

Listening event for disabled people

Summary of main themes and feedback

In partnership with local voluntary and community groups, the CCG have run events to understand peoples' experiences of navigating healthcare services during the coronavirus pandemic.



Virtual event attended by over 50 people

Over 50 disabled people and people living with physical, visual or hearing impairments participated across six individual breakout sessions.

Three main themes emerged from the breakout sessions and feedback from people.

1 Accessible and up-to-date information has been lacking

Not enough information in accessible formats

Information is not being proactively put forward to people in an accessible way if you do not have access to the internet or social media

Information received locally has been vague... leaving people feeling frightened and uncertain

Some messages have been confusing and contradictory

2 Remote consultations are not user friendly or accessible

Remote is more convenient for some

My appointment was cancelled but I have been able to access via phone which has saved a lot of travelling time

I struggle with the phone, they discuss everything so quickly...I had to get my husband to repeat everything they said

Need to accommodate preferred/required communication methods

3 People are cautious about accessing services in-person

Lots of people have been too frightened to attend appointments despite being unwell

People need reassurance about how services will be safe

Certain groups may be less likely to want to take the risk

I worry that people managing mental health conditions will not feel comfortable, putting themselves at risk