

## ANNEX A – Healthwatch Report Recommendations

### Loneliness

<b>Recommendation</b>	<b>Recommended to</b>
1. Set up a working group to look at how we can pro-actively address loneliness in the City of York	Health and Wellbeing Board, the Joseph Rowntree Foundation, Yor OK Board
2. Consider whether the Campaign to End Loneliness Toolkit, and the JRF Resource pack are useful tools to help further work locally to address loneliness	Health and Wellbeing Board / Working group
3. Make sure the Rewiring work looking at information and advice helps us respond to tackling loneliness	CYC Rewiring team
4. Develop social prescribing options and pathways into volunteering for people able to make the most of these routes	NHS Vale of York CCG, NHS England
5. Consider support to make sure key workers are confident signposting to services that address loneliness where people are more isolated or vulnerable	Collaborative Transformation Board / Care Hub development leads

## Discrimination Against Disabled People

<b>Recommendation</b>	<b>Recommended to</b>
<p>1. Organise a campaign to challenge stereotypes and tackle prejudice, highlighting the barriers disabled people face and what people can do about them. The same should also be done for mental health conditions. This awareness campaign should be developed with disabled people, including people with mental health conditions and organisations helping them and their families.</p>	<p>Health and Wellbeing Board, engaging with York Press, Radio York and the Joseph Rowntree Foundation. Also consider links to the local business community.</p>
<p>2. Children should be educated about disability and mental health conditions from an early age. This should include topics such as respect, the appropriate language to use regarding disability, disabled people and mental health. Children should be encouraged to participate actively in promoting inclusive communities.</p>	<p>Health and Wellbeing Board and YorOK Board</p>
<p>3a. Provide disability equality and mental health awareness training, as a minimum for all staff that have contact with the public. Ideally, longer term this training should be mandatory for all staff, and embedded in organisational induction processes, but this may be unrealistic in the short term. The training for disability and mental health conditions should be separate as the issues involved are not the same.</p>	<p>All statutory partners, all service providers including GP surgeries led by City of York Council Workforce Development Unit</p>

<p>3b. The training programme must be co-designed with disabled people and people with mental health conditions and organisations helping them and their families to make sure training is credible and reflects the day to day lived experiences of disabled people and people with mental health conditions. Where possible, delivery should be by disabled people; supported by a trainer only where the disabled person(s) is (are) not an accredited trainer themselves.</p>	<p>City of York Council working with existing groups such as YILN, York Mind and York People First</p>
<p>4. There should be more support for people to deal with the welfare reforms and changes to health and social care funding. The City of York Council should work with partners to create a hub for information, advocacy and peer-support, working with disabled people's organisations, carers' organisations and advice organisations. This will also help them to meet the requirements for Information, Advice and Support in the Care Act 2014.</p>	<p>City of York Council (including the Rewiring services team)</p>
<p>5. Consider introducing an "Accessible York" card that individuals could use when going about their daily lives to increase awareness amongst service providers. This should also be available to parents/carers for their child/individual they care for. This card should have wide eligibility criteria to ensure as many disabled people as possible are able to access it.</p>	<p>City of York Council</p>

<p>6. Review the accessibility of the A+E department for individuals who find it difficult to wait and consider introducing a separate space for these individuals to wait to reduce the stress of going to A+E both for the individual and their parents/carers.</p>	<p>York Hospital NHS Foundation Trust</p>
<p>7. Consider the distance from bus stops and accessible parking spaces to public offices, places of work and accommodation. Provide plenty of seating both outside and inside these buildings, and publicly accessible cafes.</p>	<p>City of York Council, Universities, employers</p>
<p>8. Review eligibility criteria for disabled bus passes to ensure it is in-line with legal guidance on disabled bus pass provision.</p>	<p>City of York Council</p>
<p>9. Improve hate crime reporting by working with disabled people to develop effective hate crime reporting systems. Additionally, raise awareness of how and where disabled people can report disability hate crimes.</p>	<p>City of York Council and North Yorkshire Police.</p>
<p>10. Improve accessible parking and access to the city centre, including public transport options. This should be done through working with disabled people to identify the problems and explore possible solutions through public meetings etc. that are accessible to all.</p>	<p>City of York Council, all City of York bus providers</p>
<p>11. When designing surveys and holding public meetings etc. work with disabled people to ensure that they are fully accessible.</p>	<p>Health and Wellbeing Board</p>

