

## **NHS North Tyneside CCG Accessible Information Standard Survey**

North Tyneside Community and Health Care Forum (CHCF) undertook this survey as part of its Service Level Agreement with the CCG. The survey is required as part of the CCGs Equality and Diversity (E&D) objective “Ensure processes are in place to provide information in a variety of communication methods to meet the needs of patients, in particular the ageing population and those with a disability“ .

This is to ensure patient experience is used to inform and develop the way the CCG communicates with all stakeholders in particular groups and individuals who have specific communication requirements.

The anonymous survey was designed by NHS North of England Commissioning Support Unit (NECSU) and was shared with NHS North Tyneside CCG Patient Forum and Practice Patient Participation Group (PPG) members. The combined responses show a total of 60 members choosing to respond to the survey, either on line or completing paper copies within meetings. North Tyneside CCG Patient Forum members responses are within Appendix 1 and Practice Patient Participation Group responses are within Appendix 2.

NHS North Tyneside CCG Patient Forum currently has 32 active members and 24 chose to respond. Of the 27 GP Practices most have a PPG, some are virtual, others meet regularly, some are a combination of the two and 36 chose to respond. Comments on the questionnaires and within meetings did highlight that some people are unclear what a CCG is. The need for documents and information without acronyms and abbreviations would be welcomed. Being mindful a large part of the population in North Tyneside probably don't have access to a computer. Generally people felt if they asked the CCG for information in a different format this would be done willingly.

### **Conclusions**

The majority of responses felt the CCG contacted organisations in an accessible way, although the 'don't know' response was high.

Accessing information in Braille, easy read and large print scored positively but again the 'don't know' responses were high.

The majority of responses did not know how well or poor the CCG is on providing professional support for example a British Sign Language interpreter and this was the same if a resident needed to lip read or was a hearing aid user.

The majority of Patient Forum and PPG members had not requested an alternative format for information from the CCG.

**Recommendations**

NHS North Tyneside CCG should promote the option of information being available in different formats and this can be achieved by making this visible on their website.

Engagement and consultation documents should state other formats and languages are available on request.

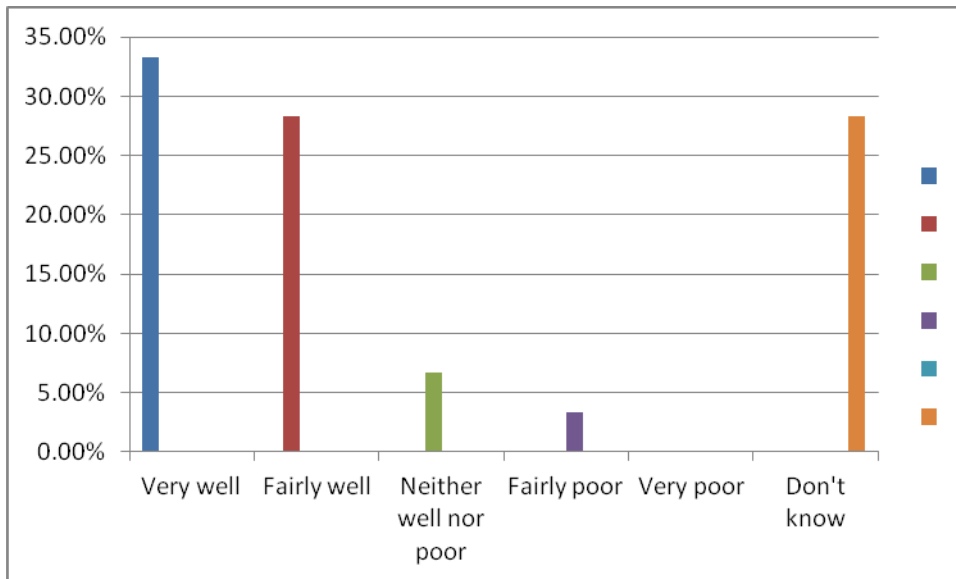
Liaise with voluntary sector partners to highlight options within the community.

The CCG website should have a visible font size changing facility.

Michele Spencer  
Chief Officer  
Community and Health Care Forum  
January 2019

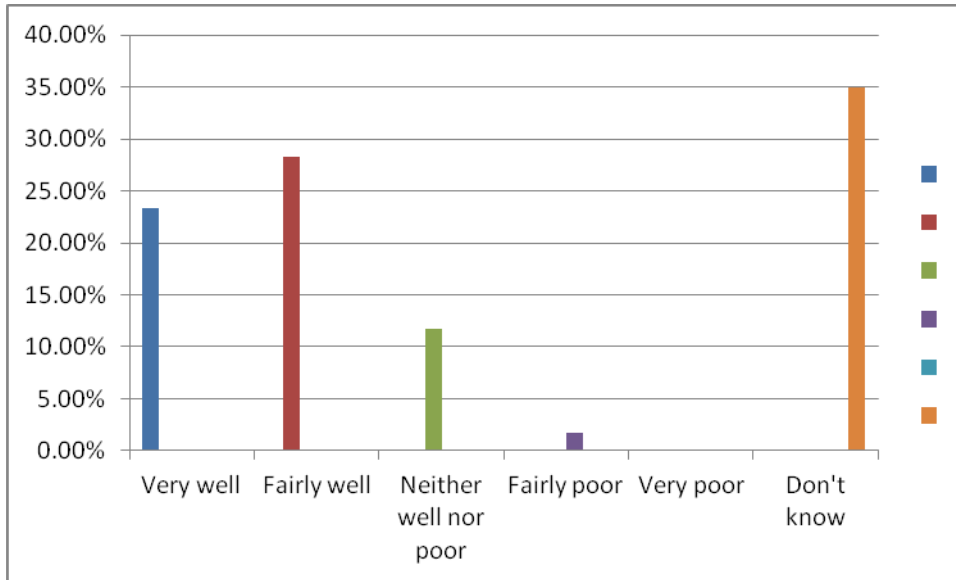
**NHS North Tyneside Clinical Commissioning Group**  
**Accessible Information**  
**Patient Forum and Practice Patient Participation Group Members**  
**Combined responses**

1. How well or poor do you think North Tyneside CCG are at contacting organisations and being contacted by in accessible ways. An example of this is by e-mail, text message or Text Relay



