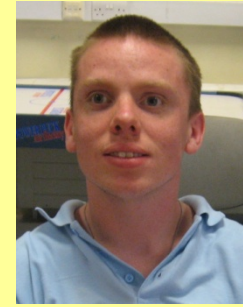




Amanda



Matthew



Michelle



Joe



**Making the patient journey better**



## Hospital listen and learn day in Aintree

23<sup>rd</sup> September 2008

500 people with learning disabilities and family carers gave their views...

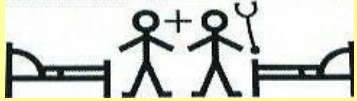
We want to tell you about some of the things that people said.



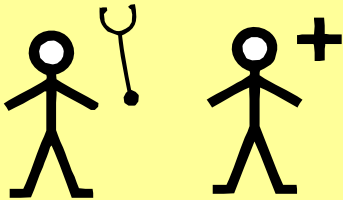


Amanda

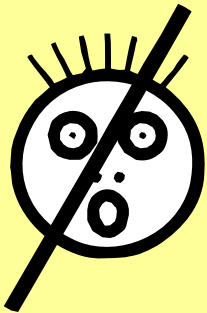
# Good Planning



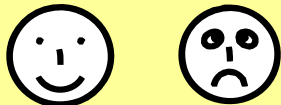
- visit the ward or hospital.



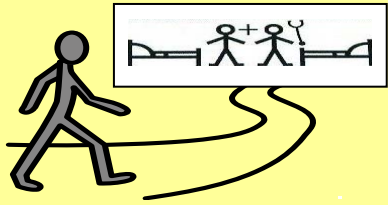
- meet some of the nurses or the doctor who will look after you.



- So you don't feel so scared about it. You know where you are going.

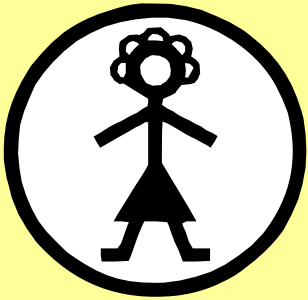


- So the doctors and nurses know what you like, don't like and what you need.



# Visitors

If I was in hospital .....



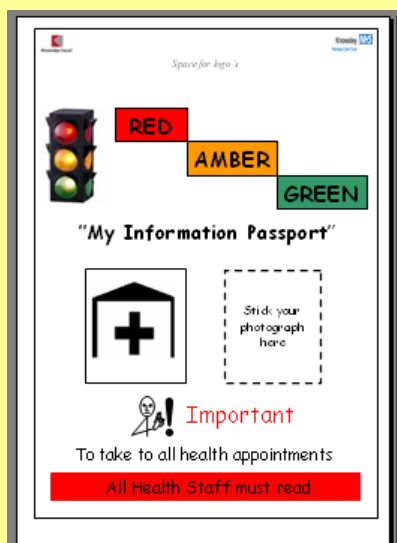
I'd want my mum with me.

She knows what I like and what my needs are.

I'd want her to stay with me.



- I've got a health action plan – I would take this to hospital... It's got important things about my health.



- It's important to use peoples plans and hospital passports because they tell you important information about the person.



***Michelle***



When you arrive at hospital:

