



# Inclusion Gloucestershire Survey

DECEMBER 2021

## Easy Read Health Report

**INCLUSION**  
**GLOUCESTERSHIRE**

BIGGER DREAMS ► BETTER LIVES ► BRIGHTER FUTURES



## Introduction

Inclusion Gloucestershire wanted to find out about the things that are worrying people who live with **disabling barriers**.



**Disabling barriers** could be things like disabilities, mental ill health, Autism, health problems, hearing, or sight difficulties and lots of other things that make life harder for people.

In June and July 2021, we asked people who face disabling barriers to tell us about their experiences and any ideas they have for making things better.

We asked people to tell us how worried they feel about 22 different areas of their life.

**Questions**

1. What do you think about it?

☐ Good  
☐ Bad  
☒ Not sure

**We found out, that health is the thing people worry about most.**

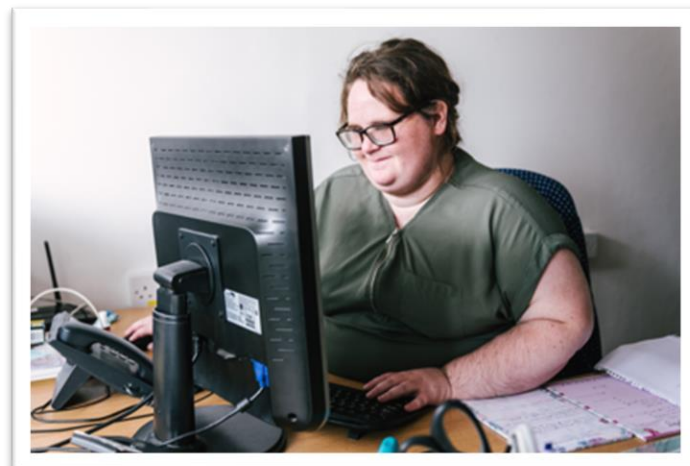
This report will tell you more about what people told us.

We will use what we found out to help us make a plan for Inclusion Gloucestershire for the next 3 years.

You can use the link to see a report all about our survey



<https://www.inclusiongloucestershire.co.uk/research-strategy-and-partnerships/>







## 135 people told us what they think

### Most people who answered,

Told us they are Female.



Preferred to have relationships with people of the opposite sex.

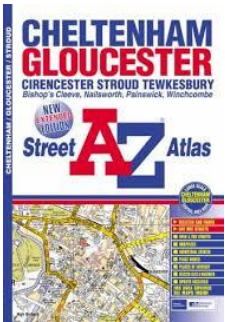
Used English as their first language.



Said they are White British.



Live in Cheltenham or Gloucester.



The biggest group were aged between 55 and 64.

The next group were 45 – 54.



Most people who gave us their ideas have experience of mental ill health.

Some people had experience of more than one thing.

### What we found out.

**62 people** said they were worried about getting the health care they need.

**51 people** said they were worried about getting help with their mental health.





**58 people** said they were worried about **Long Covid**.

**Long Covid** is the name to describe symptoms people may have a long time after they have had Covid.



42 people were worried about how much exercise they have.



22 people said it is not at all easy to get health screening appointments, these could be things like breast checks, smear tests or prostate checks.

## **This is what people told us.**

People were having problems getting face to face appointments which some people prefer.



**“Prefer face to face mostly with GP, not phone appointments.”**

**“No face to face appointments unless someone else judges you need it**



People were worried about the lack of health reviews.

**“GP appointments are difficult to get and then are weeks away.**

**“I have not had my usual health checks for nearly 2 years.”**





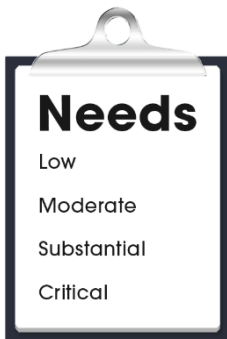
People were finding it hard to get specialist assessments or services.

**“Constant struggle to get treatment or referrals to specialists. Frequent rejections.”**



Getting support for mental ill health has been difficult.

**“ Long waiting lists for mental health support.”**  
**“I had difficulty getting the counselling I needed.”**



People were worried about the way it is decided who can have support, this is called Eligibility Criteria.

**“I tried to access some counselling through.....but I didn't meet the criteria.”**

**“Too unwell for one service but not unwell enough for the next level.”**



People found it difficult getting the right support for mental ill health and sometimes had to pay for it themselves.

**“they sent me a letter telling me I needed to get counselling from a separate organisation, that I would need to pay for.”**





It was harder to get health screening and health checks.

**"I was told screening isn't happening due to the pandemic."**



People were worried about how much exercise they have.

**"Lack of activity has led to me putting on weight due to prolonged illness."**



People were worried about Covid and Long Covid and the information about it.

**"I am most worried about my family or myself getting severe Covid and it turning into Long Covid."**

**"I need to know that if we need to go into another lockdown, having things planned to help with my mental health."**



Some people found it difficult to access health places and to have information in a way that suits them.

**"Lack of wheelchair accessible rooms, lack of accessible way to book appointments, lack of home visit option when I am housebound."**







Some people feel their needs have not been recognised and health people have made their needs seem less serious than they are.

**"It feels as if you are treated like you are making everything up because you have a mental health condition."**



Some people said they felt health services did not support them as well as they could.

**"Different services like to signpost you to other services rather than practically support you."**

**"not a lot of support has started back up (since lockdown)."**



Some people said information and communication was a problem.

**"When I need help or information, I just do not know where to go or who to ask. No-one is forthcoming with information until I ask....sometimes too much information is given, and I cannot process it all as it is overwhelming."**

**"Sometimes remembering the information they give me or understanding the medical jargon they use. I like to take someone with me."**



Some people had good experiences.

**"I did have a positive experience with...."**

**"I have an annual health check at my doctors."**

**"Staff very organised and helpful."**





## What we think should happen.

Health people should be clear and tell people what health services are available and when.

Have different ways for people to make a health appointment.



Give people the chance to have face to face appointments if they need them.



Keep a check on new referrals and let people know what is happening.

Do more things to make health places, information, and appointments accessible.



Start doing regular health checks and screening to help keep people healthy.

Look at Eligibility Criteria and support and be clear about the help people can get with their mental health.



All health staff to talk to people about exercise and healthy lives.

Make sure there is good information about exercise and healthy lives.



Tell people about how others are managing their health using things like social media and local groups.



Health care places should check that they have accessible spaces and information.





Support people in the way that is best for them so they have time and information they can understand.



Health staff to have more training about things like mental health, Autism, Learning Disability, Deaf Awareness, Visual Impairment and how to support people in the way that is best for them.

Not signposting people to services, instead, helping them connect with services that may be of use to them.



## What will Inclusion Gloucestershire do next?

We will share our report with health people and other groups.

We will put our report on our website and on social media.



We will tell people what we found out at lots of different groups and meetings.

We will carry on working with people to find out what they think about health care in our groups.

You can find out about our different groups on our website or by e-mailing us.

[www.inclusiongloucestershire.co.uk/our-services](http://www.inclusiongloucestershire.co.uk/our-services)

[info@inclusion-glos.org](mailto:info@inclusion-glos.org)



We will have a new Health and Wellbeing Manager to manage our work about health.

We will make sure our plan has goals about health care.

We will work more closely with health partners.



**Thank You to everyone who helped us with our research.**

**To find about more about Inclusion Gloucestershire**  
**[www.inclusiongloucestershire.co.uk](http://www.inclusiongloucestershire.co.uk)**