

NHS Community Voice and Disability BackUp meeting on access to health and social care services.

Recommendations
<p>1. Access to health and social care toilets: it was voiced that being able to access public toilets for disabled people is a fundamental human right.</p> <ul style="list-style-type: none">• The toilets in the Hackney service centre are inaccessible for disabled people even though it is a new building which should have complied with disability access law, the new toilets at Hackney Town Hall are also inaccessible.• The toilets at Homerton Hospital and St Leonard's are also inaccessible for disabled people.• Access to the Homerton ramp is unsafe.
<p>2. Access to GP clinics , some GPs are inaccessible for a number of reasons including</p> <ul style="list-style-type: none">• Door bells being too high for wheel chair users, lack of appropriate ramping and uneven paving• Group asked that NHS CV and DBU send an audit report by DBU member on GP access to relevant commissioners and providers.• Attendees questioned why all GP practices don't have automatic door access during opening hours as the door bell system is just inaccessible particularly for people with visual impairments.
<p>3. Disabled people feeling welcome at health and social care services</p> <ul style="list-style-type: none">• There is only one clinic at the Homerton Hospital with space for wheelchairs in the waiting area. Wheel chair users feel unwelcomed as they cannot fit their wheelchair in between the large number of seats. Group suggested that the hospital remove two seats to ensure that wheelchair users can wait comfortably in clinics.
<p>4. Problems with 'choose and book'</p> <ul style="list-style-type: none">• One password for life deemed impractical.• For carers and advocates it is difficult to negotiate the system on behalf of someone who uses choose and book including dementia patients who require support to use the system.• Lack of choice for patients who do not want to be referred to the Homerton due to previous negative

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experiences.

5. Access to information

- There are a lack of hearing loops, BSL and large font which would enable disabled people to access health and social care information.
- This includes information about appointments, a blind attendee told the meeting that she gets notifications of appointments only 2 days in advance, people should get a text message about their appointment as soon as possible and then get a follow up reminder about their appointment.

6. Patient engagement and user representation

- There needs to be a process in place which allows patients and service users to directly engage with landlords of buildings like St Leonard's and providers to ensure that buildings are complying with legislation around disabled access.
- Both health and social care providers need to ensure that they are engaging with disabled people at all levels particularly around devolution.
- DBU you are currently not funded to be able to engage with services, the direct payments group no longer meets and both of these are important vehicles for disabled people to be able to engage with and influence the commissioning and provision of services.
- DBU member should attend the PPI as a member of the public.