

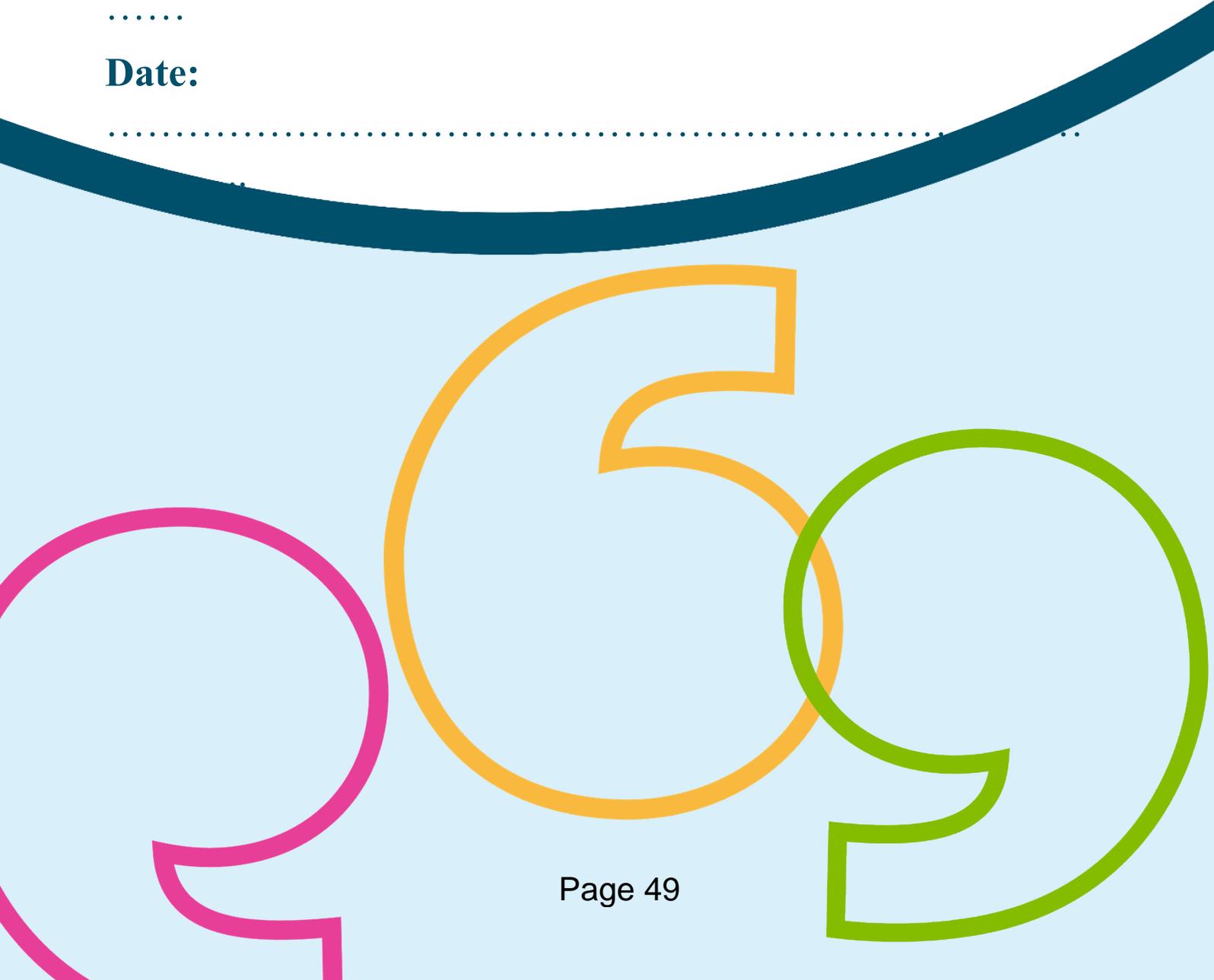
# Community Conversation Activity Pack

**Group:**

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**Date:**

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# Introduction

Last year we ran a campaign to ask people in South Yorkshire ‘**What matters to you about your health and wellbeing?**’ You may remember giving us your views?

The feedback we received helped us to write our Integrated Care Partnership Strategy ‘**Working together to build a healthier South Yorkshire**’. This Strategy sets out how all partners, including councils, the South Yorkshire Mayor, and voluntary sector organisations can play their part in building a healthier South Yorkshire, working with health services. It also helped us to develop our **Joint Forward Plan**, which sets out how the NHS will change to help deliver on the Strategy’s commitments.

