

Activity 3 "Carol's Story" - Giving feedback to the Hospital

The aim of this activity was to think about how people can give feedback (complaints, compliments and comments) without worrying that it might affect their care and how they are treated.

We looked at a story about a lady called Carol. Carol went in to hospital and wanted to give feedback about the care she received but didn't. We asked people at the forum what might have **STOPPED** her from giving feedback? Some of the things people said were:



"She might not know who to talk to"

"She might feel shy or scared"

Finally, we asked people to think about the way they would prefer to give feedback and the most popular choices were:



Talking to Someone



Easy Read
Feedback
Form



Use the PALS
office at the hospital

Actions from the Forum

- The **CCG** will lead a group to work together, using the feedback from the Forum, to update the **Hospital Passport** and how it is used.
- **GWH** to test new ways of supporting adults with LD to attend their **hospital appointments**. This will start with the Radiology Department.
- **GWH** will work to improve the information about how to **give feedback** and make it easier for people to know how to do it.



Do you want to have your voice heard?
Come along to our Forums and tell us
what you think!

Contact Sally at SAM on

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Forum Newsletter

This newsletter is to let you know about the LDPB Forums that take place three times a year in March, July and November

What is a forum?

A forum is a meeting that lots of people are invited to. They talk about different things that affect their lives. Our forums give people with learning disabilities the chance to have their say. We also invite family carers and people who provide services for people with learning disabilities.



The March 2020 Forum Going to Hospital



The aim of this forum was to think about how adults with learning disabilities feel about their experiences of going to hospital.

We wanted to find out:

- What people wanted the staff at the hospital to know about them?
- What worries people have about having a test at the hospital?
- What is the best way to tell people about your time in the hospital?

There are questions in pink at the bottom of some pages
for you to think / talk about

Activity 1 - "All About You"

The aim of the activity was for people to make suggestions about how the current "Hospital Passport" could be improved.

The first thing we asked people to think about was which of these names they liked best for the document:

"Hospital Passport"		"My Health in Hospital"		"Hospital Health Action Plan"	
✓	This has been around for years and everyone already knows it	✓	It is simple and clear	✗	Too many words / Too long
✓	It's good because you go in and out of the hospital	✓	The word "MY" makes it personal	✗	It sounds very serious
✗	It sounds like it's about holidays and travel	✗	Too many words / Too long	✗	Sounds like a plan for the hospital not a person

Other suggestions that people made were "Hospital Plan", "Blue Book" and "All About Me"

Next, we asked people to think about the way they would like the hospital passport to look. We asked if they would like it to use:

			
Black and White / No Picture	Colour and Pictures	Cartoon People	Photos of Real

Everybody wanted it to use colour and pictures because this means everyone can understand it. Some people liked cartoons but some people liked photographs.

We also asked people to think about what information they thought it was most important to have in the Hospital Passport.

Which names and pictures do you like best?

What information would you want the hospital to know about you?

Activity 2 - Your Experience of Hospital



The aim of this activity was to find out what people worry about before going in to hospital for appointments and tests, and what the hospital could do to help them.

People were given pictures about what might worry them and asked to share ideas of what could help people feel more confident about going to hospital.

What might people be worried about?

		
Getting Lost	Being late	Who will look after me if I get upset

What could the hospital do to help?

Use pictures on signs and in letters sent out	Put the time in EasyRead in the letter	Make sure people know about the care available
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What might people be worried about?

		
What will the room be like?	Will there be any needles?	Will I need to get undressed?

What could the hospital do to help?

Let people visit before	Give clear information before and find out what helps people relax	Give clear information about what can be worn
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What would like to know about before you had to go to the hospital?