



OM training and Annual Health
Checks



Health and Wellbeing Working Group

You Said, We Did



You Said— the Oliver McGowan training was mainly watching videos and talking with Ade



You said - It was quite a long day but went at a good pace with enough breaks and you said Ade was good

We spoke - about hospital passports and reasonable adjustments



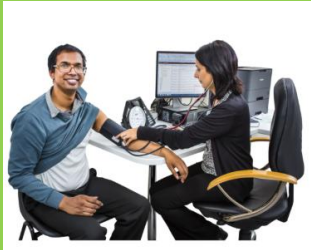
J said the training was “moving, emotional and interesting - Seeing all the tubes and stuff was the most sad part”.

He hopes that it will change things so people ask Drs to listen!



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You Said, We Did



- TS spoke about the plans for the Annual Health Check video
- FH will be the 'host' and walk through the check with Dr G.
- The video will explain why certain things happen at an Annual Health Check
- FH and Dr G will meet beforehand for planning
- Filming will be 7 March. FH is excited but a little nervous!
- Health fairs
2 have already been held – in Portsmouth and on IoW
Upcoming are:

13 Feb – Fareham	27 Feb – Shirley, So'ton	6 Mar – Havant
13 Mar – Totton	28 May (TBC) – B/stoke	
- Tracy/Alison will send out the list of dates shortly



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You Said, We Did



- L raised difficulty with his health check – Surgery told him he's not due another until he's 45 and then 65. The feeling was that the surgery had got it confused with another type of health check. Alison stayed on with him at the end to talk privately.



- L raised hospital concerns – delays in building new Basingstoke hospital to 2037. Feels the new MP has something to do with that. He spoke of hearing about a 12-18hr wait at A&E, and the recent critical incident declared across the hospitals.

- J spoke about a painful ankle that recurs when plays football. Has seen Dr and Physio before. Advised to contact his GP again.

February

27

Feedback on OM training and
Health Team updates

February

27

Health and Wellbeing Working Group

You Said, We Did



You said the Oliver McGowan training was good, that Ade was good and patient as well

You said you will be booking in dates to support Ade with the training in your area

LM said his health check was sorted and the the GP practice were calling the Annual health check a disability review

JE said prescriptions are confusing, we are supposed to check them but I don't because it is hard to do



April						
Thu	Fri	Sat	Sun	Mon	Tue	Wed
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30					



February

27

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You Said, We Did



Trish fed back about the Fareham health fair and said it was very good and there are lots of contacts who want to come and talk to you



LM said he would like to learn how to email



You said if you're not feeling good you should be able to call the GP and they should help or refer you to someone who can help



You said accessing a GP is hard.
Some do E Consult and not face to face anymore



Annual Health Check video and
Market Position Statement

March

27

Health and Wellbeing Working Group

You Said, We Did



Fahmina fed back on the Annual Health check video and what it is like

You said it will be good to help GPs know how to help you

You said getting access to appointments can be hard and lots of people are suffering

You said it is also to do with the government and lack of funding

Fahmina said the video was about awareness, to educate, to help GPs to know what to ask and what to do and talk about conditions





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You Said, We Did



Fahmina said the video is being edited and not out yet



We talked about that you have a right to ask what is going to happen in an appointment for shared decision making



Ophelia shared the number one complaint is staff attitude and behaviour in bad feedback



Ophelia spoke about the cuts in service to the NHS and changes will be shared with people as the process happens

March

27

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You Said, We Did



We went through the Market Position Statement together to feedback to Jason

You said you would like to go and speak to Providers

You said what is best for being person centred

Next time we will talk about the LD handover

You would like to see the check list for GP Friendly practices

You'd like an update on how many Annual Health checks have been done and to talk about incontinence



April

24

LD Takeover session



Health and Wellbeing Working Group

You Said, We Did



You talked about questions you would raise in the LD takeover session with Hampshire Hospital Foundation Trust



You said you would share you experiences, Leon would like to make a video and James will share his video



You said staff uniform colours could help to know what their role is



You said is there a place to go if people are sensitive to sound and crowds

You said are there enough staff in busy times and signage could be better



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You Said, We Did



You said staff should talk to you not the person supporting you

You said do they read hospital passport or just glance at it



Tracy said you could ask if Purple Communication boxes are in each ward

You said more Easy Read and colourful signs is helpful



Tracy said you could ask them what would be helpful to see at the start of health passport

You said Easy Read and repeat menus would help

You said having a clear explanation from Doctors and nurses would help





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You Said, We Did



You said about access to disabled toilets in New Milton is a problem

You said there is nowhere to dispose of pants



Tanya wanted to ask about other areas

You said Winchester disabled toilets are locked all the time



You said the Basingstoke disabled toilet works with a radar key but is a small space



You asked how you get a radar key we said from the local council



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You Said, We Did



Arun, James and Fahmina said they would like to attend the Takeover session and Leon will appear by video

Tracy gave an update on Annual Health Checks from February



Uptake of health checks has increased to 69.4% which is 5.6% below the national guidance. It is moving up which is good.



This year the number of Annual health checks has increased by 521

Annual health checks for 14-17 year olds has increased 10%

Tracy said Fahmina did very well with the video and it will be ready soon



April

24

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You Said, We Did



You asked about the criteria for LD practices

Alison shared the criteria

Learning Disability Friendly Practice

Hampshire and
Isle of Wight Healthcare
NHS Foundation Trust



Part of Transforming Care Programme

Some examples of success criteria:

- 75% uptake of learning disability annual health checks
- Up to date learning disability register
- Evidence of reasonable adjustments
- Learning disability champion
- Flagging carers
- Evidence of person-centred care
- Reasonable adjustments

Assessed and passed by the Strategic Health Facilitation team





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You Said, We Did



You said some of us can't use E Consult

Alison said this is a problem for many people and they are trying for change



Alison encouraged people to join patient participation panels as well to be heard



Alison shared some upcoming events:

- 22 May in Eastleigh meeting GPs
- 21 May Alton Event
- 27 June Basingstoke Event





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You Said, We Did



Next time you said you would like to talk about mental health

Trish will ask Dionne if she can attend to talk about this

Alison suggested asking Mind and Social Prescribers at events too

Speak Out Farnborough are working on an Easy Read for Mental Health

Trish will bring this next time to look through for the website



May

22

Mental Health