

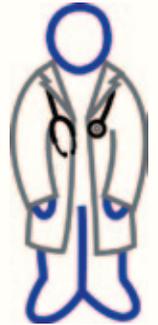


Reporting on The Big Health Review 2012

“choice”



“listening”



“more pictures”



“waiting”

“support”



“communication”



The Big Health Review 2012

What is the Big Health Review 2012?

All around the country Partnership Boards are checking health services to see how they are working for people with learning disabilities and their families.

Partnership Boards are working with people with learning disabilities and carers to check the 3 big standards for health services:

1. access to health

- do people get the right information, have health checks and health action plans?
- do health services change the way they work to make things easier for people?

2. people with complex needs

- how are healthcare services working for people with disabilities and people who need extra support?
- are people getting support to look after their health and live a good life?

3. safety and quality

- are healthcare services safe for people with learning disabilities?
- are healthcare services listening to people with learning disabilities and their families?



The Big Health Review 2012

Staffordshire and Stoke-on-Trent

Staffordshire and Stoke on Trent Partnership Boards asked Reach to help people with learning disabilities and carers to speak up about health.

People with learning disabilities and carers joined speaking up meetings to talk about their local health services.

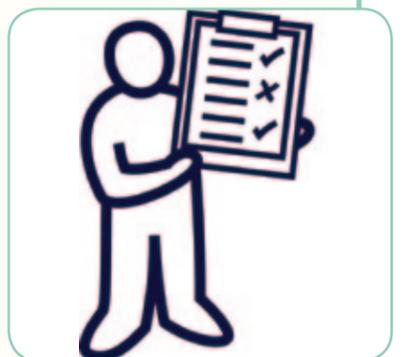
The Partnership Boards are writing a report about what is working well and what needs to happen in health services in their area.

The Partnership Boards will share their report with the Strategic Health Authority in the West Midlands area.

The West Midlands Strategic Health Authority will celebrate the good work that is going on and help to make sure health services keep working well.

Reach have written this summary about the Big Health Review 2012 to share with people with learning disabilities and carers who took part in speaking up about local health services.

Reach will share this summary with Staffordshire and Stoke-on-Trent Partnership boards for their report about the Big Health Review 2012.



The Big Health Review Meeting

You are invited to
The Big Health Review
 Tuesday 3rd July 2012
 10am to 12.30pm or 1.30pm to 4pm
 Speak up, find out, join in...

What is the Big Health Review 2012?
 Staffordshire County Council and Stoke-on-Trent City Council have asked Reach to invite you to come and speak up about your local health services.

Do you have a learning disability?
 Are you a carer?
We want to:

- share information with you
- listen to your views about your health services
- talk about how health services can be better

Where
 At Tillington Hall Hotel, Royal Suite,
 Eccleshall Road, Stafford, ST16 1JJ.
 We can give you more information about how to get to Tillington Hall Hotel. Visit www.tillingtonhall.co.uk

Reach invited 100 people with learning disabilities and carers from Staffordshire and Stoke-on-Trent to come to the Big Health Review meeting on the 3rd July 2012.

There was a meeting in the morning and again in the afternoon so that people could choose the best time for them.

Reach made lots of posters with clear words and pictures to show what health services have achieved over the last year.

We put the posters on the walls around the room of the meeting.



There were information displays about speaking up from Asist and Reach.

People took away leaflets about speaking up about health services.

There were displays and leaflets from health services and from Patient Advice Liaison services (PALs).

Advocates from Asist were at the meeting to help explain information and to help people to speak up.



How we worked at the meeting



Some people from Staffordshire and Stoke-on-Trent Partnership Boards came to the meetings to help out and to listen to people's views about health services.



Advocates supported people to fill in a questionnaire about health services.

All the information has been added together to show how many people at the meeting have health checks and health action plans.

People worked in groups talking about health services and answering questions about health screening.

Advocates wrote thoughts and ideas onto post it notes then put them onto giant posters on the walls.



Carers and people with learning disabilities worked together to vote on how health services are working.

-  Red = not working
-  Yellow = working ok
-  Green = working well



Collecting more information and views

In June, July and August 2012 we collected people's views, thoughts and ideas about making health services better for people with learning disabilities and carers.

In June people at the Staffordshire Speaking Up and Celebration Day spoke up about their local health services.

At the Reach Parliament meeting in July people shared their health stories with us.

At the Reach meeting we shared information about how health services have been working and achievements over the past year.

