



THE HIVE TELL HEALTHWATCH THEIR EXPERIENCES OF USING HEALTH AND SOCIAL CARE SERVICES.

The Hive is a local voluntary organisation working in Bristol and South Gloucestershire supporting adults and young people with Learning Disabilities. Since April 2015, The Hive has been working with Healthwatch Bristol to gather feedback from its members and others who use its services about their experiences with health and social care services.

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Who are The Hive?

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What did Healthwatch do?

Healthwatch Bristol and South Gloucestershire asked The Hive to help us to gather feedback from people with Learning Disabilities about their experiences of health and social care services.

What did The Hive do?

- The Hive Members' Forum created an Easy Read Healthwatch survey. They then gave this survey to people to fill out and return to them. Between April – September 2015, The Hive had 53 responses to their survey (appendix 4).
- The Hive spoke to people face-to-face about health and social care services. Between April – September 2015, The Hive spoke to 42 people (appendix 1).
- The Hive recruited Healthwatch Champions to represent all the members of The Hive and to lead on their work with Healthwatch.
- The Hive organised and hosted a Wellbeing Day for people with Learning Disabilities (appendix 3).

**“AS
SOMEONE
WITH A
LEARNING
DISABILITY,
ARE
HEALTH
AND
SOCIAL
CARE
SERVICES
MEETING
YOUR
NEEDS?”**

This report summaries the feedback gathered by The Hive from people with Learning Disabilities between April – September 2015.

- Healthwatch Bristol visited The Hive Youth Club to speak to young people with Learning Disabilities about their experiences of health and social care services (appendix 5).

What questions did The Hive ask?

The prompt questions used by The Hive to gather feedback include those in the survey, for example:

- Who helps you when you are unwell?
- Do you book appointments for yourself? If not, why not? If not, who helps you?
- Have you ever had an annual health check?
- Do you receive appointment letters in easy read format?
- Have you ever been to hospital?

View the full survey in appendix 4.

The Hive also asked people about their knowledge of, and experiences of cancer and mental health issues and services.

Where did The Hive speak to people?

The Hive spoke to people with Learning Disabilities at a variety of drop-in sessions across Bristol and South Gloucestershire including ones at:

- South Bristol Community Links
- The Beacon Centre Central Bristol Drop In
- North Bristol Community Links
- City of Bristol College
- Bristol Skills Academy, Whitchurch
- The Park Drop-In, Knowle
- North Bristol Drop In Mens Group, Eastville
- The Hive, Kingswood
- City of Bristol Soundwell Campus

What did people say?

GPs:

- Lots of people said they asked a family member or carer to book their appointments at the GP rather than booking the appointment themselves.
- Most people had never received a letter from their GP in an Easy Read format.
- People wanted to be able to always see the same GP; those people who did always see the same GP said that this was good.

- Most people who had received an annual health check had had a positive experience.
- Most people liked using touch screens to sign in at their GP Practice. Those people who did not use touch screens were happy to talk to the receptionist.

General:

- Some people said that they get confused about what health staff say or worry that they will not remember what they have been told by a health professional.
- Lots of people said that doctors and nurses were generally friendly.
- People said that doctors do listen to patients.
- Some people said that doctors and nurses speak to their support workers or family members rather than speaking to them as the patient.
- People said that they found it difficult to speak to health and social care staff on the telephone as it was difficult to make themselves understood and to understand the member of staff.

Cancer:

- Very few people knew about cancer screening checks.

Mental Health:

- There was mixed knowledge of mental health and where to get support for mental health issues.

Pharmacies:

- Everyone who had used a pharmacy service said they were very happy with that service.

Drop ins and support services:

- People really valued the support they received from drop in groups and carers.

Healthwatch will.....

All the feedback provided by the group has been inputted to Healthwatch Bristol's database of issues and concerns. It will be included in the Healthwatch Bristol Quarterly Report. Healthwatch will be sharing this report with Healthwatch partners including Bristol Clinical Commissioning Group, Bristol City Council, the Care Quality Commission, NHS England and Healthwatch England. The report will also be presented to the Healthwatch Bristol Advisory Group to propose further uptake of the issues identified in this report. The report will be available on the Healthwatch Bristol website (www.healthwatchbristol.co.uk) and circulated to our mailing lists via the monthly e-bulletin.

Looking forward....

Plans for future work between Healthwatch Bristol and the The Hive

Healthwatch welcomes and encourages members of the The Hive to continue to contribute their feedback to us using the communication methods included at the end of this report and through our ongoing community pot project.

Healthwatch also supports members of community groups to become Volunteer Champions so that they can represent the experiences and needs of their community group. If you would like to find out more about volunteering with Healthwatch, please contact us using the details below.

Tell Us Your Story...

Healthwatch Bristol wants to hear from you about your experiences so that we can tell services your needs to create the best local services.



Text us - text bris followed by your message to 07860 021 603



Email us at info@healthwatchbristol.co.uk



Call us: 0117 2690400



Write to us at: Healthwatch Bristol,
The Care Forum, The Vassall Centre,
Gill Ave, Fishponds, Bristol, BS16 2QQ

Or visit our website to see more at: www.healthwatchbristol.co.uk

Appendix

Appendix 1:

Quarterly report for Healthwatch April – June 2015

The Hive is a local voluntary organisation working in Bristol and South Gloucestershire supporting adults and young people with Learning Disabilities. Since April 2015 The Hive has been working with Healthwatch Bristol to gather feedback from its members and others who use its services about their experiences with health and social care services.

The Hive Healthwatch Champion

The Hive is recruiting up to four Healthwatch Champions to assist in the promotion of Healthwatch, gathering feedback from members of The Hive and in assisting in the planning and running of a health and wellbeing event. A poster, job description (see attached) and application forms were circulated amongst members who were invited to apply to be a Healthwatch Champion.

Developing a Healthwatch Survey

The Hive Members Forum is a committee of adult members of The Hive with Learning Disabilities whose role it is to advise and assist The Hive executive committee to manage the business of The Hive. The Forum developed an easy read Healthwatch survey to be used to obtain feedback. The Forum felt that a survey was a good way of gaining feedback from individuals who are able to complete the forms themselves but also for those individuals who need more support it would be helpful for them to follow the survey questions and pictures during discussions.

Wellbeing and Mental Health event

The Hive hosted a wellbeing and mental health event at The Hive's drop-in at 322 Two Mile Hill Road, Kingswood, Bristol on 30 July 2015. A separate report summarises this event.