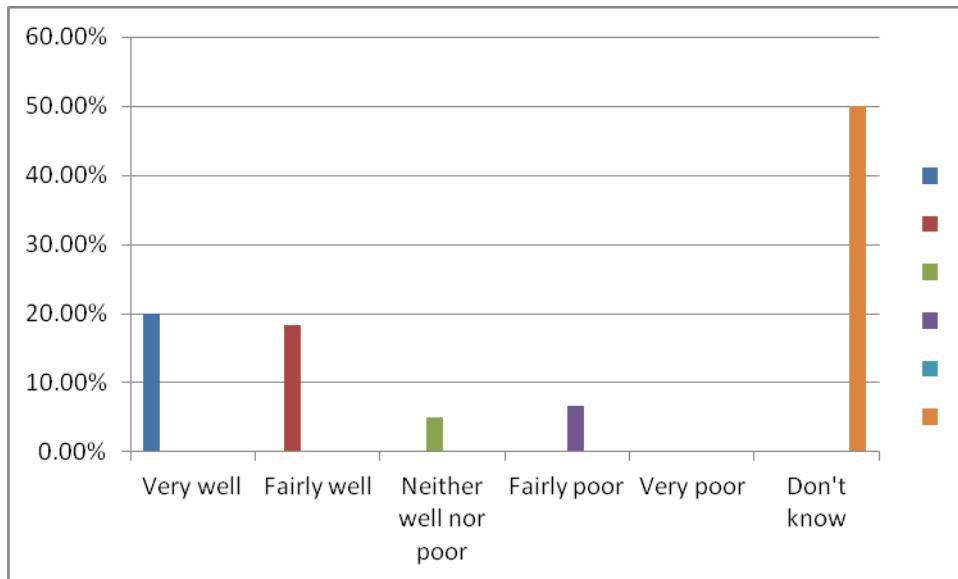
<b>ANSWER CHOICES</b>	<b>RESPONSES</b>	<b>AMOUNT</b>
Very well	33.33%	20
Fairly well	28.33%	17
Neither well nor poor	6.67%	4
Fairly poor	3.33%	2
Very poor	0.00%	0
Don't know	28.33%	17
<b>TOTAL</b>	<b>99.98%</b>	<b>60</b>

2. How well or poor do you think North Tyneside CCG are at getting information to people in a way that they can read and understand. Examples of this are Braille, easy read, large print



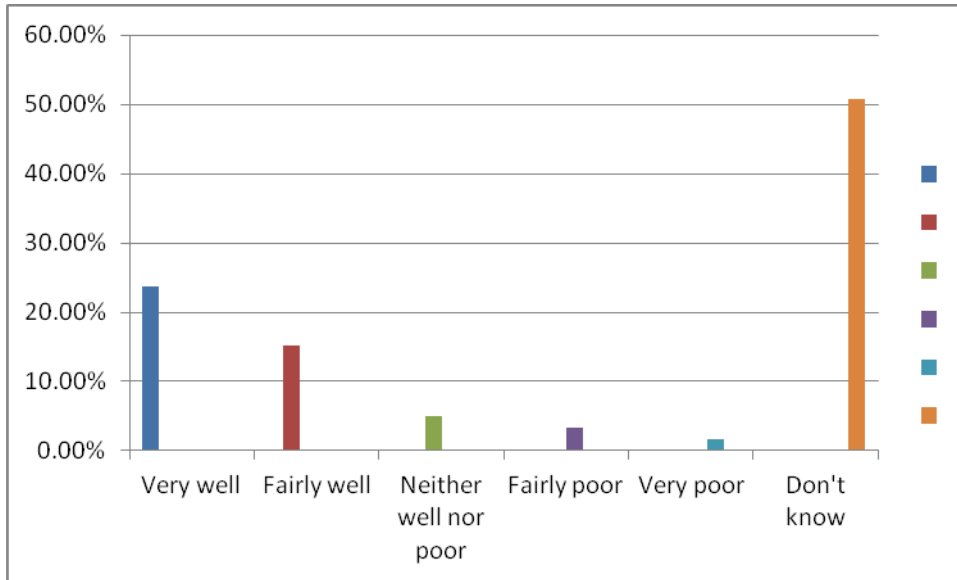
ANSWER CHOICES	RESPONSES	AMOUNT
Very well	23.33%	14
Fairly well	28.33%	17
Neither well nor poor	11.67%	7
Fairly poor	1.67%	1
Very poor	0.00%	0
Don't know	35.00%	21
<b>TOTAL</b>	<b>100.00%</b>	<b>60</b>

3. How well or poor do you think North Tyneside CCG are at getting communication support from a professional if they need it. An example of this is a British Sign Language interpreter



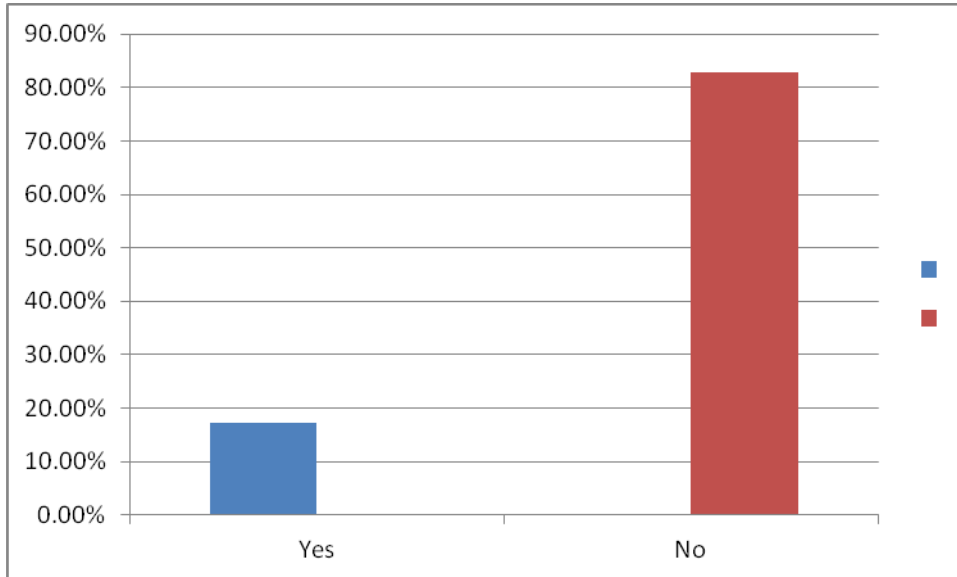
ANSWER CHOICES	RESPONSES	AMOUNT
Very well	20.00%	12
Fairly well	18.33%	11
Neither well nor poor	5.00%	3
Fairly poor	6.67%	4
Very poor	0.00%	0
Don't know	33.33%	20
<b>TOTAL</b>	<b>100.00%</b>	<b>60</b>

4. How well or poor do you think North Tyneside CCG are at getting communication support from health and care staff if they need it. An example of this would be if a person needed to lip-read or use a hearing aid



