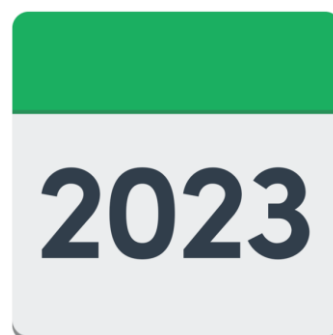
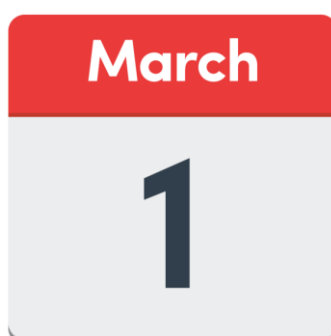


HYS Meeting Minutes



What we talked about on



Hello and welcome



Hello and welcome



Meeting rules



The meeting topic was health appointments.

GP Surgeries



Not all GP surgeries are the same for example some are good at supporting you in a way that is right for you others are not.



For example, staff at health services not knowing how to talk to you. This is frustrating.



There is a lack of easy reads in health services or they are hard to find.



Letters for health appointments do not come in an accessible format.

Making an appointment



It can be stressful to get through in the morning as everyone calls at the same time.



Receptionist can act as gatekeepers.

You often have to tell them why you are phoning. This can be very personal and hard to do.



There can be a lot of barriers when booking appointments online or by phone. For example recorded messages, pressing a number to select a service or typing in name and D.O.B.



You can be on hold for a long time when on the phone. This is a worry when the cost of living is rising.



There should be a direct number to speak to someone if it is too hard to use online or automated phone services.

Making an appointment



Can wait a long time for an appointment and can forget why you made it.



Some people need support to attend health appointments.



Staff shortages and cancelled support can make it hard to get the support you need.



Sometimes support has been late when I have a health appointment to go to. This can cause worry and affect wellbeing.

I am not always told staff are running late.



The last few years have impacted peoples wellbeing



It can be hard to get help with mental health for example



- Long waiting list for mental health services



- There is also a lack of support between when you ask for help and when you get given help. Not much in between.



Some GP Surgeries have a mental health nurse. It can be a good idea to check if your doctors surgery has one.

Support at health appointments



Sometimes you are asked to send in a photo to the doctor. This is hard to do and support is needed.



A HYS member had support to get a Covid vaccination. Support staff explained every stage and this made it a lot easier.



It is important that staff always listen to you about how you are feeling and what you want them to do. It is good to check that they have understood you correctly.



Sometimes this doesn't always happen for example a HYS member said a staff thought they wanted to complain about a doctor so did this for them. This was not what they wanted



The HYS member appreciate they were trying to support them in the best way.

The HYS member was able to raise this concern and talk through the problem.

Prescriptions



People order prescriptions in different ways for example by phone or online.



Ordering online can be hard and support is needed.



There is a lack of support from doctors surgeries to learn how to use online services.



Getting prescriptions delivered to you home is better than having to pick them up yourself.

General Health



Life expectancy for people with a learning disability is lower. This is not good enough.



The amount of barriers we face makes it harder to change this.



The NHS sometimes offer health appointments by video call. They use Near Me to do this.



So far HYS members have not been offered appointments through Near Me.

Other business



A HYS member raised that wellbeing can be impacted when there are delays in meetings or getting information about changes for example Care Charges meetings.



This concern has been raised with staff.



Thank you for coming to the meeting today..