



Supporting and working with community groups and clubs to promote a deeper understanding of local health and care needs and experiences

## Spotlight on Crawley Kashmiri Woman's Group

This Group enables Kashmiri women to come together in respectful fellowship, to share ideas and support, through a common heritage.

As well as offering a social opportunity to women who may otherwise be isolated, it promotes independence, reducing some of the common issues such as: language barriers, lack of understanding of available services and how to access, extended family problems and poor health, all of which can affect mental and physical wellbeing.

Crawley Kashmiri women catch up on day-to-day topics over a traditional lunch prepared by the group. There is also provision of information, advice and pro-active support and advocacy available.

**The stories and views that people chose to speak about covered a range of topics and included:**

- Accessing and time allocation of GP and hospital appointments as they do not always fit around other family members commitments.
- Communication needs to be clearer from health care professionals.
- Repeat prescription and medication reviews can be difficult as there is not normally time during the appointment with GP.
- 111 service has been very helpful.

The insight from each person was collated and anonymised and forms part of the insight and evidence that Healthwatch gather to identify common themes around what works and doesn't work for local people. **This insight is used to influence service development and feeds into:**

- West Sussex Health and Wellbeing Board
- HASC - Health and Adult Social Care Select Committee
- WSCC Joint Strategic Needs Assessment
- Safeguarding Adult Board
- NHS Sustainability Transformation Partnership workstreams (Sussex & East Surrey).

In this way, Crawley Kashmiri Women's Group voices help to influence the ongoing development of Health and Social Care in our County.

Healthwatch West Sussex also share reports with the Care Quality Commission (who are responsible for the registration and inspection of services which deliver regulated activities) and to Healthwatch England to form part of the national picture used to influence national developments, such as the NHS70 10 year forward plan.



Not only do we collect the experiences of local people, but we can also provide free information and guidance just call: **0300 012 0122**.

Email [helpdesk@healthwatchwestsussex.co.uk](mailto:helpdesk@healthwatchwestsussex.co.uk),

Website [www.healthwatchwestsussex.co.uk](http://www.healthwatchwestsussex.co.uk).

**healthwatch**  
West Sussex

You can also follow our social media channels:

Facebook [@healthwatchwestsussex](https://www.facebook.com/healthwatchwestsussex)

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If you would like to learn more about Crawley Kashmiri Woman's Group, please contact: Rubina Sharman at [r.shamim1617@gmail.gov.uk](mailto:r.shamim1617@gmail.gov.uk).

Or drop in at Langley Green Community Centre on Friday at 10.30 -12.30 for further information.

If you are setting up or would like to share news of a similar project we would be interested to hear from you. Please contact Cheryl Berry, Partnership Co-ordinator, email: [cheryl.berry@healthwatchwestsussex.co.uk](mailto:cheryl.berry@healthwatchwestsussex.co.uk)