



My Worcestershire Health Plan

Involving people with a learning disability in Health Services



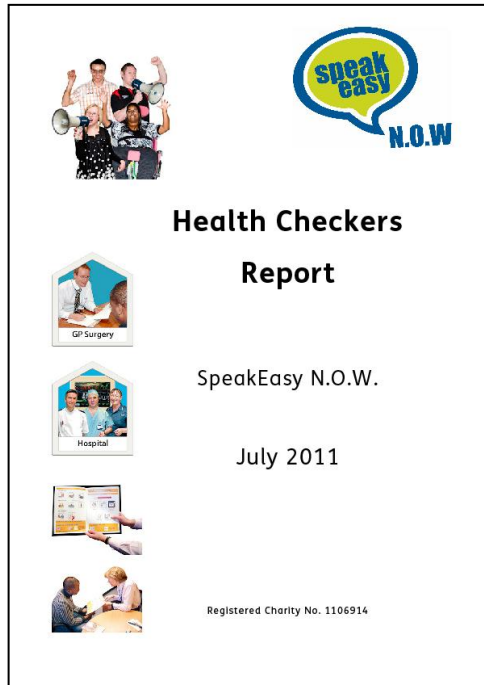
Rachel Barrett and Laura Gill

Health Checkers – SpeakEasy N.O.W.

The Health Checkers



We are from the Health Checkers – a project run by SpeakEasy N.O.W. in Worcestershire.



In the beginning...

- In 2010 we were given funding for a 1 year project
- We spoke to nearly 100 people about their experiences of using health services and wrote a report about our findings.





- Lots of people were interested in our report
- They liked hearing what people with a learning disability think
- They thought it was good that the project was led by people with a learning disability





- We started to work more with the NHS and Worcestershire County Council



- We were asked to give presentations to the Boards of NHS Worcestershire and NHS Trusts



- Over the last 4 years the project has grown
- The Health Checkers now do lots of different things



Reviewing Services

- We have developed ways of reviewing health services and writing up reports about changes needed.
- Some of the services reviewed are – Community Hospitals, Accident and Emergency Departments, Acute Hospital inpatient wards and Dental services.



Locked Hospital Reviews



- Following Winterbourne View we were asked to carry out reviews of locked hospitals used by Worcestershire.
- We will be presenting our report to the Adult Safeguarding Board in May.
- We are looking at new services that are being set up to provide more local support for people within the community.



Individual Stories



- We have written reports and given presentations about individuals and their experiences
- This has been a really good way of showing how the quality of health care can impact on individuals
- These stories show how better care can help save lives



Malcolm's Story –

Shows how a good quality Annual Health Check could have stopped him becoming critically ill in a diabetic coma.



Rachel's Story –

Shows why people need good support and information to make sure they understand why tests and appointments are so important.

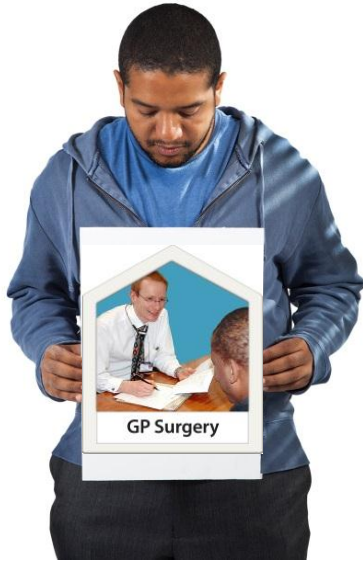


Campaigning

- We are trying to make sure all GP surgeries in Worcestershire do Annual Health Checks
- We are also trying to make sure everyone understands how important it is they are done properly
- We want GPs to see the checks as a reasonable adjustment to help save lives, rather than just a way of making extra money.



Making information easier to understand



- We have made Easy Read leaflets for GP surgeries
- These include – My GP Practice, Keeping Healthy and How to Complain
- More health services in Worcestershire are now using Easy Read leaflets



Getting involved in Worcestershire



Tell us what you think

1. Do you think the idea is a good one?

☐ Yes

☒ No

☐ Not sure

- We take part in consultations about health services in Worcestershire
- We attend local events to raise awareness of health issues for people with learning disabilities and the work we do.



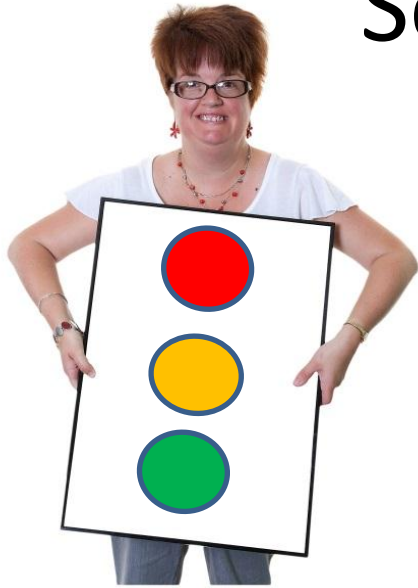


Health Sub Group

- We are members of the Health Sub Group of the Learning Disability Partnership Board
- Health Checker Ruby Co Chairs the group with the Commissioning Manager for Learning Disabilities from the County Council.
- Other members of the group include the NHS Trusts, Clinical Commissioning Groups, Learning Disability Services and Carers.



Self Assessment Framework



- We have been involved in giving ratings for Worcestershire's Self Assessment Framework for the last 2 years
- We were pleased that last year the rating for Annual Health Checks were changed, because we said there is no check on how well they are being done.



Learning Disability Health Liaison Team



- We meet with the Liaison Nurses to talk about the work they are doing to make sure people get the right support in hospital.