We used posters and stickers to vote on how health services are working.

People with learning disabilities and carers who could not come to speaking up meetings sent us their views and comments by post.

People filled in the questionnaires and used forms that we made to show how health services are working.

Information from **80 people** has been added to this Big Health Review 2012 summary and will also go into the Partnership Board Big Health Review report.



One person's story

There was a problem with my eye. My nephew spotted it. It was very swelled up and then I lost the sight in my eye. I went to the doctors and they said it was an infection.

It was a long time and then I went to the hospital in Stoke. They referred me to the eye specialist and a consultant.

It was a brain tumour. It was growing. I had an operation done in Sheffield at a specialist eye hospital.

The specialist was nice to me but he explained things to my mum and not me. My mum explained things and my carers did. They've all been nice to me.

It's swelled up again now and I'm going back to Stoke for an MRI scan. I can't remember what treatment I had. All the nurses and doctors have been brilliant with me.

The food in the hospital was rubbish. I pushed it away. I couldn't eat it. The food at Sheffield was better than in Stoke. I took two trains to get to Sheffield. I was in hospital a week and a half.



My mum stayed with me. They made a bed up for her and she stayed with me. It was better she stayed with me. I wouldn't have known where I was if she wasn't there, I was that ill.

Working well in Staffordshire + Stoke-on-Trent



We are checking how health service contracts are working - this means general and specialist services show us what is working well and what needs more work.



We work with people with learning disabilities and carers to check how health services are working - we work together on Partnership Boards and other meetings to review services.

We work with people with learning disabilities and carers to make plans for services and support.



We work together with teams to make plans for young people who need health services in the future - this is called planning for children and young people in transition.

We make sure staff are trained and work in ways that the law says we should work - making sure people's human rights are valued.



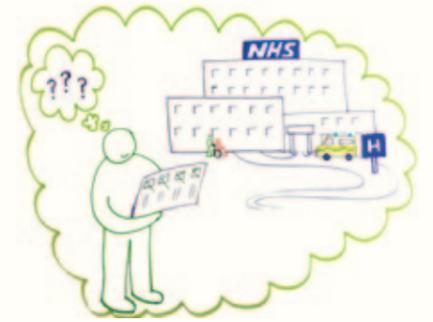
We are learning how to work better to make sure people are safe when using health services - we are raising awareness so that more people learn the lessons from bad experiences we hear about in health services in England.

Working well in Staffordshire + Stoke-on-Trent

We are working to make sure people can use local health services when people need health support.

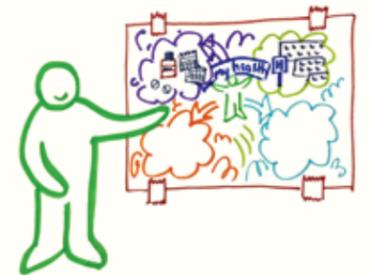


We are learning about what we are doing well and what we need to change for better health services for everyone.



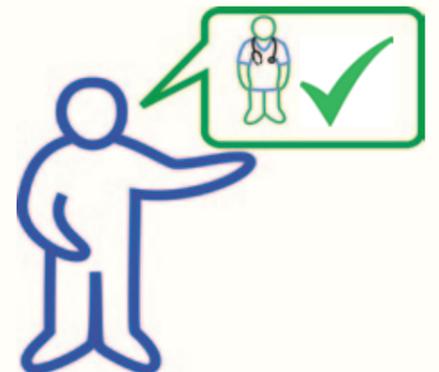
Health facilitators are working well with doctors (GP surgery staff) and hospital staff to work out any problems people have getting the healthcare they need.

We are training opticians (eyes), dentists (teeth) and podiatrists (feet) to make sure they know more about people with learning disabilities.



We are offering people health checks for some kinds of illness (screening).

We are helping people to find out how to stay healthy (health awareness).



We are training staff in Day Services to make sure they know about some kind of illness and health checks.

Working well in Staffordshire + Stoke-on-Trent

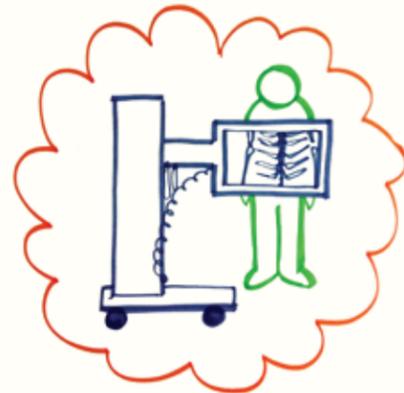
We are working well together to make sure people do not stay in hospital for longer than they need to.



