

ANNEX 4 (BAME Community):

Extracts from a report from Health Watch Surrey submitted to the task group, which includes qualitative data & insight into key Health disadvantages experienced by Individuals from BAME Communities.

Access to appointments - digital and language barrier

I have little English [an interpreter helped with the experience] and I can't use a computer. Whenever you call to make an appointment there is a long wait. You then get fed up and hang up. I am ill I can't sit or stand for long while I hang on the phone. This costs money too. If it's urgent I just go straight to the hospital.

There is also the language barrier. They should ask you which language you speak. I prefer face to face because of this. It's better for the language thing. I can speak a little English.

When you do get to see the doctor, they are very good, but the problem is trying to make an appointment. It's very difficult.

The main problem is that I can't get an appointment. I call all the time and get through to the answer machine. Then when you do eventually get through it's in 2 weeks' time. I last saw the doctor a month ago. I have been trying to get my son an appointment for the last 2 weeks.

I don't have a computer and so I can't book online.[Experience was taken through an interpreter] **Oct 22, 176581**

Difficulties with online/ Need face to face

I am at Maybury surgery. I find the situation very upsetting. During the day I have no one at home to help me. I can't access online appointments and I can't speak English. I need a face to face appointment. **Sept 22, 176522**

I can't get a dentist appointment. I am trying to get an appointment for my husband, and they say they have to speak to him directly but he is out at work. I struggle talking over the phone and I need face to face. Our dentist is in Sheerwater. At the GP surgery, I can't get a face to face appointment either. I can't even get a telephone appointment there. I am a carer for my daughter. It's difficult. Life is hard. **Sept 22, 176541**

Translation issues

My daughter in law does not speak English. She gave birth a year ago and asked for me to accompany her as a translator, but they would not let me and instead gave her an interpreter on the phone. The interpreter was a man which wasn't really ok, and they didn't speak our exact language. This left her very upset and scared. She was in tears. **175734, September 2022, North West Surrey resident**

Multi-generational household

I would like to be rehoused. I currently live with my son and his family. He has 3 children. There is only one bathroom for everyone. I have ill health, and this is a very stressful situation. The house is too crowded for us all. I have been waiting 8 months. **176575 October 2022**

Refugee separated from family

I am from Afghanistan. I have been separated from my son and I am very worried about him. He has been housed in Basingstoke. I worry about him, it's very hard. I am having problems with my teeth and I'm trying to get NHS dentist, but I can't get one. **176546 September 2022**

Social Isolation

My GP is a small practice. They are very quick with seeing the children but it's not so easy to get an appointment for an adult. All appointments have to be made online. Sometimes if they can't see me for an appointment, they refer me to another clinic such as Brockham. I don't drive so it's very hard for me to get there as I need to get a friend to take me. I could take a bus, but I have three young children so it's not quite that easy.

I had my younger two children at East Surrey hospital which was excellent. I moved over from Syria 5 years ago, so I have no friends or family here. The family centre here is an amazing support and is a real lifeline for me. **176409 September 2022**