



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



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



We Did

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



February

22

Life Lens & healthy food
discussion

February

22

2024

Health and Wellbeing Working Group

You Said, We Did



- **We talked** about making videos with Winchester university, to make digital stories
- Beth asked if anyone would like to take part and talk about hospital experiences
- **You said** you would be interested JE, KA and LM
- **You said** you could attend the story circle next week with others to talk about it

February

22

2024

Health and Wellbeing Working Group

You Said, We Did



- **We said** the videos will help in training staff and be used for learning to improve experiences in hospital
- **You said** you would be happy to share your email so that Beth can contact you directly
- **You said** you try to eat healthily and shared what you do
- **You said** you use healthy plate to help you with meals and would like this put on the website

February

22

2024

Health and Wellbeing Working Group

You Said, We Did



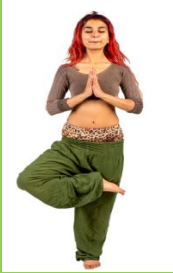
- You said what you are having for dinner tonight and we talked about healthy foods
- You said you try not to have gluten and have low fat foods
- We said it is now not 5 a day but 10 a day!
- We talked about how difficult this and we talked about Easy Read recipes
- You said using water bottles with a measure is helpful

February

22 2024

Health and Wellbeing Working Group

You Said, We Did



- You said tai chi and yoga are good for relaxing
- We said communication and sensory boxes have been given out to GP practices
- We talked about how losing weight is hard and things that can help
- You said (LM) that you are joining the patient participation group in your local GP practice



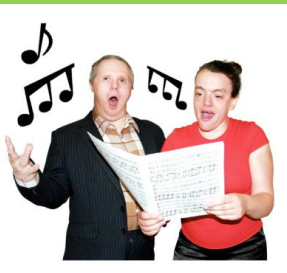
Andover Mind & Wellbeing

March

28 2024

Health and Wellbeing Working Group

You Said, We Did



- Andover mind came to talk to us about stress and anxiety
- **You said** to de-stress you run, ride your bike, get on the floor for 5 minutes, speak about it with someone, talk to a support worker
- **We said** there is a walk and talk group – going out into nature is good if you are feeling lonely, being present in the moment
- **We said** some people like singing groups as it makes them feel happy

March

28 2024

Health and Wellbeing Working Group

You Said, We Did



- **We said** there is an emotional support group walk and talk group and also an arts and crafts group
- **We said** creative writing helps some people and drop in's where people can get advice and support
- **We said** there are wellbeing centres across Hampshire and [Sport in Mind - the UK mental health sports charity](#)



Health and Wellbeing Working Group

You Said, We Did



- **We said** more information is on the Andover Mind website
- **You said** is it in Easy Read? – it is not currently
- **You said** you thought you would like some of these activities
- **You will** think about what you want to put on the website about health and wellbeing for other people



How confident do we feel about
our health and wellbeing?

April
25 2024

Health and Wellbeing Working Group

You Said, We Did



- **We talked** how confident we are about health and wellbeing
- **You said** you check how many steps you do for walks, on your phone
- **You said** you go swimming, walking, football, boxing and tai chi
- **You said** healthy food can be cheaper not easy when you are on your own too



Health and Wellbeing Working Group

You Said, We Did



- You said in hospital people should be able to choose healthy food and have easy read menus
- We talked about LD friendly GP Practices
- We talked about new GP practice Communication boxes to help patients
- You said you are making videos about your hospital experience with the Life Lens project

May

23



Health and Wellbeing Working Group

You Said, We Did



- **You said** how you eat healthy food and talked about what you eat



- **You said** you photograph your meals to show a dietitian what you've cooked and eaten



- **You said** diabetes means it is important to look after your feet and hands



- **We shared** some easy read recipes for you to look at



Health and Wellbeing Working Group

You Said, We Did



- **We said** with annual health checks it is important to get an action plan too
- **We said** you should try and drink 8 glasses of water a day
- **You said** next time you would like to talk about GP letters
- **You said** – you would like to hear about the digital red flag and LD register

June

27



Health and Wellbeing Working Group

You Said, We Did



- **You said** about a presentation given in London and said how good it was and how others told you how inspiring you were
- **You said** you want more easy read letters from health for appointments
- **We said** – There may soon be a digital red flag and LD register that would highlight communication needs
- **We said** – there is a template form going to Friday Network for appointment summary which we could look at too



