the hospitals but they don't give it or send it to us'

'no information to take away and read, don't really get clear information from any of my doctors'



What clear information do people need?



'not getting clear information about medical conditions'

'no clear information on medical terms used by staff at the hospital'

'not enough clear information about diets and keeping healthy'

'no clear information about hip replacement operations (2 people have had operations and not had any clear information)'

'no clear information on medical procedures'

'no clear information at the opticians'

'need information about medication and side effects, leaflets are too small and unclear'

'no clear information given on chest pains and conditions, I have to get support from my family members'

'no clear information for appointments and where to go at the hospital'

Most important - any other comments



'people have checked on this before but nothing seems to have happened'

'all medical information is important and should be in clear information and available all of the time'

'general information on what will happen, just some clear information would help'

'clear information should be at the doctors and the hospitals all the time'

'we need clear information to take away, so we can read it at home'

'when my key worker went to hospital with me, they made them go then gave me a form to read, I couldn't read and sign it!'

'general information about why you are going in and what they are going to do'

'appointment should come in words and pictures so people can understand'

Contacting Reach



For more information please contact Reach Project Worker Mark Evans.



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Reach is part of Asist, Advocacy Services in Staffordshire.



Images in this report are made by Reach.