Individual's Stories - Feedback for Healthwatch Bristol

The Hive spoke to people with Learning Disabilities at a variety of drop-in sessions across Bristol and South Gloucestershire. The feedback gathered is summarised below. Names and personal details have been removed.

The prompt questions used by The Hive to gather the feedback below include those in the survey, for example:

- Who helps you when you are unwell?

- Do you book appointments for yourself? If not, why not? If not, who helps you?
- Have you ever had an annual health check?
- Do you receive appointment letters in easy read format?
- Have you ever been to hospital?

South Bristol Community Links - Langhill Avenue, Inns Court, Knowle, BS4 1TN

South Bristol Community Links (BCL) is a Bristol City Council run day service for people with Learning Disabilities. The Hive held an information and advice drop in session at BCL South and on 12 May 2015 and spoke with a number of service users, eight of whom were happy to talk with about Healthwatch issues.

Commentator 1:

Commentator is in his twenties and lives in Bristol. Commentator's mother books doctors' appointments for him so that she can be sure she is available to take him. The commentator said that the doctors are "all very nice" and "even if mum comes in with me they do talk to us both and always ask me if I understand". The commentator liked the touch screen when signing in and said it was easy to use.

When asked about appointment letters or any documents regarding whether they are in easy read he said he didn't know and that his "mum deals with all that".

The commentator had not heard of the annual health check and when it was explained to him, he said he had never had one.

The commentator remembered going into hospital a long time ago and said that "the nurses were good the food was ok but it was boring".

Commentator 2:

Commentator 2 is a young man aged 27.

When he is unwell, the commentator said, "I tell my mum first, sometimes she talks to a doctor about me if she thinks I am too bad". When asked why he did not ring the doctor himself he said, "I get confused about what they are saying and worried I won't remember, I get worried about speaking to people".

When asked about his doctors he said "I see different doctors, I would like to see the same doctor all the time..... I don't care whether it's a man or lady".

The commentator was asked him whether he takes anyone in with him to see the doctor and he said "my mum comes in with me" which he said was because "I don't understand what they are saying they speak too quickly so I go with mum they talk to her and she explains it to me at home." From what he can recall his mum does not usually have any difficulty getting an appointment but when asked about signing in he said "I used that screen thing once but it was very difficult so now I just tell the lady at the desk". The commentator said that "the ladies [at the desk] are nice."

He remembered having an Annual Health Check but could not say when it was or whether he is due one again soon. He said that from what he remembered it was "ok".

When asked about mental health, the commentator said, "I saw some people at New Friends Hall about my feelings. I talked to someone then I went to some classes where we talked about how we feel and what to do if we are sad It was ok". *It is assumed the commentator was referring to the Psychology team from Bristol Community Learning Disability Team who work from New Friends Hall.*

Commentator 3:

Commentator 3 is a 43 year old lady with some mobility issues who lives in supported living in Bristol.

Commentator 3 said that when she is unwell she goes to the doctors for help. When asked about booking the appointment she said, “my support staff help me to get an appointment with my own doctor”. When asked why she does not book the appointment herself, she said that when she is feeling unwell she wants someone else to do it for her.

When asked about her doctors she said “they are all ok there, but I do have to wait a long time but I'm there with my support staff so I am ok.... I never complain”.

The commentator said that most of the time the doctors talk to her and said that “if they just talk to my support I tell them to speak with me... if I don't understand I will tell them to say it again”.

The commentator had never received any of her appointment letters or information in an easy read format and she said she would find it helpful if information could be sent in easy read.

The commentator confirmed that she has an annual health check each year. She said that her support workers makes sure she attends and goes with her to the appointments.

The commentator said that she had been into hospital for a hernia a couple of years ago. She said “I didn't like it no TV, no radio, no phone and I didn't eat the food”.

The commentator knew about mental health and said “if I'm sad or worried I talk to my support staff who listen and help me”.

The commentator said she had not heard of cervical or breast cancer screening as far as she could remember no one in her family has been treated for cancer.

Commentators 4 and 5:

The two commentators were at Bristol Community Links attending a college class. The commentators said they were not being able to stay on at college as the new college rules mean that they would no longer be eligible to attend.

Both commentators said they get help from their parents to make appointments at the doctors as this was easiest for them. They agreed that their doctors were very good, they liked all the doctors and nurses and said they are treated well. Both commentators had, however, experienced delays waiting at the doctors and said they always felt bored. One commentator said the doctors are always “very slow”.

They had no negative experiences with doctors or nurses in hospitals.

Commentator 6:

Commentator 6 is a lady who has mobility issues and is a wheelchair user. She said she could not remember her age but that she was “fifty plus”. She lives in Bristol in what she called “shared accommodation with 24/7 staff”.

When asked what she would do if she were ill, she said “I would tell my staff and they would ring the doctor”. The commentator then said, “I would like to [ring the doctor myself,] but they use things... words... I don't understand ... it's just easier if my support do it as they've got to drive me anyway”. The commentator said that she “would love to see the same doctor but I see different ones and they don't know me”. The commentator added that doctors “always talk to the staff not me and they use big words and don't say why”, but that her support staff are very good and will explain things to her afterwards. The commentator said that the doctors do not always listen to her when she tells them information about herself and so she checks with her support staff instead. When asked about signing in at her GPs, she said her support staff use the touch screen to sign in. She does not use it because she is in a wheelchair and cannot reach the screen.

The commentator knew what an annual health check was and said she is due one again this year. She remembered her check last year and said "there was a doctor and nurse there and they did lots of writing. There were words I didn't understand but my support staff helped me to understand".

When asked about being in hospital in past 12 months, the commentator said she had not been in hospital in Bristol, but provided a very full explanation about many years ago when she was in hospital outside of Bristol and saw a doctor she did not know who gave her medication which made her "bad". She said her mum realised and took her back to hospital and told the nurse off. The commentator said that this experience is why she would like to always see the same doctor as then the doctor would know her and make sure she got the right medication. When asked about mental health, the commentator understood what this was and said that she "used to live with people who had mental health, I didn't like it there I used to get night mares but I moved house and I am happy now". She also said she experienced mental health problems a "long time ago" and spoke to someone who "helped me sort things out". She added, "they should not have put me in a house with those people with mental health and that made me feel sad. I'm happy where I am now".