Health and Wellbeing Working Group

You Said, We Did



- **We said** – It is hard to make Easy Read letters on hospital computers
- **We said** – the new hospital passports should help and self-advocates could help to make it
- **We said** – people in hospital who have a learning disability in Hampshire Hospitals can now ask for free TV
- **We said** – we would like a volunteer from this group to help talk to GPs at an event in Winchester

July

25



Health and Wellbeing Working Group

You Said, We Did



- **You said** – How do we know if a GP Practice is LD friendly?
- **We said** – they will have a sticker in the window and a certificate
- **We said** – they have to complete a long list of tasks to be LD friendly and this is checked every year
 - They should be more flexible, offer more choice and patients should feel listened to.
- **You said** – some receptionists are friendly some are not and the sign in screens can be difficult



Health and Wellbeing Working Group

You Said, We Did



- **We said** – Tracy is working on good annual health checks for all. Tracy may ask for help making a video for this
- The aim is to get up to 75% of people with a learning disability having an annual health check and to be given a care plan
- You can ask for reasonable adjustments, like attending with a family member or needing a longer appointment
- **We said** – the Communication and Sensory boxes have been given to 95% of GP practices in Hampshire



Health and Wellbeing Working Group

You Said, We Did



- **We talked** – About what helps with mental health and the 5 senses – touch, taste, smell, sight and hearing
- **You said** – going for a walk, taking a break, watching TV and seeing friends helps your mental health
- **We said** – Tracy wants to arrange events across Hampshire and the Isle of Wight about Health Passports and asked if you would be interested to help
- **You said** - LM and JE said they would be interested
- **You said** – half day event would be better than whole day

September

26

September

26

2024

Health and Wellbeing Working Group

You Said, We Did



Health
Action Plan



- **You said** – health passports are confusing, sometimes people refuse to look at them if they are on a wrong or different form
- **You said** – you would like a friendly GP to come and talk about them to give their view in a future meeting
- Richard came along from NHS England to ask for your feedback on their survey questions about patient experience
- **You said** – lots of things you would change and helped Richard to look at the words and gave new ideas, like using pictures

September

26

2024

Health and Wellbeing Working Group

You Said, We Did



- **Richard said**— your feedback was fantastic and he thanked you for helping at short notice
- **You said**— you would like feedback and see the final survey
- **Richard said**— he will share the final survey design
- He said they are asking lots of different groups and will put all the feedback together

October

24

October

24 2024

Health and Wellbeing Working Group

You Said, We Did



- **You Said**— you would like to be involved in making health videos
- **We said** the first video will be about annual health checks set at a GP practice FH was asked and would like to do this
- **We said**— there will be more videos in future where more people can join in to talk about other topics
- **We said** there will be a roadshow soon by the NHS about keeping you well with information stands to visit



October

24

2024

Health and Wellbeing Working Group

You Said, We Did



- **You said** – you would like information from dentists about what they will do when you get there
- **You said** – schools and colleges are not aware of LD register and should be told earlier about it
- **We said** – Richard who brought the GP patient survey for your feedback has made some of the changes you suggested
- **You said** – Next time you are happy to have a visit from the maternity team

October

24 2024

Health and Wellbeing Working Group

You Said, We Did



- **We said** – have you experienced any racism in NHS services
- **You said** – you had seen a receptionist speaking differently to people, the tone in their voice was cool or cold
- **We said** – thank you for your feedback today
- We will ask maternity services to the next meeting and hear from Arun about his work with Marta



November

28

November

28 2024

Health and Wellbeing Working Group

You Said, We Did



- **Michelle Said**— she is a midwife and has made an easy read she would like you to look at
- **You said**— you liked the colours, layout and pictures and that she presented it very well
- **You said**- you would like a section on there about disabilities and support you can get
- **You said**— why are outcomes not good for some people
- **We said**— there can be lots of reasons it is hard to find one reason



November

28 2024

Health and Wellbeing Working Group

You Said, We Did



- **Michelle Said**— she wants everyone using the service to feel loved, looked after and safe
- **You said**— you would like a copy of the maternity passport which can be filled in by someone in advance to help when it is needed
- **We said**— the new national hospital passport might help and people need to remember to use and share them for the best support

easy read

Please fill in this easy read form

Your name

Address

Phone

November

28 2024

Health and Wellbeing Working Group

You Said, We Did



Communicate

- **We said** – the purple bags are now available for anyone using the hospital a lot to have their own items with them, to try them out and see if they work well
- **You said** – you would like things to link together better between the ambulance and the hospital – like using these purple bags