An easy-read summary of our work on information about long term illnesses

Introduction	
	Healthwatch Wiltshire is here to make sure that local people have a say on health and social care.
	We have been talking to people about where they find information about certain illnesses.
	We are interested in illnesses that last a long time. The most common ones in Wiltshire are: • Diabetes • Joint problems, like arthritis • Heart and circulation problems • Breathing difficulties • Mental health issues
	We wanted to find out what people thought about some videos called The Sound Doctor. People in Wiltshire can watch these films using the internet.

What did we do?

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	We visited some support groups for people will these illnesses. We spoke to people there about the sorts of information they use and what they would like.
	We visited some community groups and showed people some of The Sound Doctor films. We asked them what they thought about them.
	We produced some information and a survey that people could fill in on paper or using the internet.
	We read everything that people had told us at the groups and in surveys. We picked out the most important points and put these into a report.

What did people think about the videos?

There was concern about the way that people had to register and watch the videos over the internet.

People thought this would make it hard for some people to watch them.

People who watched the films thought that they were clear, easy to understand and interesting.

They thought they were useful for learning about long term illnesses.
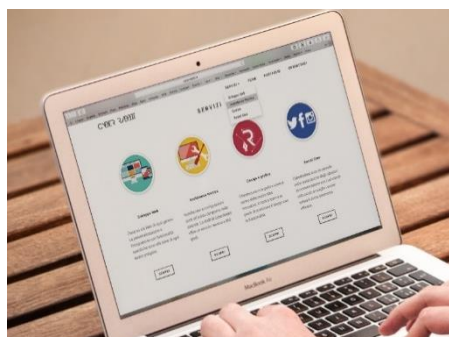
People had some ideas to improve the films.

For example, by using more diagrams to explain things.

What did people say about information for long term illnesses?

People told us they used lots of different ways to get information.

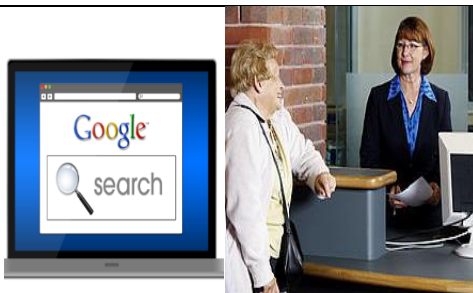There was no one way that people agreed was best.

	People thought that lots of different sorts of information should be available. This included face to face, written, on the internet and videos.
	Most people said that if they wanted information about their illness they would go to their doctors, nurse or their hospital specialist.
	To find out about local support services some people said that they would use the internet and some people said that they would ask at their doctor's surgery.
	The information that people wanted most was about managing their illness and about treatments.

What happened with all the information we got?

We wrote two reports and shared them with the Council, NHS Wiltshire and other people involved with providing information.

We asked them look carefully at our reports. We want to see a plan of action so that people's voices are heard.

What are we going to do next?

After some time, we will find out what has happened because of what people told us.

We will tell people about this in a report.

Your Voice is Our Voice!

Thank you to all those who shared their views with us.

Please phone or email us if you want to talk about health and care services in Wiltshire. You can tell us what you want services to do for you.

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Why not get involved?

Visit our website: www.healthwatchwiltshire.co.uk

Follow us on Twitter: @HWWilts

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