Finally the commentator was asked about breast and cervical cancer testing. She said that she is scared by the word cancer. She stated in relation to cervical testing, "I had a smear done but I couldn't relax they had to re-do it, but they put me out so they could do the test ok". With regards to breast cancer screening, she confirmed that this was fine. I asked whether she had a bowel cancer test done she said "I had it done when in hospital once ... my dad died of cancer 15 years ago, it was bowel cancer so they test[ed] me for it". When asked about the support she received when her dad died she said "I never really forgiven him for not getting tested he always said he never had enough time... I always get upset about mum and dad on VE day". The commentator said that when she feels sad she speaks to her support staff. She said "I like to speak to my staff they are good".

Commentator 7:

The commentator is a 26 year old man who was accompanied by his support worker whilst giving his feedback. He has very limited mobility and uses a motorised wheelchair.

When asked about who he asks for help when he is not well, he said "it depends what it is. I usually speak with my mum unless it's a bloke thing then I'll tell my dad". He said that his mum or dad would contact the doctor to arrange a home visit. He added "I always see the same doctor. My doctor knows me and always visits me at home. I am in a wheelchair and can't stand up, the doctors don't have a hoist so they see me at home". When asked what he thought about the doctors not having a hoist he said "I would go to the doctors if it had one. I would like to go to the doctors as long as it's not noisy. I'm very sensitive to noise". The commentator said that the doctor will speak to him, but he likes to have his parents there to make sure they know what is wrong.

With regards to mental health, the commentator said that he might speak to his dad, but that sometimes he does not like to speak to his family if he is upset so he speaks to his vicar.

Commentator 8:

The commentator is a 38 year old man who lives in Bristol.

He said that if he was unwell he would visit the doctor's surgery to make an appointment in person as he lives very near to the surgery. He said that "sometimes there are no doctors around to see me which is not good, they say they will call me back. This is not good as I'm waiting for a call so can't leave the house". The commentator added that when he does see a doctor, they are very good and make sure he understands things which is important as he

goes to his appointments on his own. He stated that she has never seen any documents in easy read and because he needs help with reading he will ask his support workers or a family member to help him read the letters. He confirmed he receives an annual health check every year and it is good.

When asked about mental health, the commentator said he did not know what it meant, but after further explanation said "I have felt like that and I have seen someone which has helped me in the past".

The commentator had not been into hospital or received any treatment for cancer and did not know about cancer screening/testing.

The Beacon Centre Central Bristol Drop-in Russell Town Avenue, Lawrence Hill, Bristol
The Hive attend the Beacon Centre on a regular basis as part of the Gateway Award and to provide an advice and information drop-in service. The following feedback was collected on 13 May.

Commentator 9:

Commentator 9 is 40 years old, female and lives independently in a flat in Central Bristol. She has occasional support and her family live locally and also provide support.

The commentator stated that she would always get her mum or brother to ring the doctors for her. She said "I like to go in and see the doctor to get an appointment and I don't like ringing up so will get someone to do it for me... I get nervous on the phone". She stated that all her doctors are nice and that they will always listen to her and explain things so she can understand. The commentator usually goes on her own to the doctors, but if it is something difficult, she would take her mum. She stated that sometimes she does not understand the letters the doctors send her; she said "the letters are confusing, I get my mum to read them to me and tell me what it means... I get confused with letters". When signing in at her doctors, the commentator uses the touch screen system and said "I got confused once and someone helped me... I'm getting used to it now". The commentator confirmed she does have her annual health check every year and she said she is happy to go there without her mum. She said "... it is very good they always tell me what they are going to do to me like my blood so I understand not to be frightened".

When asked about the hospital she stated that she went to the hospital a few years ago "I went to Frenchay for my hip, they gave me the wrong tablets I had to go back to get them changed but that was a long time ago"

The commentator wasn't sure what Mental Health was but after further explanation she said "I used to go to CLDT at new friends Hall, they said if I feel down again I can go back and speak with someone".

Commentator 10:

Commentator 10 is male, 42 years old and has some difficulty with his speech. He lives in supported living in Bristol. The commentator said that if he was feeling unwell, he would go to the drop in at The Beacon Centre and ask someone there to help him get an appointment. He would also ring his mum and dad who would phone the doctor. The commentator states that when he goes to the doctor "I take my mum and dad so they can help me say what is wrong ... sometimes they wait and listen to me but sometimes they don't if they are busy". He stated that he usually sees the same doctor and gets to see them when he wants and added that "the doctors and nurses are nice and friendly". The commentator said that he does have annual health checks and takes his mum and dad. He said that "at my last one they didn't always tell me what they were doing".

The commentator did not understand about mental health, but after further explanation he said that he understood and that if he felt like down he would speak to someone at the drop in.

North Bristol Community links - Lanercost Road, Southmead, Bristol

North Bristol Community Links (BCL) is a Bristol City Council run day service for people with learning disabilities. I hold an information and advice drop in service at BCL North and on 19th May 2015 I spoke with 2 service users regarding Healthwatch issues.

Commentator 11:

Commentator is 37 years old said that she liked her doctor "...he is very nice he's called Richard... he always smiles at me and gives me some tablets to make me feel better". When asked whether the doctor listens to her and explains things to her so that she can understand, the commentator stated "I don't want to talk about it anymore as it's something I can't talk about". Instead she appeared anxious and she wanted to talk about the bad weather she had when she was on holiday.

Commentator 12:

Commentator is a 37 year old man. He said if he is feeling unwell, he would tell his mum who would ring the doctor and that the doctor would usually visit him at home. When asked about making the appointment himself, he said "I'm no good at it I don't do it right, I forget things mum knows best but sometimes I like to do it on my own". The commentator said he liked his doctor: "he is brilliant I see him all the time he is a good doctor". He said the doctor always speak to him even if his mum is in the room with him: "he speaks to me then he talks to mum when he says something I don't understand I ask him and he explains it to me".

When asked about letters or other bits of paper which come from the doctor the commentator said, "I always understand the letters they are in big writing and with pictures." The commentator was not able to name the GP surgery he attends. He confirmed that he liked to sign in at the doctors himself: "I use the screen ..it is very easy to understand." He also said that he had his health check every year and that his last one was a few weeks ago. The commentator said: "it was good he checked my blood he talked to me about my best friend who is dead and asked me how I was feeling". The commentator added "... my best girlfriend died of cancer and he (the doctor) talked to me about it instead of my mum. I think he gave my mum a book to help me talk about it ... I do get upset when I think about her". (On the commentator's request, The Hive contacted the commentator's mum to signpost her and the commentator to further support.)

