Health Inequalities and Patient Experience Network Summary Notes

Date: 22 July 2026

Item 1: Health Inequalities Tools and Resources

Summary

Overview of Get Involved Newsletter, digital exclusion resources, readability tools and health literacy support.

Network members encouraged to share useful tools and future showcase topics.

Actions

- Members to share health inequality tools for future meetings.
- Interested organisations to contact Emma/Sue regarding health literacy training.

Item 2: Acute Oncology Urgent Reporting Access (AURA)

Summary

Review identified variation in acute oncology helpline provision, accessibility and monitoring across Wessex.

AURA introduces telephone, SMS, WhatsApp, video and translation functionality with improved monitoring and reporting.

Dashboard provides improved visibility of demand, missed calls and access barriers.

The team are considering how to develop patient experience feedback mechanisms once implemented.

Item 3: Access to Acute Oncology Services for Patients Experiencing Homelessness

Summary

Project explored barriers including housing instability, access difficulties, literacy challenges and limited identification within systems.

Potential solutions include vulnerable housing alerts, proactive outreach, flexible access routes and improved staff awareness.

Patient engagement confirmed value of earlier support and more coordinated care.

The team will be sharing learning regionally and nationally.

Item 4: Cervical Screening Project for Black and Asian Women

Summary

Practice data showed lower cervical screening uptake among Black and Asian women compared with White women.

Surveys identified barriers including appointment access, embarrassment and fear.

Additional appointments, direct booking links and educational resources were introduced.

High DNA rate remained a significant challenge and requires further understanding.

The practice will continue to engage community and faith groups to understand DNA rates. WCA offered to help if useful.

Other useful links

NHS England » Improvement framework: community language translation and interpreting services

NHS England » A national framework for NHS – action on inclusion health