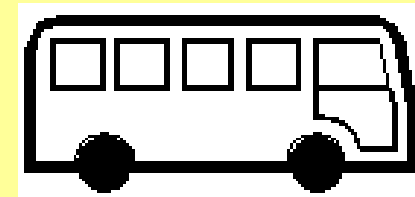
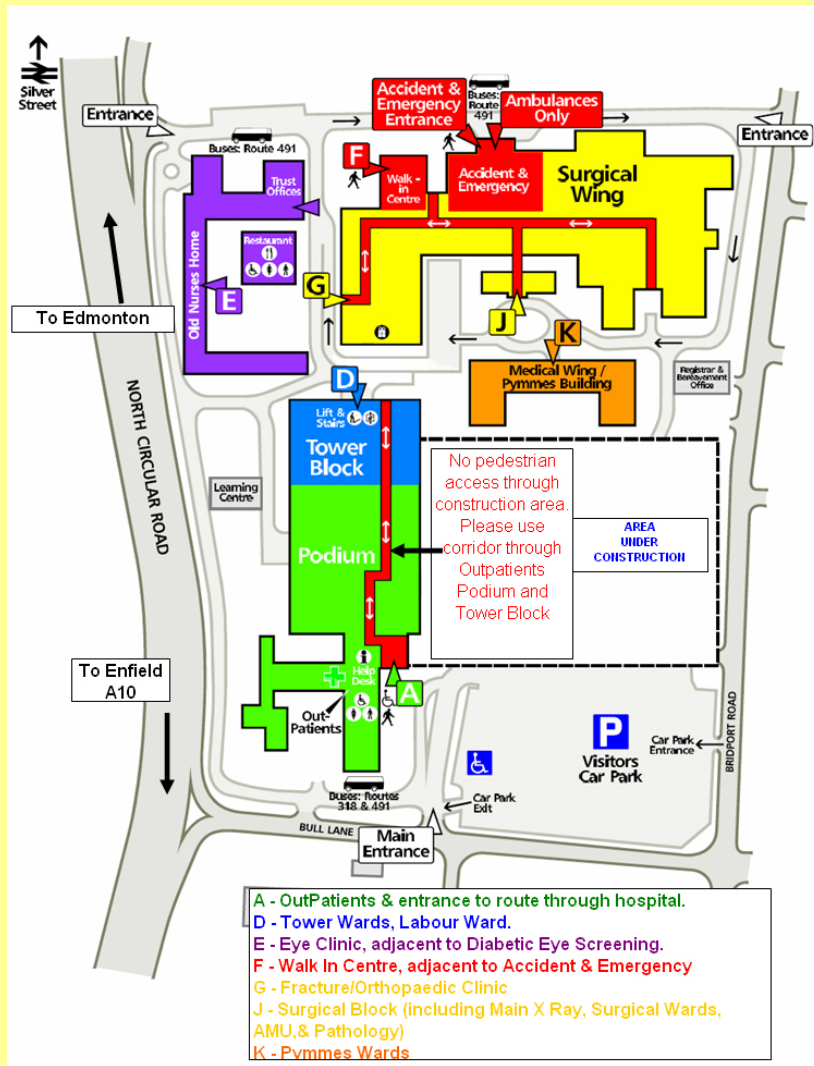


People being friendly at reception.



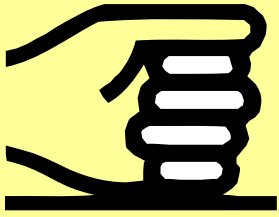
Showing you where different places in the hospital are.

(physio, canteen, visiting hours, outpatients, X-ray, breast clinic, pay phones, and any other areas.)



Bus timetable  
Taxi numbers

A pocket map of the hospital that is easy to understand would be useful.



Give people information about support that is available for people with:

- a hearing impairment
- a visual impairment
- a learning disability.



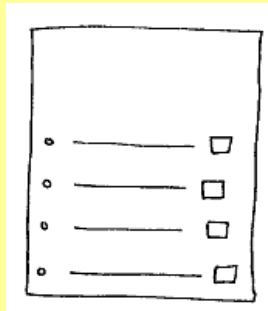
•Share information about what support people may need.



•Training and resources about helping people understand and communication.



*“If people don’t have the information people will get stuck, could panic. That’s what I’m like.”*



- Information that is broken down helps me to prepare and know what to expect.



- When I was going to hospital I got a letter about what would happen, what I needed to take to hospital. That was helpful.



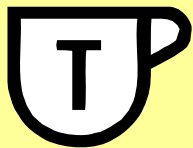
- In hospital they were helpful + friendly and explained things to me in a way I could understand.



## Matthew's story.



- “we are awful busy tonight”

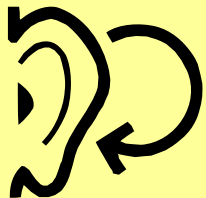


- Next time in hospital...  
too full and I shook it all over myself  
I asked her to pour half of it out.



I felt silly. Upset. The other patients didn't have beakers.

- Patients and family carers need to share passports and plans with the hospital so they know how to support you best.



- Listen to what people say and what support they need.

# How to assist to improve access to health care services



- **Preparation:**
  - *individual*
  - *Information to health clinician prior to health appointment*
  - *Health service: person centred: longer appointment time etc*
- **Environment:**
  - *Accessible*
  - *Noise, clutter, lighting etc*
- **Communication:**
  - *Skills*
  - *Verbal*
  - *written*
- **Accessible information: crucial.**
  - *To enable a person to understand process eg ear syringing, cytology, breast screening*