The commentator said that he had some teeth out in hospital last year. He said "I don't let the dentist do it... they put me to sleep in hospital and take them out.... I didn't like it in there I had bad memories when my friend died in hospital..... The nurses were nice and the food was good in there but I had bad memories of my friend who died in hospital".

City of Bristol College – Bristol Skills Academy Campus – Hengrove, Bristol

The Hive visited Bristol Skills Academy and Soundwell College on 4 June to promote The Hive's new advocacy service and speak with a number of tutors from the learning disability team about Healthwatch work. The tutors suggested that copies of the Healthwatch survey were sent to classes at the college as they were due to discuss their experiences with hospitals and doctors in their healthy living classes at Ashley Down and Soundwell Campuses over the following few days. The completed surveys are enclosed.

Feedback for Healthwatch South Gloucestershire

The Hive – 4 service users

Commentator 1:

Commentator lives with his mum in South Gloucestershire. His mother helps him book appointments because that's what they have always done and it suits them well. The commentator went on to say "I go to the doctors with my mum and she lets me tell the doctor why I'm there". He confirmed that the doctors always talk to him and he understands and will listen to what he is saying. He says he has seen easy read from the doctor, but was unable to say when it was or what the doctor was about. The commentator said that his mum "sometimes finds it difficult to get a doctor". The commentator confirmed he had been to his annual health check and said "it was good and the doctor talked about what he was going to do and he listened to me".

The commentator said he had been in hospital in the last year: "I stayed the night at hospital and mum stayed with me.... I had visitors and the food was nice". He did, however, have one night that was not good when the nurses woke him up and tried to take blood.

Commentator 2:

The commentator lives in supported living and is 76 years old. When asked about his doctor he said that his support worker sorts out doctor's appointments for him. He said that he understands the doctors when they talk to him – "they talk to [my support worker], he knows a lot about me... the doctors and nurses are good". The commentator said that he did not know what a health check was, but when it was explained to him, he said "doctors and nurses are nice".

When asked about a hospital, the commentator said "they put me in bed and X-Rayed me and told me what was broken" (the commentator had been knocked over by a car). The commentator said he had a nice sleep and nice food.

The commentator was not aware of cancer or bowel cancer testing and was not aware of ever being tested for bowel cancer.

Commentator 3:

The commentator is 30 and lives in supported living in South Gloucestershire. The commentator stated that if he is ill, he will ask his support worker to ring the doctor. When asked why he does not book his own appointments, he said "I don't but if the person on the phone gave me more time to write things down when I rang it would be.. but anyway my staff have all my medical notes". The commentator stated that they are good at his doctors they will always listen to him and explain things. He confirmed that he has had an annual health check – "they did my blood pressure and took some blood, they told me what they were doing so I understood things". The commentator does not recall getting any easy read documents, but in any event he would leave his staff to read and tell him anything important.

When asked about being in hospital, the commentator said "I go there a lot for tests I have regular ECG on my heart at least once a year, I go with my support staff and parents.... The nurses and doctors are all good at Bristol Heart Institute in town I know my parents always find it difficult to get a disabled space so I don't have to walk too far".

Commentator 4:

Commentator lives independently with support and he is 42 years old and lives in South Gloucestershire. The commentator stated that his support worker will ring the doctor if he needs one. He does not book an appointment with the doctor for himself because "sometimes

you've got to wait a long time to get through". He went on to say in relation to how soon he can get an appointment "I can never get the same day appointment you have to ring very very early to get one and I usually have to wait a long time to see someone". When asked about his doctor, Sean said "they are ok but it depends who you see". He said that some of the doctors listen to him, but that "some want you out the door as soon as they can, I don't usually feel I have been given enough time that's why I changed and now go to a different surgery". The commentator said that he had told the doctor he needs big writing and they now send him letters in that form. When asked about the annual health check, the commentator confirmed he has them and said "yeah they're ok ...I was asked things about how healthy I was". The commentator said that his doctors surgery in Downend has "a lady who is there to help people with a learning disability and she is very helpful".

With regards to hospital treatment, the commentator said "I go to Southmead to get my feet done... Southmead is massive it reminds me of an airport, it's too far for me to walk to where I need to go... the building is nice and the nurses who do my feet are very nice".

The commentator regularly attends Bristol Eye Hospital and said that it is very good there and they are very helpful. He said "when I go I have a lady who works there called a patient liaison who is there to help me... she takes me to the right place in the hospital, sometimes she waits for me, she also helps me with my appointments if I need to change them. I don't know if she just helps people with learning disabilities or whether she helps everyone."

When asked about whether he understood what cancer was, the commentator said he did and that he had never received treatment but went on to say his girlfriend's father who is 91 years of age had received cancer treatment in the past and had recovered.

City of Bristol College Soundwell Campus – St Stephens Road, Soundwell Bristol

The Hive visited Soundwell college on the 4 June to promote The Hive's new advocacy service and speak with a number of tutors from the learning disability team about Healthwatch work.

The tutors suggested that copies of the Healthwatch survey were sent to classes at the college as they were due to discuss their experiences with hospitals and doctors in their healthy living classes at Ashley Down and Soundwell Campuses over the following few days. Four copies of surveys for students living in South Gloucestershire area were completed.

Appendix 2:

Quarterly report for Healthwatch July – September 2015

The Hive is a not for profit organisation working in Bristol and South Gloucestershire supporting adults and young people with learning disabilities. Since April 2015 The Hive have been working with Healthwatch to gather feedback from its members and others who use its services about their experiences with health and social care.

The Hive Healthwatch Champion

The Hive has now recruited two Healthwatch Champions and are in the process of providing them with support and training to enable them to assist The Hive in collecting Healthwatch data and acting as the focal point for Healthwatch comments from members at The Hive.

Developing a Healthwatch questionnaire

The Hive Members' Forum (a committee of adult members of The Hive) have now concluded their review of the easy read Healthwatch questionnaire and the necessary amendments have been made in line with their comments. These questionnaires are now being used to help with obtaining feedback from the learning disabled community.

Please see the latest version of the questionnaire.

Wellbeing Event

The wellbeing event was held at The Hive drop-in in on 30 July 2015. There were two workshops: one in the morning (9–12.45pm) and one in the afternoon (1.30–4.45pm).

The Hive had planned for 20 participants at each session, 18 participants signed up for the morning session (two people failed to attend) and 20 people for the afternoon session (five people, all from the same residential home, failed to attend) Each workshop consisted of four sessions lasting between 30–45 minutes each with a break in the middle.

At the event the following sessions were held:

- mindfulness/relaxation;
- music therapy;
- fitness and exercise;
- Healthwatch feedback session.

