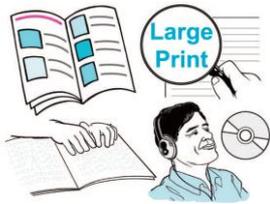
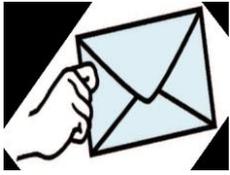


**Disabilities Assembly**  
13 June 2016  
Middlesex Suite, Civic Centre.

	<p>Marion Finney from the Customer Engagement Team welcomed everyone to the assembly.</p> <p>Marion also introduced members of the assembly steering group.</p>
	<p><b>The minutes from 15 February were agreed.</b></p>
	<p><b>Agenda 13 June - What happened at our meeting?</b></p>
	<p><b>The new Accessible Information Standard</b></p> <ul style="list-style-type: none"><li>• The Accessible Information Standard is about making information about health and social care more accessible.</li><li>• This means making sure everyone gets the information they need in a way that is easy for them to understand.</li><li>• The law says that the National Health Service and organisations that provide adult social care must follow the new standard.</li><li>• The standard will become law on 31 July 2016.</li><li>• The standard is about:<ul style="list-style-type: none"><li>◦ Communication - this is face to face.</li></ul></li></ul>



- Correspondence - this is communication that is not face to face, for example letters.
- The standard says that:
  - When we meet people face to face we must share information in a way that they understand.
  - Correspondence must be provided in a way that a person prefers, for example Braille or in large print.
- The standard aims to make sure that people with disabilities:
  - Have access to information that they can understand.
  - Have any communication support they might need.

As part of the Accessible Information Standard, organisations must do five things.

1. Ask people if they have any information or communication needs and find out how to meet their needs.
2. Record those needs in a set way.



3. Make sure that a person's file clearly shows the needs they have and how these needs should be met.

4. Share information about a person's needs with other NHS and adult social care providers, when they have permission to.

5. Make sure that people get information in an accessible way and communication support if they need it.

### What has the council done so far?

- Held a workshop in September 2015 about the type of communication and correspondence that people might need.
- Put together an action plan about meeting the standard and things people might need.
- Shared information with staff about what they need to do.
- Provided online training and training sessions for Adult Social Care staff about the standard, what they need to do and the help they can get to meet people's needs.



## What else is the council going to do?

- Develop a communication and correspondence passport for people.
- This will have a photo of the person on the front and information about their communication and correspondence needs on the back.
- In September 2016 we will review the Accessible Information Standard to make sure everyone is receiving communication and correspondence in their preferred way.



## Group discussions

Everyone took part in group discussions about:

- The sort of things they have visited the hospital for and what was good and bad about the visits.
- What the hospital can do better to help them access information and services.
- Their experiences of communication from other health services and the council.



## Questions and Answers

Graham Hawkes from Healthwatch clarified that information will not be shared between the health service and the council unless the patient agrees for this to happen.





Q1. Can signs be put up in GP surgeries about the waiting times that can be expected for different health services?

A1. This would be difficult to do because the waiting times are different for each service. For example the waiting times are different for GP appointments, physiotherapy appointments and cancer services. If you have a specific service you would like to discuss please visit the Healthwatch office and we can explain what you can expect from that service.



Q2. If you have mobility issues it is very difficult to the blood testing clinic at the hospital because it is so far away from the main entrance. Why is it so far away?

A2. We have to put the clinic somewhere and we cannot move it unless we get more space. If people park at the back of the building and use the back entrance then it is closer to the clinic.



Q3. I thought there was a plan to knock down Hillingdon Hospital and rebuild it. There is so much land that this would help with parking. Is this going to happen?

A3. This is an old idea and it is not happening.



Q4. The communication between NHS departments is poor. What is being done to ensure information is being shared and recorded?

A4. Hillingdon Hospital has old technology that differs between departments and the different types of technology don't always work together. As part of the Integrated Care project there are steps being taken to develop integrated technology that will work for the council and health services.



Q5. I have attended the Disability Assembly for years and raised a number of issues. We haven't received responses about some issues. Can we please have information about the issues that have been raised at the meetings, which have been dealt with and outcomes and what hasn't been dealt with and why this is?

A5. This is a very good point and something that the assembly Steering Group is already planning. We hope that one of the upcoming assemblies will be all about feedback and outcomes.



Q6. If a deaf person has an emergency they need a BSL interpreter immediately. Doctors in hospitals are not deaf aware and sometimes they don't read all of a person's notes.

A6. Sometimes appointment delays are down to

doctors reading people's notes but sometimes they will ask the same questions as previous doctors because they want to make sure information is correct. This is a good point though and I take it on board.



Q7. The north of the borough gets a lot more than the south of the borough for example there are no day centres in the south. What is being done about this?

A7. There is a divide between the north and south of the borough but moving forwards Healthwatch is working to get equality in the borough. The NHS is also working on 5 year forward plan and Healthwatch is working with the council and the voluntary sector to try and fill gaps in the community.



Q8. The new standard states that hospital services should speak to social care services. If the hospital services do not speak to each other, how can they speak to social care?

A8. I like to think that the hospital services do speak to each other. It may be that we communicate better verbally than in writing and we may need to be better but it is happening. It is also very important that we do communicate with the council's social care services.



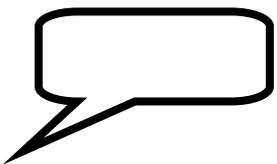
Q9. Are some people missing their hospital appointments because of the care parking?

A9. We know that the care parking has an impact but we have worked on new signs for the hospital to signpost people to different parking schemes. We know that people also worry about leaving waiting areas to top up their parking permits but if this happens to you do not leave the waiting area, just speak to the outpatient department you are visiting and if you get a parking ticket they can overturn this.



Q10. If the UK leaves the EU, how will this impact on the NHS?

A10. We are in Purdah so we cannot comment on this directly however the NHS is developing a 5 year plan and are working on this with the council and the voluntary and community sector. We are looking at the service provision that is needed in the UK to meet needs. We already recognise that we have an ageing population and many people have complex conditions so we are working together to meet need.



Comment: The text message reminders for appointments are very good.

Response: We have received good feedback about these.



Marion thanked everyone for attending and shared the following information with the assembly:

- The assembly steering group is looking for new members so speak to them if you would like to join.
- The Customer Engagement Team asks people to let us know if they are going to come to the assembly so that we can cater for everyone's needs and make sure there are not too many people to fit in the room.
- If there is any way that we can make it easier for you to confirm your place please let us know.

Q. Is it possible to text to confirm attendance?  
A. Not at the moment but we will look into this.

**Date of next steering group:** Friday 15 July 2016

**Dates of 2016 assemblies:** Monday 10 October 2016