<p>12. Consider re-introducing the 'hotspots' scheme. This scheme enabled disabled people to report issues such as lack of dropped kerbs, problems with accessible parking etc. Healthwatch York would be happy to have an active role in re-introducing the scheme.</p>	<p>Health and Wellbeing Board</p>
<p>13. Make sure that accessibility is always considered when primary care services are commissioned.</p>	<p>NHS England North Yorkshire and Humber area team</p>

### Access to Services for Deaf People

<p><b>Recommendation</b></p>	<p><b>Recommended to</b></p>
<p>1. Provide Deaf Awareness Training for all staff who have contact with the public, including receptionists and practice managers. The training should be delivered by an accredited trainer.</p> <p>Deaf Awareness Training would enable staff to:</p> <ul style="list-style-type: none"> <li>• Understand the communication needs of Deaf people</li> <li>• Understand who is responsible for booking interpreters</li> <li>• Know how to book interpreters and the standards required. The Association of Sign Language Interpreters (ASLI) believe that the only way to ensure fair access is through the provision of a professional interpreter who is registered with the National Register of Communication Professionals (NRCPD).</li> </ul>	<p>Health and Social Care service providers</p> <p>Key agencies in the city, such as NHS Vale of York Clinical Commissioning Group, City of York Council and York Teaching Hospital NHS Foundation Trust</p>

<p>2. Advertise and promote interpreting provision by:</p> <ul style="list-style-type: none"> <li>• Displaying posters in surgeries, hospital and council offices to remind staff to book an interpreter.</li> <li>• Making a checklist or leaflet available to all staff as a reminder of their responsibilities to Deaf patients and how to book interpreters.</li> </ul>	<p>Health and Social Care service providers</p>
<p>3. Review how providers become aware of the preferred language or preferred method of communication of their patients and carers who are Deaf.</p>	<p>Health and Social Care service providers</p>
<p>4. Review how Deaf patients book appointments and how appointments are confirmed, making sure a range of options are available - email, on-line, text (SMS), Typetalk, fax and face to face.</p>	<p>GP practices</p>
<p>5. Consider how public meetings can be made accessible to the Deaf community. The preferred option is that BSL interpreters are booked in advance of all key public meetings and publicity materials for events indicate that interpreters have been booked.</p>	<p>Key agencies in the city, such as NHS Vale of York Clinical Commissioning Group, City of York Council and York Teaching Hospital NHS Foundation Trust</p>
<p>6. Consider holding a regular 'walk in' surgery or clinic for Deaf people at a city centre location, with interpreters provided.</p>	<p>GP practices NHS England Area Team</p>

<p>7. Consider creating a central fund to provide a shared pool of interpreters. A list of interpreters could be held centrally and they could be booked in advance for events, meetings etc or specific events for deaf people.</p>	<p>Key agencies in the city, such as NHS Vale of York Clinical Commissioning Group, City of York Council and York Teaching Hospital NHS Foundation Trust</p>
<p>8. Consider access to services for deaf people when tendering and reviewing contracts.</p>	<p>Commissioners of health and social care services</p>
<p>9. Adopt simple visual indicators in waiting rooms and reception areas. For example, give everyone a number when they arrive and display the number on a screen when it is their turn.</p>	<p>Health and Social Care service providers</p>
<p>10. Review the accessibility of standard letters and consider making video clips of them.</p>	<p>Health and Social Care service providers</p>