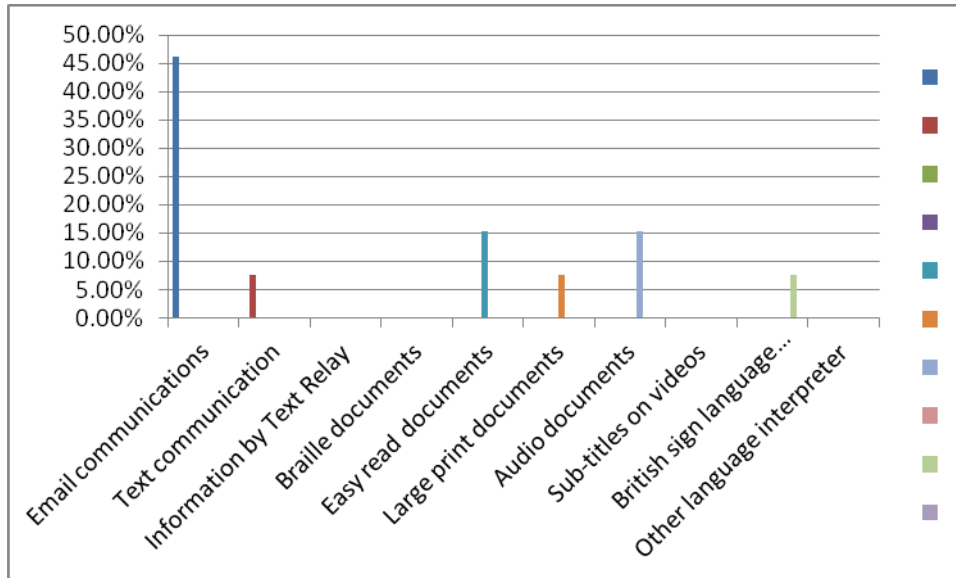
ANSWER CHOICES	RESPONSES	AMOUNT
Very well	23.77%	14
Fairly well	15.25%	9
Neither well nor poor	5.08%	3
Fairly poor	3.39%	2
Very poor	1.69%	1
Don't know	50.85%	30
<b>TOTAL</b>	<b>99.98%</b>	<b>59</b>

5. Have you ever requested information in an alternative and accessible format from North Tyneside CCG before?



ANSWER CHOICES	RESPONSES	AMOUNT
Yes – go to Q6	17.24%	10
No- go to Q8	82.76	48
<b>TOTAL</b>	<b>100.00%</b>	<b>58</b>

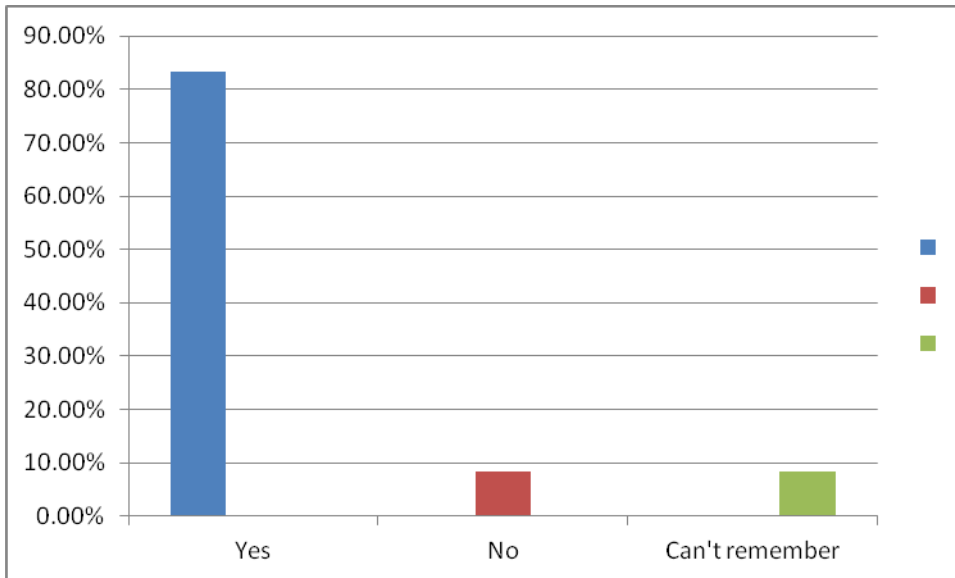
6. If yes, what formats have you requested? (Please tick all that apply)



ANSWER CHOICES	RESPONSES	AMOUNT
Email communication	46.15%	6
Text communication	7.69%	1
Information by Text Relay	0.00%	0
Braille documents	0.00%	0
Easy read documents	15.38%	2
Large print documents	7.69%	1
Audio documents	15.38%	2
Sub-titles on videos	0.00%	0
British sign language interpreter	7.69%	1
Other language interpreter	0.00%	0
<b>TOTAL RESPONDANTS</b>	<b>99.98%</b>	<b>13</b>



7. If yes, did you receive the information in an accessible format?



ANSWER CHOICES	RESPONSES	AMOUNT
Yes	83.33%	10
No	8.33%	1
Can't remember	8.33%	1
<b>TOTAL</b>	<b>99.99%</b>	<b>12</b>

**8. Do you have any other thoughts or comments about how North Tyneside CCG can improve how they provide information in an accessible way? If so, please use the box below to tell us about them**