We are working with doctors (GP surgeries) to make sure health services have the information we need about people and their health.



Doctors (GP surgery staff) and hospital staff are getting good training by people with learning disabilities and other experts.



More people are having annual health checks from their doctors.

We are offering people health checks for some kinds of illness (screening).



We are helping people to find out how to stay healthy (health awareness).

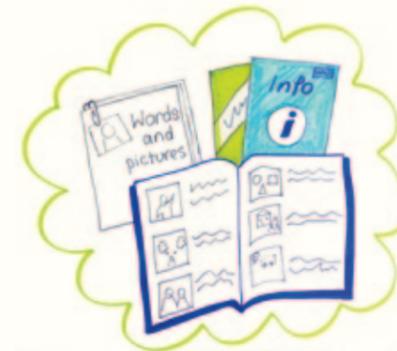
Working well in Staffordshire + Stoke-on-Trent



People pass on their views and health stories to us by speaking up in the Reach Parliament - a speaking up group for people with learning disabilities.



People help to plan their own healthcare with health action plans, person centred plans and other planning meetings.



People with learning disabilities and carers help us to plan health services for people with autism, people who need support with mental health and people who need more specialist support.

We are using clear words and pictures on our complaints leaflets and on forms that help people to tell us what they need - like the traffic light form.



We ask people with learning disabilities and carers to speak up to share health stories and ideas.

These are some of the things that are working well in health services in Staffordshire and Stoke on Trent.

Questionnaires about health services



People with learning disabilities in Staffordshire and Stoke-on-Trent filled in a questionnaire about their health and local health services.

Some carers filled in the questionnaires for a person with a learning disability.



We have collected all the information from the questionnaires and here are the results:

About the people who filled in the health questionnaire



**27
men**



**21
women**



**11
people aged
18 to 34**

**35
people aged
35 to 64**

**1
person aged
65 or over 65**

**1
person did not
give their age**



**Support, health checks
and information are important to
help you to stay healthy**

Question 1. people who have health checks, support and information about their weight, diabetes, heart and epilepsy:

35



13



23



13



Question 1. people's comments and information:

- I visit the doctors for a health check. I have blood tests and epilepsy and asthma checks. The staff are helpful and pleasant. I like the staff to talk slowly.
- I do have diabetes but I don't have any medication. I do exercise, walking and riding my bike.
- I have regular check-ups, I feel supported and information is given in easy read.
- I have epilepsy. I get tablets. I get one in the morning and night.
- Staff help me with diet and exercise.
- Has diabetes, has blood tests and feet checked and eye checks.
- I have tablets for other medical conditions. A keyworker at Mencap helps me to take tablets. I see a nurse at the GP's.
- I have information on all.
- Well people they get older and tend to have hypertension or diabetes or both, or cardiac disease or a myocardial infarction (heart attack) so these diseases are a problem to some people from forty or over fifty if you are a woman.



Support, health checks and information are important to help you to stay healthy



Question 2. Do you get an annual health check from your doctor (GP)?



42
yes



6
no



0
don't know



Question 3. Do you know what a health action plan is?



11
yes



27
no



10
don't know



Question 4. Do you have a health action plan?



17
yes



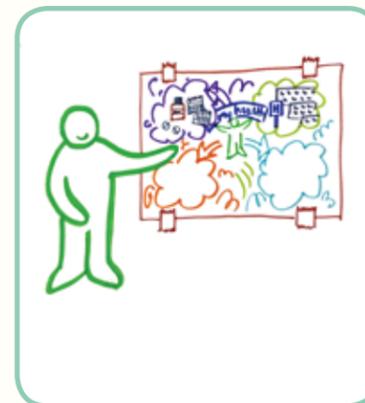
23
no



8
don't know



Support, health checks and information are important to help you to stay healthy



Question 5. Have you got a person centred plan which talks about your health?



24
yes



9
no



15
don't know

Question 2 to 5 people's comments and information:

- I have a health check once a year.
- Anna my named nurse talks to me about my health.
- Blood tests-nurse GP.
- I have a PCP (person-centred plan) every 12 months or about.
- I have a community nurse to discuss/monitor my health.
- I visit St Georges to have a review with Dr Baker.
- My health action plan and person-centred plan have run out.
- I go monthly to the doctors.