We wanted to come back to you to tell you a bit about what we’d done with what you told us and to ask you a bit about how it felt to be involved.

# Feedback

Some of the key things you told us that make it harder for you to get the healthcare you need include:

- Difficulty getting appointments, particularly GP and dentist
- Cost – for transport, parking, medication, treatments and trying to live healthier
- Finding it hard to navigate the complicated healthcare system
- Long waiting times
- Complicated booking systems
- Language barriers
- British Sign Language (BSL) interpretation barriers
- Lack of cultural awareness from staff, racism and stigma
- Being expected to do things online when you don't have the skills or equipment to do that
- Not being able to do some things online if it would help make your healthcare journey simpler or help you take more control

We want you to know that we are working hard to address the barriers you've told us about.

Many of what you told us are the things that matter to you are the same things that we know are key challenges facing health and care services as we continue to recover from the pandemic, and whilst we are working hard to address them they will take time.

Whilst we know it won't solve the problems overnight, in the plans that we wrote after we spoke to you, we committed to doing lots of things to address the problems you told us about, including:

- Expanding the workforce in primary care (GP and Dentistry) to increase appointments
- Developing different, better options for same day healthcare and making it simpler to understand where to go for what healthcare need
- Improving technology in primary care, so things like booking an appointment are easier
- Developing family hubs, a one-stop-shop to support parents and carers in their communities
- Improving services for children and young people's mental health, learning disability and autism to help reduce waiting times
- Putting things in place to help reduce waiting times for hospital appointments, such as the new Mexborough Orthopaedic Centre
- Working with our partners to improve transport and making sure our patients are aware of reimbursement schemes so they can see if they are eligible for help paying for their transport or parking
- Training and developing our staff to help them better help our patients
- Improving technology for those who wish to use it
- Tackling issues that make it harder for the most vulnerable people in our society to get the same healthcare as everyone else – such as issues with translation and interpretation and cultural awareness

It's important that you know when you are giving us feedback in sessions like this that your feedback will be gathered together with feedback from other people. We then use that to see what the big issues are that lots of our citizens are facing. We then put plans in place to

address these issues. Often they are not overnight problems that we can solve, but we are happy to come back to you as often as you like to let you know about the progress we are making towards addressing them.

If you have a general complaint about a service that you have received care from it's a good idea for you to feed that back to the service too, either directly or through Healthwatch. Your feedback will help services improve the care they provide too.

## Question 1

### Do you feel like you are being listened to?

For this question we would like you to choose which emoji fits your answer best. Or you could draw your own emoji if there isn't one to suit how you feel. If you've chosen to draw your own emoji, what feeling does it represent?

						
Happy	Angry	Mind blown	Sad	Amazing	Confused	My own emoji

Please tell us in the box below why you have chosen this emoji and how it reflects you?

## Question 2

**What more could we do to make it as easy as possible for you to get involved or share your valuable insights and experiences to make services better suited to your needs?**