The event was very well received with many of the participants asking when the next event will be. Full feedback of the event has been provided in a separate report (attached).

Healthwatch Feedback

Bristol Skills Academy, Whitchurch, Bristol

Bristol Skills Academy is a City of Bristol College campus in Whitchurch where there are a number of college courses for people with learning disabilities. As a result of an information and advice session held there in July, the tutor agreed to get the students to complete the Healthwatch questionnaire as part of their healthy living session. Seven questionnaires have been completed.

Commentator 1:

Commentator did not state her age, but is under 25 years old and lives in South Gloucestershire area. She said that her doctor and nurses sometimes speak to her in a way she understand but did not elaborate. She feels that the doctors always listen to her. Sometimes they send letters which she understands. She does not book her own appointments, but did not say why. She did not give any negative comments about the appointment booking system at her GPs and stated that she is happy to use the touch screen signing in system. She does not recall ever having an annual health check and she has not been to hospital in the last year. She said that she does know about mental health services and where to go for help, but has never needed these services herself. She knows about cervical, breast and bowel cancer tests, but has not undergone any herself.

Commentator 2:

Commentator is 20 years old and lives in the Bristol area. She states that her doctors are always good at explaining things to her so she always understands them and they always listen to her. She has never received letters in a way she can understand (for example easy read,) but knows how to ask for it in this format. She does not book her own appointments and does not say why. If she needs to book an appointment, someone goes into the doctors to do this for her. When she attends her doctors, she is happy using the touch screen to report in. She has had an annual health checks but does not give details about it. She states that she has been in hospital over the last 12 months, but does not elaborate further. She does know about mental health services and where to go for help but has never needed these services herself. She knows about cervical, breast and bowel cancer tests but has not undergone any herself. She is not aware of any of her family having received treatment for cancer.

Commentator 3:

Commentator is 20 years old and lives in Bristol. About her doctors she said that “the people are nice”, but that sometimes she does not always understand them. The doctors do, however, always listen to her. She does not book her own appointments or report in when she is at the doctors and says “my mum does it”. She remembers her last annual health check and states that it was good. She was unsure about what mental health means, but says she has never had any such support. She does not know what cervical or breast cancer screening is and has never been tested. She is not aware of any of her family having received treatment for cancer.

Commentator 4:

Commentator is 31 years old and lives in Brislington, Bristol. She states that her doctors are good at explaining things to her, sometimes she does not understand, but the doctor always

listens to her. She has never received letters in a way she can understand (for example easy read), but knows how to ask for it in this format. She does not book her own appointments but does not say why this is. She likes using the touch screen to report in. She does have annual health checks and has not been to hospital in the last 12 months. She understands what mental health means and knows where to go to ask for this help, but says she has never needed any such support. She knows what cervical, breast and bowel cancer screening is but has never been tested. She is not aware of any of her family having received treatment for cancer.

Commentator 5:

Commentator does not state her age and says she lives part of the time in Bristol and some of the time in North Somerset. About her doctors she states that “they listen to what I have to say” but stated that sometimes she does not understand them. She does not very often understand letters from the doctors and does not know how to ask for easy read information. She states she makes her own appointments in person or over the phone and that she is able to do it herself. She sometimes reports in using the touch screen other times she tells the receptionist. She does not recall having an annual health check and has not been to hospital in the last 12 months. She did not know what mental health was. She was unsure what cervical or breast cancer tests were and had not heard of bowel cancer. She stated that a family member had had cancer, but was unable to remember what type of cancer it was.

Commentator 6:

Commentator is 32 and lives in South Gloucestershire. She states that her doctors always listens to her, she always understands what they are saying and always understands the letters she receives. She does not book her appointments herself and does not say why. She does not like using the touch screen to sign in at the doctors, but likes to speak to the receptionist. She has her annual health checks and says they are good. She has not been to hospital in the last 12 months. She does not understand what mental health is about. She has not heard of cervical or bowel cancer tests but has heard about breast cancer. She has not had any cancer tests and is not aware of anyone in her family having cancer.

Commentator 7:

Commentator is 22 and lives in Bristol. He says about his doctor “he is helpful”. The commentator states that he always understands his doctor, feels he is listened to and understands letters and documents he is sent. He does not book his own appointments; his support staff book his appointments for him. He does not use the touch screen, but reports in via the receptionist and is happy with this. He says his annual health checks are good. About mental health services, he states he has had mental health support and that “it helped me to feel better”. The commentator did not know anything about cancers tests but stated his mum had received cancer treatment.

The Park Drop-in, Knowle, Bristol.

The Park drop-in is a Bristol City Council drop-in service for people with learning disabilities. The Hive held an information and advice drop-in session at The Park on 11 August and spoke with a number of service users four of whom were happy to talk about Healthwatch issues.

Commentator 8:

Commentator is 48 and lives in Bristol. He states that if he is ill, he speaks to his carer who will help him arrange an appointment with his doctor. He sometimes rings the doctors himself, but

as he has to keep ringing to get hold of his doctor, he gets his carer to do it. He stated that he likes to use the touch screen to report in. He does not understand letters from his doctor so his carer reads them to him. When going in to see the doctor he sometimes takes his carer in the appointment as he gets confused with what the doctor is saying. He says that the doctors “don’t tell me properly”. The commentator feels that he is listened to at the doctors. About his annual health check he stated it was good and said “they did lots of tests... weighed me... and said they were checking up on my blood. I don’t know why they keep wanting to take my blood all the time”. The commentator states that he was in hospital in the last 12 months and that it was good because “you get your own room”. When asked about mental health services, he stated that he had received support and went to a group session - “we were all talking about our problems about getting angry”. The commentator did not know about any cancer tests and had never been tested.

Quarterly themed questions about health care services:

Social care services: the commentator stated that he gets support from social care services – “I get a carer who helps me. I live with him and he gets a carers allowance”. He added “I see him all the time, he helps me shopping and even gets my clothes out, he reminds me when I need to take a shower”. The commentator said that he thought his support is provided by “Places People Scheme”.

Pharmacy: the commentator said “I use the same one they are helpful, if my stuff is not ready they tell me to come back”.

Out of hours/walk in clinics: the commentator said “I usually go to my doctors, I went to a walk in in Hengrove once I didn’t wait long, the doctor was good”.

Discharge from hospital: the commentator said “I get a lot of chest infections... my carer took me home, the hospital wrote to my doctor to say what happened”.

