



A new Healthwatch service for Bristol, North Somerset and South Gloucestershire

What do you think?



Easy
Read

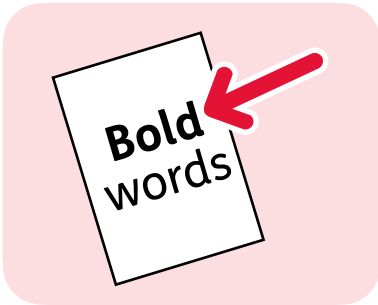
Easy Read



This is an Easy Read version of some hard information. It may not include all of the information but will tell you about the important parts.



This Easy Read information uses easier words and pictures. You may still want help to read it.



Some words are in **bold** - this means the writing is thicker and darker. These are important words in the booklet.



Sometimes if a bold word is hard to understand, we will explain what it means.



Blue and underlined words show links to websites and email addresses. You can click on these links on a computer.

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Introduction



This information is from:

- Bristol City Council.



- North Somerset Council.



- South Gloucestershire Council.



We want to have 1 **Healthwatch** organisation for Bristol, North Somerset and South Gloucestershire.

A **Healthwatch** organisation is an independent group that:



- Listens to what people think about healthcare services in their area.



- Tells healthcare services and councils what people think.



- Gives healthcare services and councils advice on how to improve healthcare services.



We want to know what you think about our idea to have 1 **Healthwatch** organisation for Bristol, North Somerset and South Gloucestershire.



You can tell us what you think by answering the questions in this booklet.

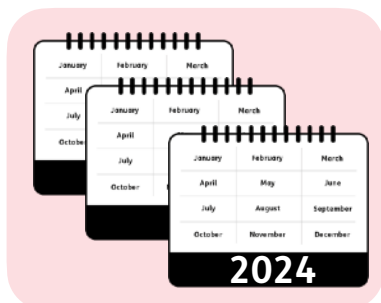
A new Healthwatch



We want to have 1 **Healthwatch** for Bristol, North Somerset and South Gloucestershire.



We are looking for an organisation that can run Healthwatch for the whole area.



The organisation will be asked to run Healthwatch for 3 years, starting from October 2024.



We want organisations who are interested in running Healthwatch to apply.



We are getting money from the Government to pay for Healthwatch.

What do you think?



Question 1: Do you agree or disagree with our idea to have 1 Healthwatch for Bristol, North Somerset and South Gloucestershire?

Definitely agree

Slightly agree

Slightly disagree

Definitely disagree

Don't know

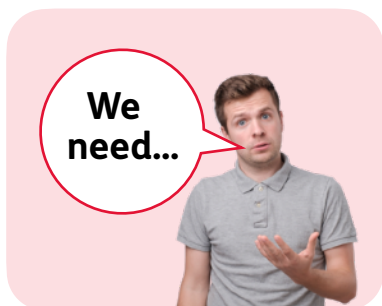


Question 2: Do you have any comments about our idea to have 1 Healthwatch for Bristol, North Somerset and South Gloucestershire? Please write them below:

A large, empty rectangular box with a red border, intended for writing comments.

How we want Healthwatch to work

We want and expect Healthwatch to:



- Help people have a say about what healthcare services are needed in their area.



- Help people check that local healthcare services meet their needs.



- Find out what people think about healthcare services in their area.



- Tell healthcare services how they should improve, and check whether they start improving.

We also want and expect Healthwatch to:



- Give people information about local healthcare services.



- Give **Healthwatch England** information about healthcare services and local Healthwatch work.

Healthwatch England is the main Healthwatch organisation for the whole country.



- Give the **Care Quality Commission** information about a healthcare service if it is not working well.

The **Care Quality Commission (CQC)** is a government organisation that checks the standard of health and social care services in England.

We also want and expect Healthwatch to:



- Go in and check healthcare services if this is needed.



- Write and share a report about work that has been done every year.



- Make plans about how Healthwatch should work and share the plans on the Healthwatch website.



- Support people from different backgrounds to take part in Healthwatch work.



- Make sure groups of people who are often not listened to have the chance to speak up about healthcare services.

We also want and expect Healthwatch to:



- Have a plan that explains how all Healthwatch staff members should behave.



- Support all Healthwatch staff members.



- Work in a way that makes sure Healthwatch will be able to carry on working in the future.



- Work well with different services and organisations in Bristol, North Somerset and South Gloucestershire.

What do you think?



Question 3: Do you agree or disagree with how we want and expect Healthwatch to work?

Definitely agree

Slightly agree

Slightly disagree

Definitely disagree

Don't know



Question 4: Do you have any comments about how we want and expect Healthwatch to work? Please write them below:

A large, empty rectangular box with a red border, intended for writing comments.

Questions about you

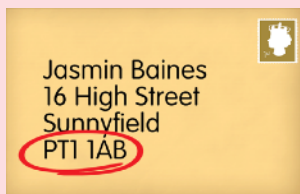
Question 5: Are you answering these questions for an organisation or for yourself?

An organisation - please say which one:

For myself



Question 6: What is your postcode?