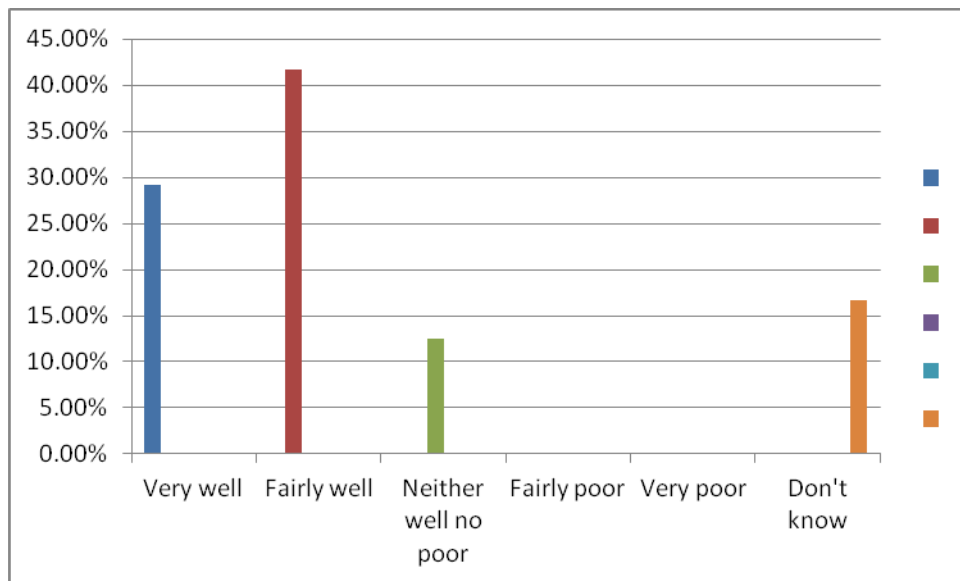
**23 responses**

1. More signage of a significant size in significant places.
2. No further comment.
3. Just by continuing to strive for plain simple language with no acronyms, so readers of every level can access information by public leaflets, surveys and reading websites and minutes of meetings. Still too many abbreviations and acronyms for many people to easily understand.
4. A Facebook page for general public.
5. I'm confident if I needed it for me or someone else it would be available on request and maybe this option could be highlighted more but really I am happy with the information I get.
6. Always available on request.
7. Information from the CCG is always available if and when I need it.
8. Sorry! But I'm being asked questions about CCG as a whole, to which I am not in a position to know the answers!
9. Make sure for partially sighted people that the colours are correct. I believe there is guidance on this. Healthcare professionals notice and are trained to deal with this for people who need it so that the patients do not feel compromised.
10. Under the new GDPR without having acceptance by all members about the data that they hold on us the CCG cannot send out to all its members' information in different forms, it is up to the individual member to request an alternative form if they require it. I am sure that the CCG would comply with any request made by a member.
11. If people requested information in another format they would get it.
12. Make the different options clearer on the website.

13. I have no experience of needing alternative accessible information either for myself, friends or relatives. However should I need it I would have no idea of how to gain access.
14. Promote these services.
15. Advertise this as an option.
16. The CCG should have a list of contact numbers for accessing such services. I use the care navigators in Practices.
17. Don't forget not everybody wants or has computers or mobile phones so you must also accommodate these people who have been mentioned in the questionnaire.
18. I think all is working well at the moment, I cannot think of any improvements.
19. People with mental health problems experience the worst service from the NHS. It's all about drugs and no real attempt to help people. Consequently many do not access the health service at all and feel they have no voice.
20. The online GP appointment booking system needs to include a special request box. For example to allow someone to state they will require a British Sign Language interpreter for their appointment.
21. No
22. They do everything they can to help.

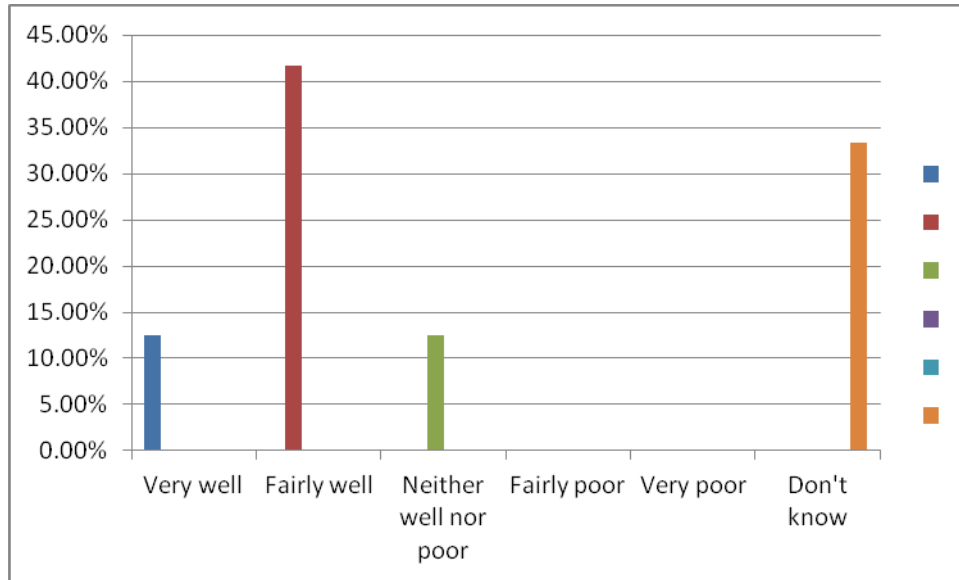
**Accessible Information  
Patient Forum Members**

1. How well or poor do you think North Tyneside CCG are at contacting organisations and being contacted by in accessible ways. An example of this is by e-mail, text message or Text Relay



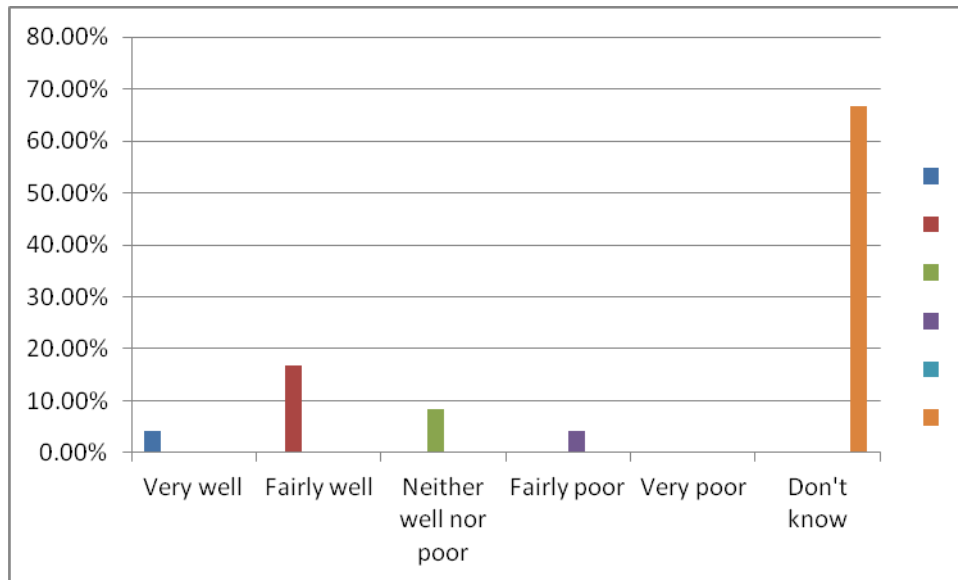
ANSWER CHOICES	RESPONSES	AMOUNT
Very well	29.17%	7
Fairly well	41.67%	10
Neither well nor poor	12.50%	3
Fairly poor	0.00%	0
Very poor	0.00%	0
Don't know	16.67%	4
<b>TOTAL</b>		<b>24</b>

2. How well or poor do you think North Tyneside CCG are at getting information to people in a way that they can read and understand. Examples of this are Braille, easy read, large print