Tick the box/boxes which would make it easy for you to talk to us

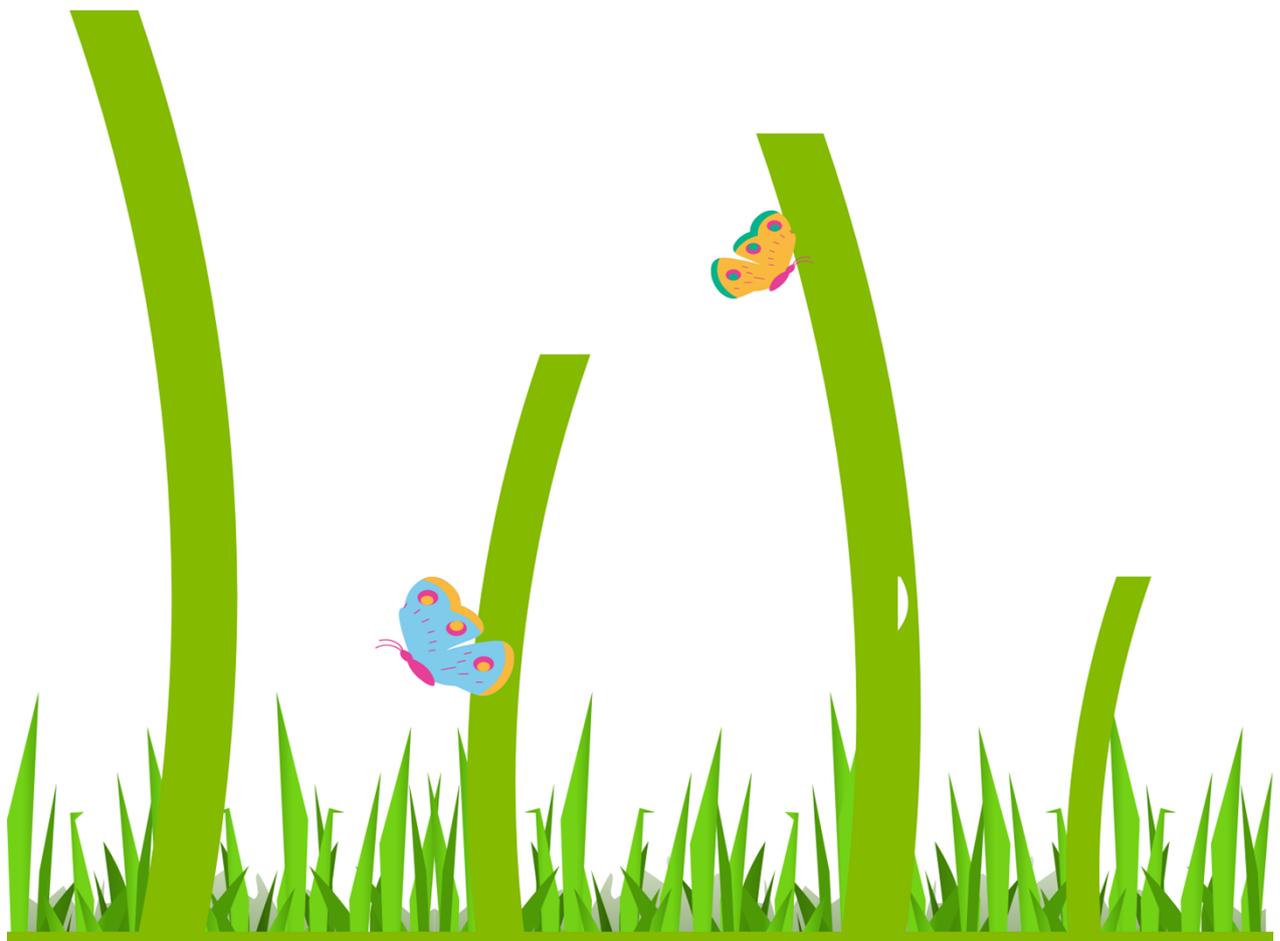
Where	
Us to attend your regular group	
Set up a coffee morning especially for your group	
Set up a coffee morning for anyone to drop in	
Online meeting via Teams or Zoom	
Send out a survey for people to complete in their own time	
An online survey	
One to one discussions	
Come and talk to us in your local shopping centre	
Come and talk to us in your Library/Leisure Centre	
Citizens Panel	
Other (please add below)	

## Question 3

## Has the answer you gave us last year to ‘what matters to you about your health and wellbeing’ changed?

Have a think about what makes you happy and well, some of the things you told us last year were being close to family and friends, having access to open spaces, being able to get appointments when needed.

Take a flower and tell us what matters to you now.



### Question 4

**Think about your experiences of the NHS, those of your friends and family, what you’ve heard or seen about the challenges facing the NHS.**

**What would you expect us to prioritise?**

If you could build your own health care system, what would your priority be? Build your own health centre below – what would be at the top and what would you place at the bottom?

The diagram shows a health centre building. At the top is a square containing a cross symbol. Below this is a smaller square. The main body of the building is a large rectangle divided into a 4x2 grid of rooms. The grid consists of four rows and two columns of empty rectangular boxes.

## Question 5

**In addition to the areas you said you would like us to focus on, we would like to add women's health and end of life care.**

**Do you have anything you'd like to tell us about these areas?**

**Write any notes below**

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## Question 6

### Any other information you would like to share?

For example

- Do you feel there are any specific barriers for you accessing health and social care?
- Do you feel we are missing an important question?

**Write any notes below**

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