Question 7: Do you get help with your Council Tax from the council?

Yes

No





Question 8: How old are you?

I do not want to say

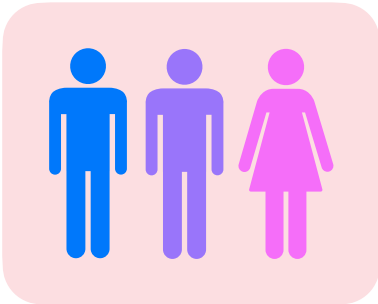


Question 9: Are you disabled?

Yes

No

I do not want to say



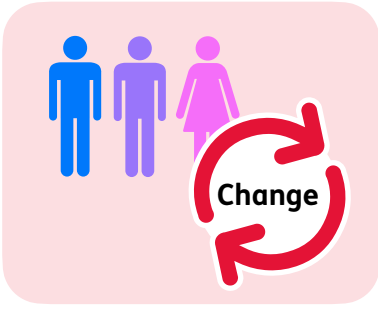
Question 10: What is your sex?

Female

Male

I do not want to say

Other - please say:



Question 11: Have you changed your gender?

Yes

No

I do not want to say



Question 12: Are you...

- Asian or Asian British
- Black African, Black Caribbean or Black British
- Gypsy, Roma or Irish Traveller
- From more than 1 background
- White British
- White Irish
- Other White background
- I do not want to say
- Any other background - please say:



Question 13: What is your religion?

- No religion
- Buddhist
- Christian
- Hindu
- Jewish
- Muslim
- Pagan
- Sikh
- I do not want to say
- Other - please say:



Question 14: Are you...

- Bisexual - you attracted to both men and women
- Gay Man - you are a man and are attracted to men
- Gay Woman - you are a woman and are attracted to women
- Heterosexual or straight - you are attracted to the opposite sex
- I do not want to say
- Other - please say:



Question 15: Are you pregnant or do you have a new baby?

- Yes
- No
- I do not want to say



Question 16: Are you a refugee or asylum seeker?

This means you have come to this country to be safe because it is too dangerous for you to stay in your own country.

- Yes
- No
- I do not want to say

Questions about healthcare services



Question 17: Have you heard of Healthwatch before?

Yes

No

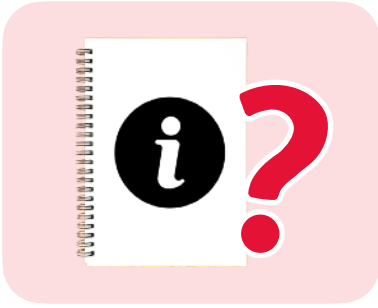


Question 18: Please number these ways of telling Healthwatch what you think about healthcare services in order of how important they are to you.

So 1 is the most important, 2 is the second most important, and so on.

10 is the least important.

- Face to face
- On the phone
- Email
- On the website
- At an event
- At a face to face meeting or conference
- At an online meeting
- Through the people who support me
- On Facebook, Instagram or X (Twitter)
- Local radio or newspapers



Question 19: What would you like Healthwatch to do with the information about healthcare services that you give them? *Please tick as many answers as you would like.*

- Just listen
- Help me find an **advocate** - an **advocate** is someone who speaks up for you or who helps you speak up
- Tell local healthcare services
- Put it in a yearly report
- Something else - please say what:

Question 20: How important are these ideas about healthcare services to you?



1. Providing good quality healthcare services to everyone who needs them.

Very important

Important

Neither

Not very important

Not important at all



2. Healthcare services should be safe.

Very important

Important

Neither

Not very important

Not important at all



3. Healthcare services should be right for each individual person and meet their needs.

Very important

Important

Neither

Not very important

Not important at all



4. People should not have to wait a long time for healthcare services.

Very important

Important

Neither

Not very important

Not important at all



5. Everyone should have the same access to healthcare.

Very important

Important

Neither

Not very important

Not important at all



6. You should be able to access all the healthcare services you need throughout your life.

Very important

Important

Neither

Not very important

Not important at all



7. Healthcare services should be careful with money and how it is spent.

Very important

Important

Neither

Not very important

Not important at all



8. Other - please describe any other ideas about healthcare services that are important to you:



Question 21: Which of these health and care services are important to you?

- Dentists
- Community health services that help you with a particular problem
- Transport to health appointments
- Local GP centres - these are also called doctors surgeries
- Local GP centres that are open in the evenings, at night time and at weekends
- Accident and emergency and urgent care services

- Mental health services
- Opticians - opticians are healthcare professionals who look at your eyes
- Pharmacies
- Social care for children
- Social care for adults
- Ambulance services
- Other - please say

For more information



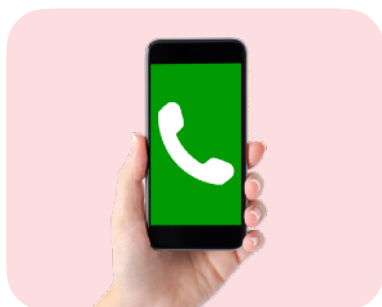
You can look at our website here:

www.bristol.gov.uk



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