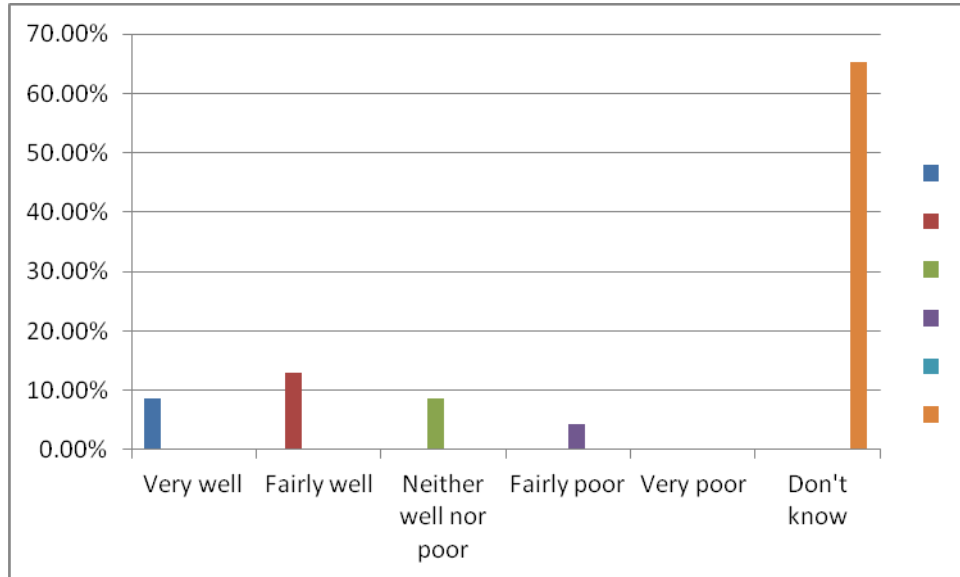
ANSWER CHOICES	RESPONSES	AMOUNT
Very well	12.50%	3
Fairly well	41.67%	10
Neither well nor poor	12.50%	3
Fairly poor	0.00%	0
Very poor	0.00%	0
Don't know	33.33%	8
<b>TOTAL</b>		<b>24</b>

3. How well or poor do you think North Tyneside CCG are at getting communication support from a professional if they need it. An example of this is a British Sign Language interpreter



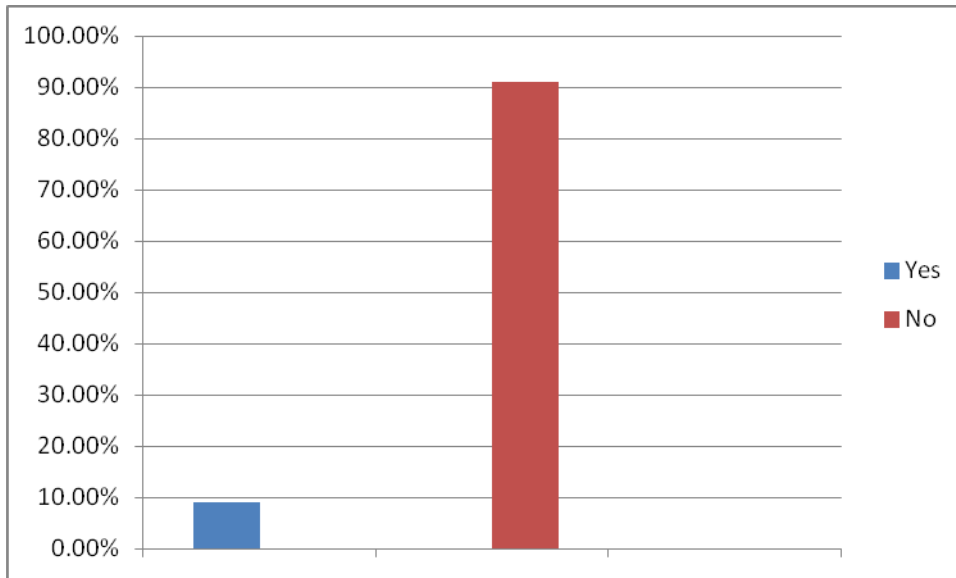
ANSWER CHOICES	RESPONSES	AMOUNT
Very well	4.17%	1
Fairly well	16.67%	4
Neither well nor poor	8.33%	2
Fairly poor	4.17%	1
Very poor	0.00%	0
Don't know	66.67%	16
<b>TOTAL</b>		<b>24</b>

4. How well or poor do you think North Tyneside CCG are at getting communication support from health and care staff if they need it. An example of this would be if a person needed to lip-read or use a hearing aid



ANSWER CHOICES	RESPONSES	AMOUNT
Very well	8.70%	2
Fairly well	13.04%	3
Neither well nor poor	8.70%	2
Fairly poor	4.35%	1
Very poor	0.00%	0
Don't know	65.22%	15
<b>TOTAL</b>		<b>23</b>

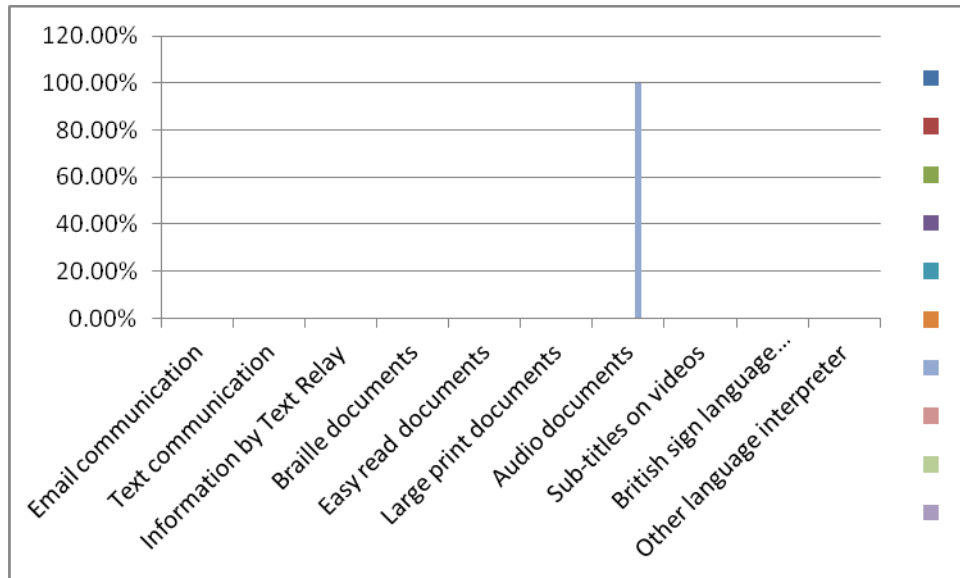
5. Have you ever requested information in an alternative and accessible format from North Tyneside CCG before?



