



LD Liaison Nurses visit

# What was talked about?



Jane and Beth came to tell us about the Learning Disability Liaison job that they do



They gave us a leaflet of how to contact them

They explained they can help people plan for a hospital visit so that people know what to expect, like xrays



There might be a new reasonable adjustments flag on patient records which will tell staff how to support someone



Jane and Beth asked about your hospital experiences



# Health and Wellbeing Working Group

You Said



When you went to A&E it was a training day and you felt anxious about not being communicated with

You were sent away without an xray but had a fracture

When you had blood tests you felt nervous and it was a bit rushed

More volunteers needed to ask if people need food or drink



We Did

A liaison nurse could go with you to appointments

They are trying to make access to food better for people who have to wait a long time in hospital





# Health and Wellbeing Working Group

You Said



You find it hard to change hospital appointments on the NHS app

You said some of you have hospital passports and how are they updated

Staff on the phones need training too

Letters for appointments are not in Easy Read

You would like to help make videos to tell people what is helpful for appointments and in hospital



We Did

Jane will find out more about the app

There is an opportunity with Winchester University to make some videos to tell your stories and accessing health services





# Health and Wellbeing Working Group

You Said



We Did

Your family gave you updates on your relative in hospital rather than you visiting

On a hospital stay you couldn't understand the nurses they spoke too quietly

The doctors would only speak to my mum not me

It helps when they speak in easy read confused to know what is going on

I didn't get the food I had ordered, pictures would have helped



Jane and Beth listened to your thoughts and thanked you for your feedback and ideas

Jane said there is an opportunity to share your stories in the Life Lens Project

We will find out more about this next time

