

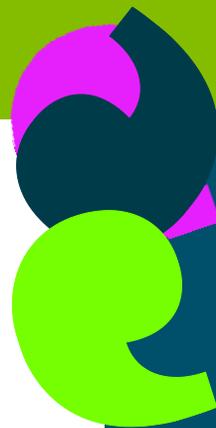


**healthwatch**

## **YOU SAID, WE DID**

### **DEAF AND DEAFBLIND SPORTS EVENT**

On Saturday 7<sup>th</sup> March a sports taster event for people who are Deaf or Deafblind was held at City Academy Bristol. Healthwatch attended to hear what members of the public had to say about health and social care services.



# YOU SAID, WE DID

## DEAF AND DEAFBLIND SPORTS EVENT

### Healthwatch...

Healthwatch attended the Deaf and Deafblind Sports Event with colleagues from The Care Forum to let people know about our services including Healthwatch (for Bristol, South Gloucestershire, Bath and North East Somerset and Somerset), Well Aware, Advocacy and Social Prescribing. Members of the public attended the event to try out sports and activities and find out about services available to them. Healthwatch attended to listen to people's experiences of health services and share information about the range of services The Care Forum provides.

Healthwatch met lots of children, young people and adults who came along to the event to try out sports and activities including table tennis, badminton, cycling, rowing, climbing, curling, football, theatre and art and complementary therapies.

Healthwatch listened to people about their experiences of health and social care services.

Healthwatch spoke to other organisations attending the event and discussed how we could work together in the future to support people's health and wellbeing needs.



**“FAMILY  
MEMBERS  
SHOULD NOT  
HAVE TO BE  
SIGN  
LANGUAGE  
INTERPRTERS”**

Above: Feedback shared with Healthwatch by a member of the public attending the Deaf and Deafblind Sports Event.

Photograph: The Care Forum staff joining in with the sports activities.

## You Said....

Members of the public attending the event, shared the following comments with Healthwatch:

“Family members should not have to be sign language interpreters during medical appointments.”

- Several people told Healthwatch that they had experience of having to ask a family member to interpret for them, using British Sign Language (BSL) during medical appointments. They asked for easier access to sign language interpreters.
- A mother of a teenage boy who is deaf, told Healthwatch about an appointment with her son’s consultant. During the appointment, the mother had to translate what the consultant was saying into sign language for her son to understand. When the doctor broke the news of the son’s diagnosis, the mother started to cry before she could sign to her son the news. Both mother and son shared how distressing this situation was.
- One commentator asked for greater availability of sign language interpreters at A&E or alternative methods for communicating with deaf people. He said that as a child his parents could interpret, but he had concerns about what would happen when he was older if he had to attend on his own.
- Two people raised the issue of inaccurate interpreting when using family members. One commentator said, “how does the doctor know I’m telling my son same thing the doctor is saying? How does the doctor know I’m telling him what my son is signing to me?”

“I don’t know how to ask for a sign language interpreter.”

- There was confusion among attendees at the event of how to request a sign language interpreter for appointments.

- One commentator suggested that more promotion of how to book an interpreter should be done at groups for people who are deaf.

“I want to go to clubs and activity groups, but without an interpreter it’s really hard to join in.”

- One young person told Healthwatch that he enjoyed drama, but sometimes found it hard to access mainstream groups because he needed a sign language interpreter. His mum said that sometimes she went along to the groups to interpret, but understandably this was not an ideal situation for a teenage boy.

“All front line health staff should receive Deaf Awareness training.”

- Group feedback concluded that staff working in health and social care services should take part in Deaf Awareness training.
- It was felt that receptionist for health and social care services should have better awareness of how to communicate with people who are Deaf or Deafblind.

“My GP surgery is great. They always arrange an interpreter for me.”

- The commentator attends Hanham Health Centre in South Gloucestershire. He told Healthwatch that he was very happy with his experience of the health centre and that they were very helpful with arranging a BSL interpreter for him for appointments with his GP.

“We are concerned about cuts to the BSL Psychological Therapies service.”

- Members of the public and professionals attending the event expressed concern about the current suggestion that the specialist BSL Psychological Therapy services will be discontinued.

## 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 CCG, 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](http://www.healthwatchbristol.co.uk)) and circulated to our mailing lists via the monthly e-bulletin.

From April to June 2015, Healthwatch Bristol will be focusing our work on Mental Health Services. As part of this work, we will further investigate the accessibility of mental health and psychological therapies for people who are Deaf or Deafblind.

## Looking forward....

### **Plans for future work between Healthwatch Bristol and the Deaf and Deafblind community.**

Healthwatch welcomes and encourages members of the public to continue to contribute their feedback to us using the communication methods included at the end of this report.

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, they can contact us using the details below.

At the Deaf and Deafblind Sports Event, Healthwatch spoke to several other organisations and discussed how we could work together in the future. We generated the following ideas which Healthwatch Bristol will work to achieve:

Bristol City Council's Sensory Support Service invited Healthwatch Bristol to attend some of the groups they run for people with sensory impairment to hear from the group attendees about their experiences of health and social care services.

iDID told Healthwatch Bristol about the accessible climbing and water sports sessions they run. We gave iDID information about Well Aware and asked them

to put details of their sessions on the website so we can signpost people to them in the future.

Handprint Theatre is a theatre company for children and young people how are deaf. Healthwatch and Handprint Theatre discussed working together to run a theatre workshop themed around health and wellbeing.

Bristol Parent Carers suggested that Healthwatch contact Incredible Kids and The Butterfly Hut to attend their drop in play sessions and speak to young children and parents about their experiences of health and social care services.

## Tell Us Your Story

We want 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](mailto:info@healthwatchbristol.co.uk)



Call us: 0117 2690400



Write to us at: Healthwatch Bristol,  
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Gill Ave, Fishponds, Bristol, BS16 2QQ

Or visit our website to see more at: [www.healthwatchbristol.co.uk](http://www.healthwatchbristol.co.uk)