<b>ANSWER CHOICES</b>	<b>RESPONSES</b>	<b>AMOUNT</b>
Yes – go to Q6	9.09%	2
No – go to Q8	90.91%	20
<b>TOTAL</b>		<b>22</b>

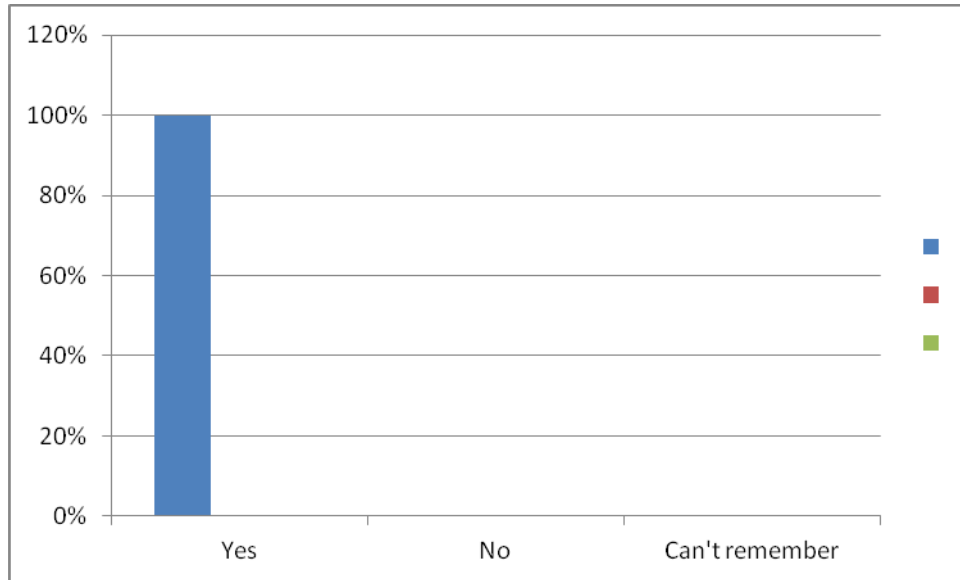


6. If yes, what formats have you requested? (Please tick all that apply)



ANSWER CHOICES	RESPONSES	AMOUNT
Email communication	0.00%	0
Text communication	0.00%	0
Information by Text Relay	0.00%	0
Braille documents	0.00%	0
Easy read documents	0.00%	0
Large print documents	0.00%	0
Audio documents	100.00%	1
Sub-titles on videos	0.00%	0
British sign language interpreter	0.00%	0
Other language interpreter	0.00%	0
<b>TOTAL RESPONDENTS</b>		<b>1</b>

7. If yes, did you receive the information in an accessible format?



ANSWER CHOICES	RESPONSES	AMOUNT
Yes	100%	2
No	0.00%	0
Can't remember	0.00%	0
<b>TOTAL</b>		<b>2</b>

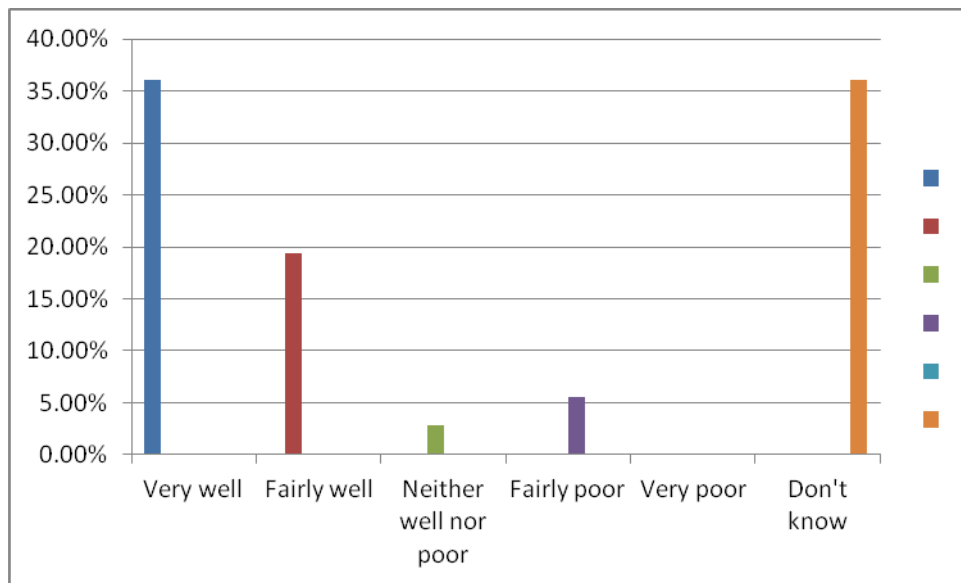
**8. Do you have any other thoughts or comments about how North Tyneside CCG can improve how they provide information in an accessible way? If so, please use the box below to tell us about them**

**13 responses**

1. More signage of a significant size in significant places.
2. No further comment.
3. Just by continuing to strive for plain simple language with no acronyms, so readers of every level can access information by public leaflets, surveys and reading websites and minutes of meetings. Still too many abbreviations and acronyms for many people to easily understand.
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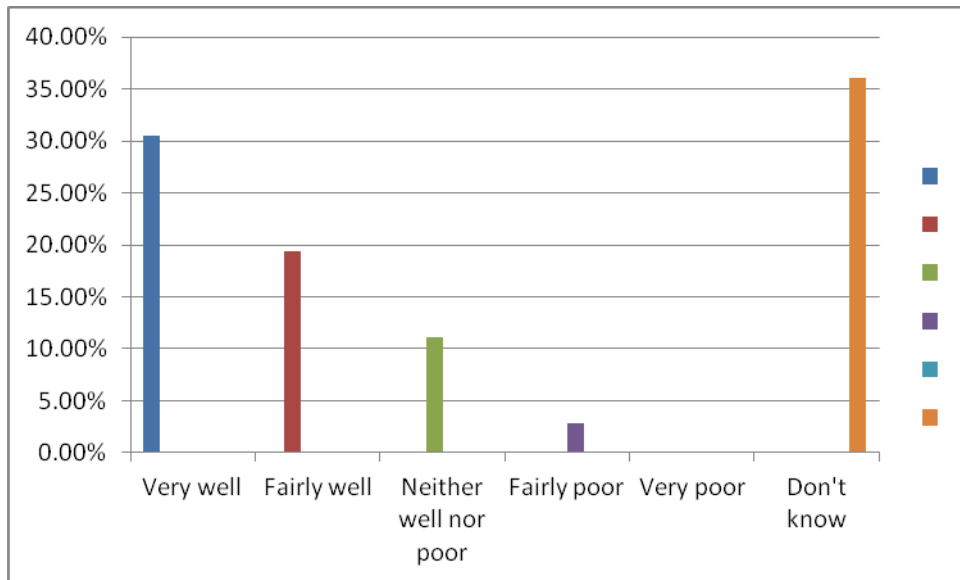
**Accessible Information  
Patient Participation Group Members**