Do you attend any groups or day services? The commentator said that he goes to the drop-in at The Park and said “I’m happy here”.

Commentator 9:

Commentator is 50 and lives in Knowle, Bristol. When asked what it is like to have a Learning Disability, the commentator stated “sometimes I’m unhappy as I can’t do the same things as my brother and sister do like driving”. About his doctor he stated that he finds it easy to book his own appointments. He also said “sometimes the doctors use big words other times I can understand them so sometimes I will take someone from Shared Lives into the doctors with me”. About his annual health check he stated “they took my blood pressure, got weighed, they also had a chat to me about how I was feeling”. He stated that he had support from someone with his mental health but it was a long time ago and he could not remember much about it. The commentator had not had any family members affected by cancer.

Quarterly themed questions about Health Care services

Social care services: the commentator said “I live with a family, a man, lady and their daughter who is 30... I think it is called Shared Lives. I live with them and they also help me when I need it”.

Pharmacy: the commentator said that he always uses the same pharmacy and that “it is a good one”.

Out of hours/walk in clinics: the commentator had never used a walk in centre.

Discharge from Hospital: the commentator had no recent experience of being discharged from hospital.

Do you attend any groups or day services? The commentator said “I go to the park I also go cycling and play football for the drop-in.”

Commentator 10:

Commentator is 32 and lives in Bristol. When asked about what it's like to have a Learning Disability he stated "it feels good". About his doctor he stated "I will ring my mum and she will help me also my support staff". The commentator said that he does not ring the doctors to get an appointment and said "I don't know how to, well I do sometimes, but they don't understand me". The commentator signs in using the touch screen when he likes. He states that he can read some of the letters from the doctor, but said that he gets some text messages from the doctor which he cannot read. He states that, when going to the doctor, "I always take my support, they speak to me sometimes but mostly to my support". He also say that he sees the same doctor for each appointment and that this doctor "he is good". The commentator remembers having his annual health check and said "they just took my blood pressure they also took my blood out, they never told me what the result was". The commentator has never had support for mental health issues, but knew where to go for help. When talking about cancer in the family the commentator stated "Mum she is ok now she always talks to Dad about it, she is ok now".

Quarterly themed questions about Health Care services

Social care services: the commentator stated that he lives on his own and gets support from 'Second Step' on Tuesdays and Thursdays. He said that Second Step "read my letters for me, help me with money, shopping, they nag me all the time". He added "I don't always see them when I want. They never turn up or are late and I don't wait for them".

Pharmacy: with regards to the pharmacy he uses, the commentator said "it's ok I get my tablets there".

Out of hours/walk in clinics: the commentator had not used a walk in centre.

Discharge from Hospital: the commentator had no recent experience of being discharged from hospital.

Do you attend any groups or day services? The only groups or day service the commentator uses is the drop-in at The Park.

Commentator 11:

Commentator is 43 and lives in Easton, Bristol. When asked what it is like to have a Learning Disability, the commentator stated "I'm happy". When asked about getting an appointment with his doctor, he stated he books his own appointments and said "I ring up and now I text and they text me back, I get to see the doctor the next day it's good system... I get to see the same doctor all the time he's good". He reports in via the touch screen, but says that sometimes it does not work so he sees the receptionist. The commentator stated that he does not get information in easy read but would like it. When going to see the doctor he goes on his own, but says "I ask him to write things down for me so I can remember". The commentator remembers having his annual health check and said "it's good they tell me what they are doing, they weigh me, blood pressure cholesterol check and my sugar levels". About mental health services, the commentator said "I go to see a therapist arranged by my doctor.... they are helpful". The commentator had no knowledge of cancer tests or family members having cancer treatment.

Quarterly themed questions about Health Care services

Social care services: the commentator said "I have the 'Keyring Network help me, not one to one support, I used to have Mencap support but no more". About Keyring, he stated "I see them every week unless I'm away they talk to me and they help me". When asked about whether it is easy to arrange, the commentator stated "I go and see them every Wednesday if they can't make it they text me to give me a new date". He added "they help me with things I

need to learn how to do my own cleaning and washing I am booked into a slot to see them to help me learn”.

Pharmacy : the commentator said that he uses Lloyds Pharmacy in St George and says “they are always helpful”.

Out of hours/walk in clinics: the commentator had not used a walk in centre.

Do you attend any groups or day services? The commentator said “I use The Park drop-in and sometimes The Hive”.

North Bristol Drop-in, Eastville Bristol.

North Bristol drop-in is a Bristol City Council drop-in service for people with learning disabilities. The Hive have attended the drop-in on a number of occasions to hold advice and information sessions. The Hive met with the men’s group on the 3 August about issues including Healthwatch and they agreed to fill in their questionnaires at the next meeting. Six members of that group have returned their questionnaires. The Hive also met with other members of the drop-in on 25 August and spoke with a further five people about Healthwatch issues.

Questionnaires completed by the men’s group:

Commentator 12:

Commentator is 51, male and lives in Bristol.

Do you book your own appointments? “I ask my family for help, they will ring for me and come with me”.

How do you report in at the doctors? Commentator uses the touch screen which his mum helps him with.

Do doctors listen to you and speak to you in a way you understand? Commentator states he always understands them and they listen to him.

Do you understand letters from your doctor? No “I get help from people close to me”.

About your annual health check: “It was brilliant, everyone needs to have it. They check your blood they were happy with me. It was good I see the same doctor all the time, I like her.”

Hospital visits in last 12 months: “I came home the same day, they made sure I was alright and all that”

Mental health services: never had support but knows where to go if needed

Cancer tests: never been tested doesn’t know much about the tests.

Cancer in the family: not aware of anyone.

Commentator 13:

Male, 55 and lives in South Gloucestershire.

Do you book your own appointments? Yes, no problems

How do you report in at the doctors? Commentator prefers to report to the receptionist

Do doctors listen to you and speak to you in a way you understand? Always “they are nice and helpful”

Do you understand letters from your doctor? “my carers read them for me”

About your annual health check: commentator remembers them “the nurse did it, it was alright, they said about healthy eating and exercise”

Hospital visits in last 12 months: none

Mental health services: “they are very nice, they listen to me I’m happy with them”

Cancer tests: he states he has had a cancer test but did say what one.

Cancer in the family: “My mum had breast cancer she died when she was 55 I was 14, I went into care”. When asked about support the commentator received at the time of his mother’s death, he stated that he had support from his family.

