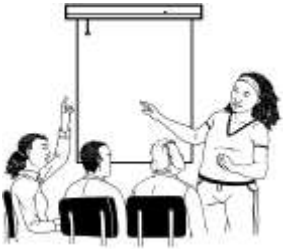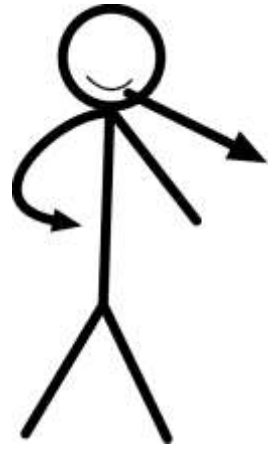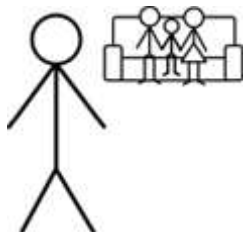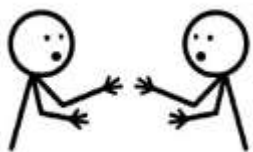# Leicestershire Learning Disabilities Partnership Board

Workshop / Feedback
Self Advocates and Supporters
April 2014

Specialist Community Learning Disability Teams
Better Health

| What do you think makes a good service? |
| --- |
| No grumpy nurses – we don't want people to be angry or grumpy We want people to be happy, polite and friendly Shake hands and ask what our name is To answer our questions Good communication – make sure the person understands what you are saying Good communication –make sure you understand what they are saying Staff to have good communication to know How to communicate with us when they first meet us, to understand how we communicate Give us time to think and talk They should ask us to bring our health/ communication passport with us When we go to an appointment we can show them our health/communication passport When we have to make an appointment we want to be asked whether we would like someone with us to support us. |

	• They can write down what we need to know and remember to stay healthy • Find out what people can do and feel comfortable with • We might want someone to write down what has been said at the appointment like a "Health Action Plan" • All the forms/templates need to be accessible and use the same pictures and symbols • Making choices – being told in a way we understand • If we have to go to the doctor a lot about the same thing. We want to see the same person, at the same time on the same day of the week • We want to know the appointment date and time in good time so that we can plan our diaries. • We don't like it when appointments change • It's not a good service if we have to wait 2 hours when we have an appointment • Appointments need to suit the carer as well as the patient • Appointments need to be longer to give us enough time to talk and understand • Support people who are scared of hospitals and people who are scared of needles. • Feeling safe •

How can we work with people to make a better service?
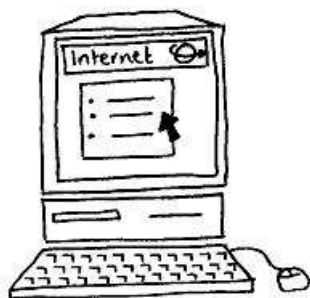
	• For people who don't speak English to have translations • People who don't do their job well, not to do that job anymore • Have one computer system which keeps the details of all the health, communication and support needs of people with a learning disability in one place.
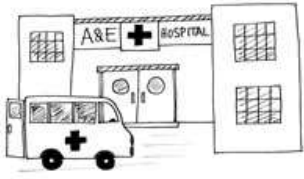
	• This information could be shared across all services especially for hospitals. • To record injuries to see if there is a pattern and stop them happening • What happens if you go to a hospital in a different area? How do they know about us and how we communicate? • There are lots of different forms like Traffic Light reports and Emergency Grab Sheets. Maybe have one form we can use for doctor and hospital appointments. • Videos of what happens when people go into hospital or an ambulance • Talk to family and carers and people with learning disabilities to find out what we need