1. How well or poor do you think North Tyneside CCG are at contacting organisations and being contacted by in accessible ways. An example of this is by e-mail, text message or Text Relay



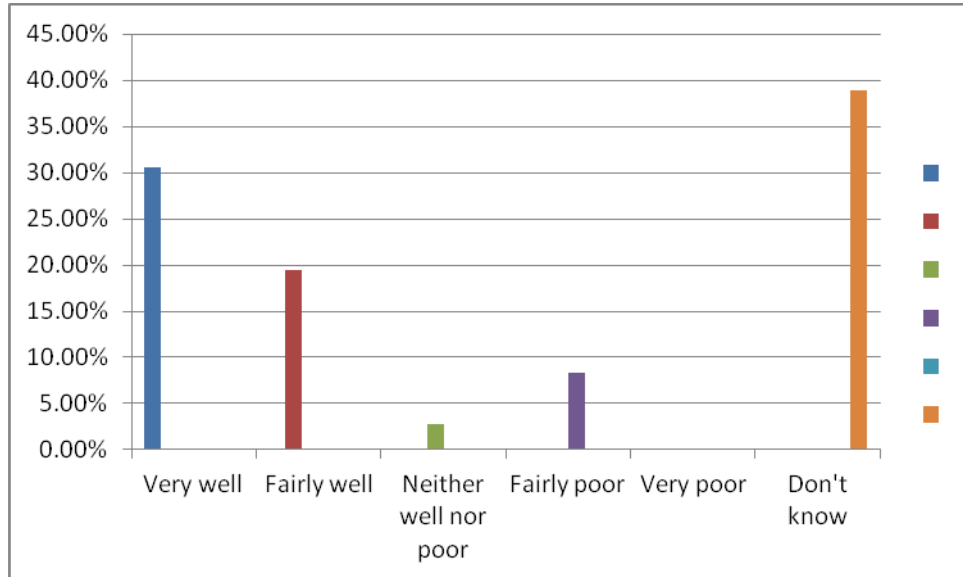
<b>ANSWER CHOICES</b>	<b>RESPONSES</b>	<b>AMOUNT</b>
Very well	36.11%	13
Fairly well	19.44%	7
Neither well nor poor	2.78%	1
Fairly poor	5.56%	2
Very poor	0.00%	0
Don't know	36.11%	13
<b>TOTAL</b>		<b>36</b>

2. How well or poor do you think North Tyneside CCG are at getting information to people in a way that they can read and understand. Examples of this are Braille, easy read and large print



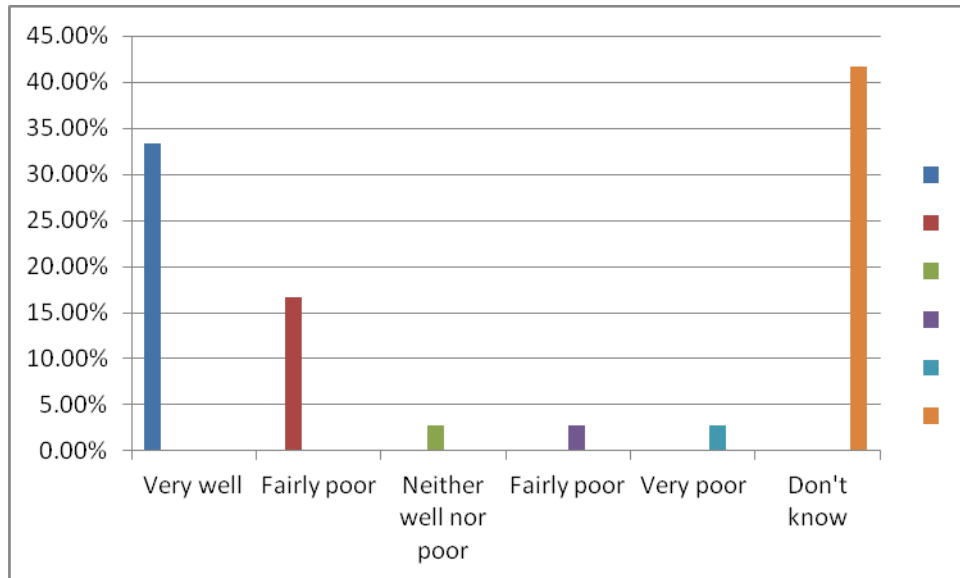
ANSWER CHOICES	RESPONSES	AMOUNT
Very well	30.56%	11
Fairly well	19.44%	7
Neither well nor poor	11.11%	4
Fairly poor	2.78%	1
Very poor	0.00%	0
Don't know	36.11%	13
<b>TOTAL</b>		<b>36</b>

3. How well or poor do you think North Tyneside CCG are at getting communication support from a professional if they need it. An example of this is a British Sign Language interpreter



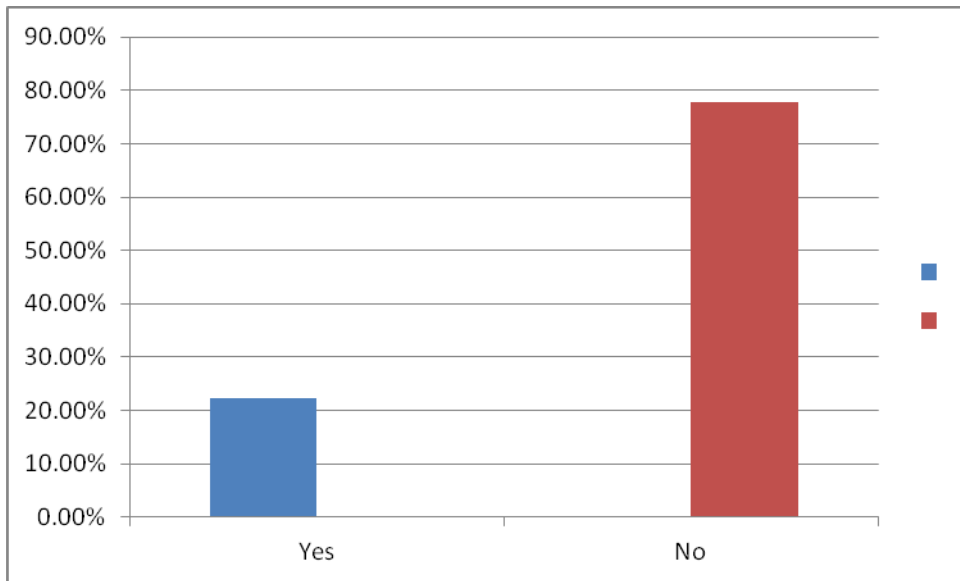
ANSWER CHOICES	RESPONSES	AMOUNT
Very well	30.56%	11
Fairly well	19.44%	7
Neither well nor poor	2.78%	1
Fairly poor	8.33%	3
Very poor	0.00%	0
Don't know	38.89%	14
<b>TOTAL</b>		<b>36</b>

