

Please describe the problems (around a lack of support) that you are experiencing. Please provide as much or as little detail as you feel comfortable with.

I have no final diagnosis so I don't qualify for any support.

I am registered with Dr XXX in the Lister Centre in Peckham. I have high blood pressure so need to return for semi regular check ups. When I try and book an appointment for more than four weeks ahead I'm told they only take bookings for the next few weeks and to call back in a week. When I do all the appointments are filled so I'm told to call again in a week. I do and again there are no appointments. So the date by which I should return for a blood pressure check up passes. What's the point in registering with a doctor if you can't make an appointment ? And when you do you never see the same doctor twice.

I failed an ATOS test as a physio assessed my Doctor-diagnosed mental health disorder. I am getting no money and now housing benefit is cut.

Health travel costs - very hard to get Loss of Council Tax Benefit Waiting times for diagnostic test Time pressure on GP consultations Time pressure on nurse treatments

Lack of coherent communication between health services

I needed more practical and flexible help to cope with domestic and handyman issues, as I am not a council tenant. I am a disabled person fostering a vulnerable child without a family or social support network. The system had no appreciation of a whole-family approach in practice. I also required and was denied access to the specialised psychotherapeutic support which would have been of great value to me; and without recourse to appeal that clinical decision.

They don't listen to me

i have had 3 ECGs but the doctor said nothing is wrong with my heart.and also i suffer from incontinence and had reluctantly had urodynamic which ruined my bladder

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| Diagnosed with depression. Have some good support from adviser but since that finished have made no progress. |
| No support available for people with long term depression unless they are actively suicidal or drinking themselves to death |
| Inability to contact health professionals, passing of responsibility due to associated costs, dire lack of provision & knowledge among supposed professional. Having to revisit gp several times due to unwillingness to pay for appropriate treatment. |
| GP service is atrocious - Difficult to get appointments for myself or my children. I don't feel like I'm getting high quality service even when I do get through. This causes me either to ignore health issues or go private. |
| My arthritis was getting more painful and the only solution was pain killers - research told me this was not true. By allowing my health to deteriorate I could no longer take part in exercise classes and physical activities, which then led to weight gain and low moods |
| It is impossible to book an appointment at my GP surgery. They never answer the phone and when they do they do not have appointments available. Last October I had surgery and went to see a Doctor five days later. The receptionist were horrible and made me wait to see my GP for 4 hours. When I finally saw the Doctor he shouted at me like I was doing something wrong. At the moment I'm having problems with my hearing and my bladder but just thinking I have to go to the surgery makes me feel very anxious. |
| I am look after a 86 year old with health problems and now some mental issues My wife also has problems and sadly my own Health and metal state is getting worse |
| Services are focused either on medical problems solved with medical treatment or social care. I have a long standing mental health problem, but most services focus on when you are really ill and prioritize psychosis over everything. Everyone says go to the GP, but they are not set up to provide support, you get a 5 min slot, with a different GP each time, or have to wait 4 weeks to see the GP you know. |
| Am uncertain whether support I personally need for varied medical issues is able to be properly monitored, recorded and expedited. It seems that an overloaded NHS grappling with digitisation, frequent locum use and political imposition can cause difficulty in NHS smooth operation. |
| i suffer from incontinence as well as palpitation |
| I am very dependent on informal care on a daily but cannot find a way to get back up for it when my carer is not available. |
| Lack of helpful mental health crisis support from crht (though cmht have been good) Lack of crisis house provision Lack of support for physical health issues e.g. skin disease, healthy living Lack of practical support e.g. help with housework Impossibility of accessing talking therapy on nhs |

Impact on my various disabilities especially my mental health Most council staff are not disability aware in social model