Commentator 14:

Male, 69 and lives in Bristol

Do you book your own appointments? Commentator states that he does not book his own appointments – “I tell my neighbour... she will make appointments and come with me”.

How do you report in at the doctors? Uses the receptionist

Do doctors listen to you and speak to you in a way you understand? Commentator states that they always listen to him and he understand them.

Do you understand letters from your doctor? No “I can’t read, I prefer for someone to talk to me”

About your annual health check: “it was alright”

Hospital visits in last 12 months: yes “It was alright they were nice, no bad experience”

Mental health services: none required

Cancer tests: not aware of or had bowel cancer test

Cancer in the family: don’t know

Commentator 15:

Male, 50 and lives in Bristol

Do you book your own appointments? “No my carer does it”

How do you report in at the doctors? Speaks to the receptionist

Do doctors listen to you and speak to you in a way you understand? Commentator states that they always speak so he can understand and they always listen.

Do you understand letters from your doctor? “My carer does this for me”

About your annual health check: “It was ok I could lose weight they said to me to eat healthy”

Hospital visits in last 12months: none

Mental health services: has had support from mental health services and said it was good

Cancer tests: none

Cancer in the family: none

Commentator 16:

Male, 56 and lives in Bristol

Do you book your own appointments? “yes I go in person but not on the phone” ..

“receptionists are not always helpful I have to wait they do not ring back”

How do you report in at the doctors? I speak to the receptionist

Do doctors listen to you and speak to you in a way you understand? “my doctor is good”

Do you understand letters from your doctor? “Letters are not easy to understand also the hospital letter in the past”

About your annual health check: “it was ok I feel supported with my high blood pressure”

Hospital visits in last 12 months: no

Mental health services: he stated he had been supported my mental health services and stated “when I was young I had an intelligence test I was told I was thick”

Cancer tests: not aware of bowel test never tested for cancer

Cancer in the family: “My Dad had colon cancer that was treated... My brother had lung cancer he died of it two years ago, I would not wish cancer on my worst enemy”

Commentator 17:

Male, 66 and lives in Bristol

Do you book your own appointments? "No I tell my carer"

How do you report in at the doctors? Reports to receptionist

Do doctors listen to you and speak to you in a way you understand? Always

Do you understand letters from your doctor? "my staff read it for me"

About your annual health check: "they were nice I would have another one"

Hospital visits in last 12 months: Yes "It was good, they told me what was happening"

Mental health services: none

Cancer tests: not aware of bowel cancer test and never been tested for any cancer

Cancer in the family: "I don't know my family"

Discussions at the drop-in

Commentator 18:

Male, 54 and lives in Bristol.

About booking an appointment at his GP he said he did not book and added "my staff ring them I don't know why they just do it". He said that he uses the touch screen to report in at his doctors which he likes. He said the doctors listen to him and explain things well and said "I go to the doctors on my own sometimes it's a man sometimes it's a lady ... I don't mind that's fine". About the annual health check he said "it was good they do a lot of things they talk to me and tell me what they are doing". The commentator has never used mental health services and knows nothing about cancer or tests.

Quarterly themed questions about Health Care services

Social care services – "I live in a house with shared support, they help me with my money they cook for us but I do the washing up". "I'm happy with the support staff they help me I get all the help I need I don't have to do anything they are just there to help me".

Pharmacy – "I use the one in Filton it's ok"

Out of hours/walk in clinics – No

Discharge from Hospital – No

Do you attend any groups day services – "I come here (north Bristol drop in) it's good"

Commentator 19:

Male, 42 and lives in Bristol.

About making doctor's appointments, the commentator said "my carer rings but sometimes I do it". He said he signs in at the doctors using the touch screen. He said he does not understand the letters from his doctor. When told he could have information in easy read, the commentator said "I would like it like that my carer reads it for me". About his doctor he states "if they use big words they say what they mean but sometimes I take support with me". The commentator stated he was in hospital a little while ago and said "I went to the BRI I had a drip in my arm, it was alright, nurses and doctors were brilliant." The commentator was not aware of mental health services and had not used them. The commentator was not aware of cancer tests.

Quarterly themed questions about health care services

Social care services: "I get support Monday, Thursday and Friday at home, me and three other me live with we all get the same support, I would like to have my own sometimes"

Pharmacy: "Yes my chemist is good"

Out of hours/walk in clinics: No

Discharge from Hospital: "yes my step Dad came to get me when I left hospital, they said they would tell my doctor... I cannot remember if they did"

Do you attend any groups day services:“North Bristol drop in it is brilliant”

Commentator 20:

Commentator female, 42 and lives in Bristol

About her doctor’s appointments she said “Angela my support does it, she likes to do it ...I don’t like using the phone”. Signing in is easy for the commentator as she likes to use the touch screen. She never gets things in easy read. When going in to see the doctor she says “Angela comes in with me, I want her to ... sometimes I go in and don’t understand things”. About her annual health check she says “it is very good they told me what the tests are for, Angela told them I don’t like needles”. She has been to hospital in the last 12 months and says “it was good I had an operation and stitches on my head, I stayed at night, it was nice they let me have mum and Dad to visit me”. She knew about mental health services but has never needed them. About cervical cancer tests the commentator said “I don’t like to have the test I told the doctor I don’t want the test and the doctor said ok”. The commentator had also had a breast screening test.

Quarterly themed questions about health care services

Social care services: “I live in a house with Lucy. Angela lives there as well ... it is Shared Lives its Angela’s house and we live with her, Angela is my support she helps me with money but I do everything else.”

Pharmacy: no

Out of hours/walk in clinics: no

Discharge from Hospital: “My Doctor knew I was in hospital I had to have some rest when I was at home”

Do you attend any groups or day services? “North Bristol Drop in every day, I love it here”

Commentator 21:

Female, 49 and lives in Bristol

When asked about appointments at the doctors, the commentator said “Andy my key worker helps me, I’m not allowed to use the telephone”. She signs in via the receptionist which she loves. When talking about going to the doctor, she said “I take my support with me, I’m scared on my own”. When asked about whether she liked her doctor, she said “I see different ones. I’d like to see the same one every time”. About the annual health check she said “they weighed me, they were happy”. When asked about mental health services she said, “I have a lady who is a nurse I speak to her about how I am feeling. I see her every week”. She confirmed she had a breast cancer test but not a cervical cancer or bowel cancer test. When asked about cancer in the family she said “Debbie my big sister, she lost weight and is not very well”.

Quarterly themed questions about Health Care services

Social care services: “I get help, I live in a house which has support in it already. I dress myself they help with washing my hair they wash my clothes and cook and help with money they give it to me at the start of the week to spend on what I want.”.