4. How well or poor do you think North Tyneside CCG are at getting communication support from health and care staff if they need it. An example of this would be if a person needed to lip-read or use a hearing aid



ANSWER CHOICES	RESPONSES	AMOUNT
Very well	33.33%	12
Fairly well	16.67%	6
Neither well nor poor	2.78%	1
Fairly poor	2.78%	1
Very poor	2.78%	1
Don't know	41.67%	15
<b>TOTAL</b>		<b>36</b>

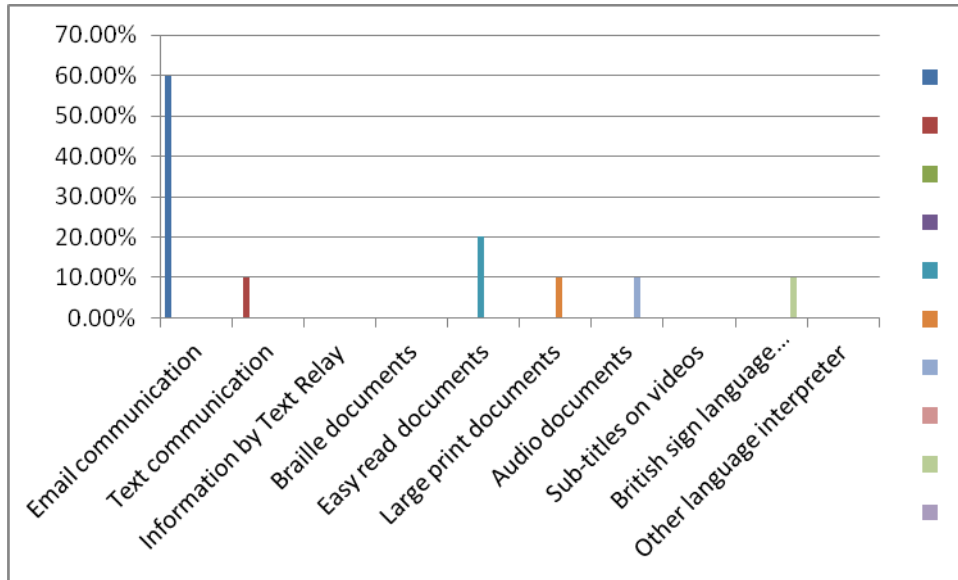
5. Have you ever requested information in an alternative and accessible format from North Tyneside CCG before?



ANSWER CHOICES	RESPONSES	AMOUNT
Yes – go to Q6	22.22%	8
No – go to Q8	77.78%	28
<b>TOTAL</b>		<b>36</b>

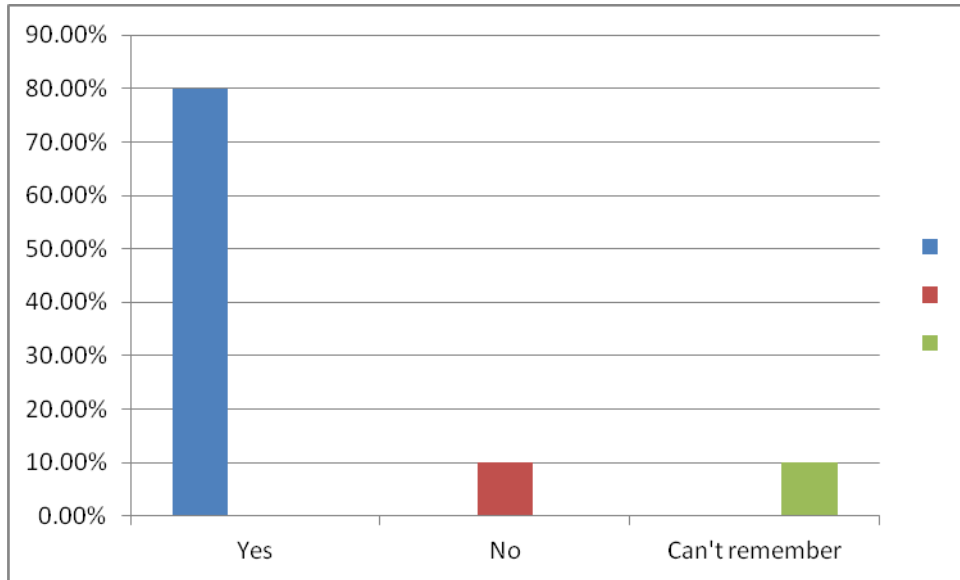


6. If yes, what formats have you requested? (Please tick all that apply)



ANSWER CHOICES	RESPONSES	AMOUNT
Email communication	60.00%	6
Text communication	10.00%	1
Information by Text Relay	0.00%	0
Braille documents	0.00%	0
Easy read documents	20.00%	2
Large print documents	10.00%	1
Audio documents	10.00%	1
Sub-titles on videos	0.00%	0
British sign language interpreter	10.00%	1
Other language interpreter	0.00%	0
<b>TOTAL RESPONDENTS 10</b>		

7. If yes, did you receive the information in an accessible format?



<b>ANSWER CHOICES</b>	<b>RESPONSES</b>	<b>AMOUNT</b>
Yes	80.00%	8
No	10.00%	1
Can't remember	10.00%	1
<b>TOTAL</b>		<b>10</b>

- 8. Do you have any other thoughts or comments about how North Tyneside CCG can improve how they provide information in an accessible way? If so, please use the box below to tell us about them**

**10 Responses**

1. I have no experience of needing alternative accessible information either for myself, friends or relatives. However should I need it I would have no idea of how to gain access.
2. Promote these services.
3. Advertise this as an option.
4. The CCG should have a list of contact numbers for accessing such services. I use the care navigators in Practices.
5. Don't forget not everybody wants or has computers or mobile phones so you must also accommodate these people who have been mentioned in the questionnaire.
6. I think all is working well at the moment, I cannot think of any improvements.
7. People with mental health problems experience the worst service from the NHS. It's all about drugs and no real attempt to help people. Consequently many do not access the health service at all and feel they have no voice.
8. The online GP appointment booking system needs to include a special request box. For example to allow someone to state they will require a British Sign Language interpreter for their appointment.
9. No
10. They do everything they can to help.