Health screening is an important part of checking for some kinds of illness during your life



Question 6. Women aged 25 and over - have you ever been offered screening for cervical cancer?



8
yes



10
no



2
don't know



Question 7. Women aged 47 and over - have you ever been offered screening for breast cancer?



5
yes



1
no



1
don't know



Question 8. Men and women aged 60 and over - have you ever been offered screening for bowel cancer?



1
yes



4
no



0
don't know

Question 6 to 8 people's comments and information:

- my mum had breast cancer. I miss my mum.
- I had my mammogram.



Working with you to give you the healthcare you need (services making reasonable adjustments)

Question 9. people's comments and information:

- I do have a dentist who I see every six months for a check-up.
- He feels he is given time, respect and information in a way he can deal with it.
- Yes at the doctors.
- My dentist spends longer explaining things to me.
- I have had some letters from the dentist in clear information.
- My community nurse supports me well and adapts to my needs.
- The dentist tells me what he is doing, he doesn't rush me.
- Lots of time at GP.
- No reasonable adjustment at chemists.
- The optician has got a leaflet for easy reading.
- Dentist, optician, chiropodist and community nurse.
- Mum goes to appointments with her and tells her what is happening. She is not rushed and has more time. She has some leaflets from the dentist and opticians.
- Dentist - carer supports in the room.
- Eyes - checked at hospital. They talk, explain what is happening.
- Community nurse - see at the hospital.
- Pharmacy – collected for me.



Working with you to give you the healthcare you need (services making reasonable adjustments)

Question 9. people's comments and information:

- Dentist - extra time if needed. avoids needles if possible.
- Feet - checked by nurses at the centre.
- Community nurse - at home or day centre, he will ask where I want to meet him, monthly.
- Reasonable adjustments are made for me by all professionals except the midwife as I have not had a baby.
- The optician is helpful. Lets carers go in with the patient.
- Chiropodist makes sure my appointment is at a time to suit me.
- The community nurse sits and listens to me, she is really good.
- I have an anxiety work book. I need to be calm more for going to the NHS. The community nurse keeps me calm.
- Help from community nurse, support staff, my family and friends.
- The optician is really thorough, a very good service.
- My dentist is thoughtful when I need an injection.
- My community nurse listens to me and is good to talk to.
- I have a clubbed foot and the podiatrist has dealt with it. There is no problem at Smallthorne Medical Centre. The new medical centre at Norfolk Street Shelton have been a big help.



Working with you, asking you to take part in plans and decisions and giving you clear information



Question 10. Do healthcare services include you in making plans and decisions about your healthcare?



30
yes



8
no



10
don't know



Question 11. Have you ever been asked to check how health services contracts are working?



4
yes



36
no



8
don't know



Question 12. Have you ever been asked to help health services choose new staff?



8
yes



36
no



4
don't know

Question 10 to 12 people's comments and information:

- I have helped do some training with the GPs.
- My carers make choices for me for my health.



Working with you, asking you to take part in plans and decisions and giving you clear information



Question 13. Have you ever been asked to check that health services are working for you?



21
yes



25
no



2
don't know



Question 14. Have you ever been asked to help health services to run their services?



6
yes



37
no



5
don't know



Question 15. Does your health services send you clear information (sometimes called easy read)?



18
yes



26
no



4
don't know



Working with you, asking you to take part in plans and decisions and giving you clear information

Question 13 to 15 people's comments and information:

- I check that health services have easy access. Staff being helpful and have more time for people with a learning disability.
- I interviewed new staff in the NHS for their job.
- GP has asked how health services are working.
- Easy read leaflets provided.
- Discussed at the day service during changes.
- Asked to check physiotherapy services are working well.
- The dentist sent questionnaires out.
- Dentists do (send out easy read information).
- Yes, at Reach, Winton House. (checking that health services are working well for you).
- Get lots of support from my sister Jean.
- I can understand the letters they send to me and it is always clear information and great.
- When they sent letters from the hospitals in the past they could have made the letters clearer so I can understand a bit more.



Access to Health



Most people said health services are working ok and working well.
Some people said health services are not working.