Pharmacy: “I go there in a van with my carer it is good”

Out of hours/walk in clinics: no

Discharge from Hospital: no

Do you attend any groups or day services: “I come to North Bristol drop-in it is very nice”

The Hive visited Soundwell college in June and July and spoke with a number of tutors from the learning disability team about the Healthwatch questionnaires. The tutors agreed to send it out to students to complete on their own. Five questionnaires were returned.

Commentator 22:

Male, 42 and lives in South Gloucestershire.

How do you make appointment with the doctor? "I tell mum to take me to doctors and she does"

How do you report in at the doctors? No answer.

Do doctors listen to you and speak to you in a way you understand? "They help me to get better"

Do you understand letters from your doctor? Never

About your annual health check: "it is good"

Hospital visits in last 12 months: none

Mental health services: no "Mum"

Cancer tests: heard about cervical cancer not tested

Cancer in the family: no

Commentator 23:

Female, 24 and lives in South Gloucestershire.

How do you make appointment with the doctor? "Mum does it"

How do you report in at the doctors? "Mum tells the lady"

Do doctors listen to you and speak to you in a way you understand? No answer

Do you understand letters from your doctor? "Mum does it"

About your annual health check: "can't say"

Hospital visits in last 12 months: no

Mental health services: "yes Dad"

Cancer tests: no

Cancer in the family: no

Commentator 24:

Male, 22 and lives in Bristol

How do you make appointment with the doctor? No

How do you report in at the doctors? Speaks to receptionist

Do doctors listen to you and speak to you in a way you understand? Never.

Do you understand letters from your doctor? Not sure

About your annual health check: it was good

Hospital visits in last 12 months: no

Mental health services: no

Cancer tests: yes but doesn't say which tests

Cancer in the family: yes but doesn't say who when or what cancer

Commentator 25:

Male, 24 and lives in South Gloucestershire

How do you make appointment with the doctor? Mum

How do you report in at the doctors? Mum

Do doctors listen to you and speak to you in a way you understand? "Sometimes"

Do you understand letters from your doctor? "Mum does it"

About your annual health check: good

Hospital visits in last 12 months: Yes “good I’m better”

Mental health services: “mum it was dad that died”

Cancer tests: No

Cancer in the family: No

Commentator 26:

Female, 24 and lives in Bristol and South Gloucestershire

How do you make appointment with the doctors? “Mum knows”

How do you report in at the doctors? Touch screen

Do doctors listen to you and speak to you in a way you understand? “They help me”

Do you understand letters from your doctor? Sometimes

About your annual health check: “good”

Hospital visits in last 12 months: no

Mental health services: Not sure what it meant but says she speaks to Mum

Cancer tests: No

Cancer in the family: No

Appendix 3:

Wellbeing Workshop

Feedback report

The wellbeing event was held at The Hive drop-in on 30 July 2015. There were two workshops one in the morning (9.30am–12.45pm) and one in the afternoon (1.30–4.45pm).

The Hive had planned for 20 participants at each session, 18 participants signed up for the morning session (two people failed to attend) and 20 people for the afternoon session (five people, all from the same residential home, failed to attend). Each workshop consisted of four sessions lasting between 30–45 minutes each with a break in the middle.

The Hive took a number of videos of various sessions and are in the process of editing these and will post them on The Hive website via the YouTube channel.

Mindfulness

This session was run by Christina and Sophie from New Friends Hall. Participants were talked through various mindfulness exercises and then practiced the techniques via practical activities. It was good to see so many people taking part and so involved in the activity despite the higher than usual traffic noise from outside.



Music therapy session

This was run by music therapists John and Jane who brought along many different instruments. Everyone chose their instruments and during one session participants were able to make up their own piece of music. One group chose a thunder storm another chose a jungle theme. During the second session participants were asked to play their instruments in time with the beat getting louder and quieter. The session finished with a song which everyone participated in.



Fitness and exercise session

Laura ran the morning session and Karzan facilitated the afternoon session. All participants were able to join in the first session which involved seated stretches and exercises. There were a number of slightly more active exercises and games which participants completed by standing or sitting. It was clear the parachute activities were the most enjoyable.



Healthwatch session

Kervon from Healthwatch ran this interactive session where he described a number of health and social care services each represented by a photograph displayed on a washing line. Participants indicated how they felt about these by putting smiley or sad faces on the photos. Participants were also able to say why they felt the way they did about the services giving their experiences.



Comments from support workers

Speaking to the support workers who attended the session, they stated:

“I’m surprised Anthony stayed for the whole afternoon, I think it was because the sessions were quite short so he didn’t get bored doing the same thing for a long period of time.”

“They all seemed to get involved in the mindfulness session despite all of the noise outside”

“It was good to see everyone playing music and playing along to the same rhythm it was loud at times!!”

Feedback from Participants

Out of the 31 people who attended, only 14 participants completed the feedback questionnaires. Their comments are set out below:

1. Who enjoyed the Mindfulness session?



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1

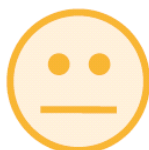


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2. Who enjoyed the Music Therapy session?



0



2



12

3. Who enjoyed the Exercise session?



0



2

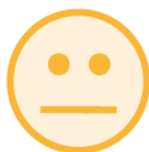


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4. Who enjoyed the Healthwatch session?



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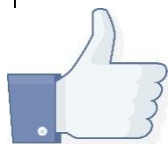


2



12

5. What did you like best?



"Music"	The Line and putting stickers on it"
"every single bit"	"music"
"I liked everything about it, it was excellent"	"all of it"
"Exercise" x2	"everything"

6. What did you like least?



“Nothing” x3

“listening”

“it was all good” x2

“enjoyed it all”

7. Tell us something new you learnt today

“Mindful”

“Everything”

“Mixing with new people”

“about health and relaxing”

“nothing”

“Doing new exercises”

“Music”

8. How could we make today better?

“speak up a bit more”

“nothing” x3

“things to give out”

“more listening by some people”

A big thank you to Healthwatch for helping us to fund the event and to all those who facilitated and assisted though out the day.

Appendix 4:

[Blank Easy Read survey used by The Hive](#)

Appendix 5:

[Healthwatch Bristol engagement summary based on our visit to The Hive Youth Club](#)

Appendix 6:

[Healthwatch Bristol engagement summary based on the workshop facilitated as part of The Hive's Wellbeing Day](#)