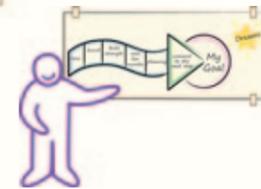
not working

working ok

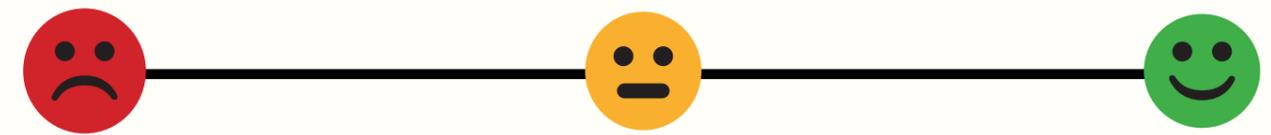
working well



People with complex needs



Most people said health services are working ok and working well.
Some people said health services are not working.



not working

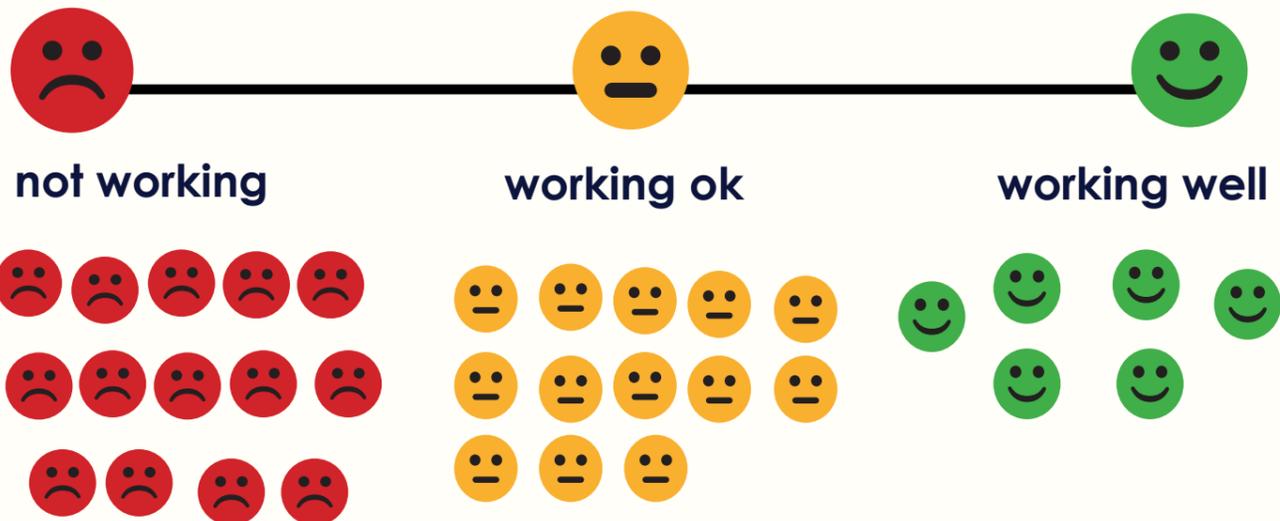
working ok

working well





Most people said health services are working ok and working well.
Some people said health services are not working.



Why health services are not working

When my friend died with chemo no information was given to me.

I had to go to hospital via ambulance. Some staff were friendly and some staff were not so friendly.

I went into hospital to have a cataract operation and no one told me about the procedure, they just did it.

I struggled with some staff because of communication problems.

I think the Government should work more on the NHS.

Not enough privacy, understanding, training, or awareness.

Too much worry about funding and admin.



Ideas to make services work better

Include carers.

A health road show.

Better information.



If you miss an appointment a follow up phone call not instant discharge.

Sharing experiences.



More communication between services.



Less waiting.



Health services are working well

Have good doctors, go when I need to go. Not frightened to go doctors or dentists.

My health centre is nearby. The doctor gives me advice about keeping healthy and watching my weight. I have a key worker who works with me.

Opticians look after me.



They talk to me.

Patient Advice Liaison PALs



Good experience at dentist.
Explained things.



The hospital is only a short walk away.



For more information please contact:



Christine Adams
Commissioning Manager for Learning Disabilities
Learning Disability Commissioning Team
Joint Commissioning Unit
Wedgwood Building



Tipping Street
Stafford
ST16 2DH



01785 277753

christine.adams@staffordshire.gov.uk



Kevin Day
Joint Commissioning Manager
Joint Commissioning Unit
People: Adult & Neighbourhood Services
Civic Centre



Glebe Street
Stoke on Trent
ST41RN



01782 231828

kevin.day@stoke.gov.uk



Thanks to Photosymbols for some of the images used in this leaflet.



This clear communication report was made by Reach.