- They update us on changes that have been made because of things we have said in our reports

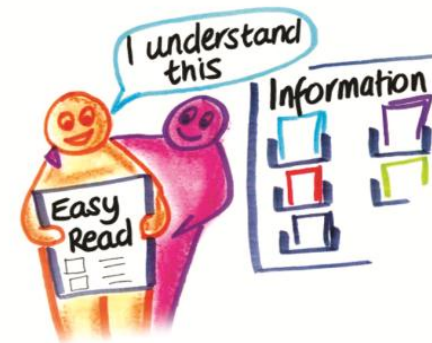


- We have worked with the Primary Care Liaison Nurse on information for GP surgeries.

My Worcestershire Health Plan



- We have been involved in writing a 3 year plan for Worcestershire.
- We helped to decide what the 5 Big Health Aims should be and the things we thought needed to be in the plan.



Making it happen



- Each of the Big Health Aims has a professional lead.



- We are working with the leads to say what we think needs to happen and checking how well they are getting on



- Rachael Skinner, who works for the Clinical Commissioning Groups in Worcestershire is the lead for Big Health Aim 1 – My GP Practice



- We have had meetings with Rachael to help her plan what needs to be done
- Rachael says...

‘Working alongside members of the Health Checkers team was invaluable.

There are always things that you just don’t think about, or see with a different level of importance, when you look at an issue through a professionals’ eyes.

(Even where you have worked alongside people with a learning disability for many years!)

Working together we were able to write a plan that will clearly show what we are trying to improve and why.’



Making a Film

- We helped to make a film about My Worcestershire Health Plan
- It was shown at a launch event and sent to GPs and health services
- The following clips show Health Checkers talking about their own experiences and at a Health Sub Group Meeting.

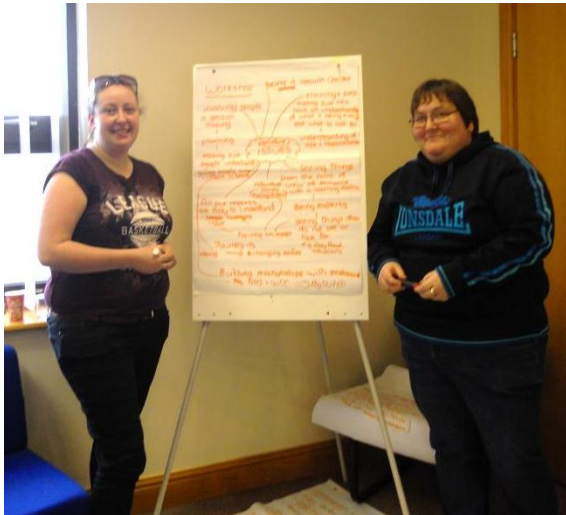


Running the Health Checkers Project



- It is important that people with a learning disability are involved at every stage

- We have to plan carefully to make sure this happens



- Health Checkers have induction training so we understood what the project was about and what our role is



- We have Steering Group meetings every 2 months to talk about how the project is going
- All information in Easy Read



- We make sure there is lots of time to discuss things
- We spend time planning visits so people know what to expect



- After visits we talk about how it went
- We decide what should go into our reports and what changes we think need to be made
- We make sure that all our reports are in Easy Read so other people can find out what we are doing and tell us what they think





Health Checkers Newsletter

Summer 2012




SpeakEasy N.O.W. supports people with voices heard. Through want to help improve learning disability being led by and a disability.






Checking the C

The Health Check Kidderminster to s Annual Health Che Practice Nurse and Community Nurse




We spoke to 8 people Annual Health Che appointment letter Check. They also help explaining the out







Certificate



Health Checkers



Accident and Emergency Review

October 2012

Registered Charity No. 1106914

Church Street Sur
Award to show ho

Training



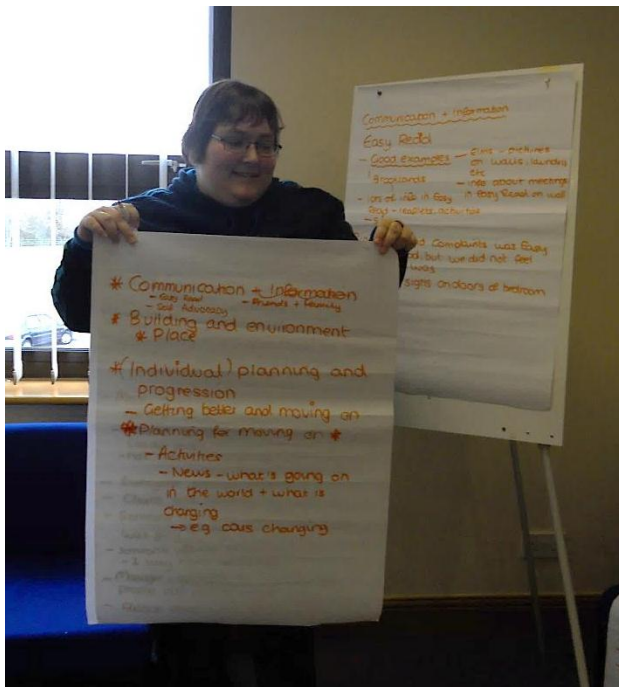
- We had 3 training days to help us prepare for our visits to locked hospitals.



- We learnt about locked hospitals, the Mental Capacity Act and understanding abuse.
- We all got certificates and learnt a lot. But not everyone wanted to visit a locked hospital.



- Over the years we have gained a good understanding of the important health issues



- We have our own ideas of what we want to look for when we carry out our visits.
- We have worked out what a CCG is and how to say Liaison!

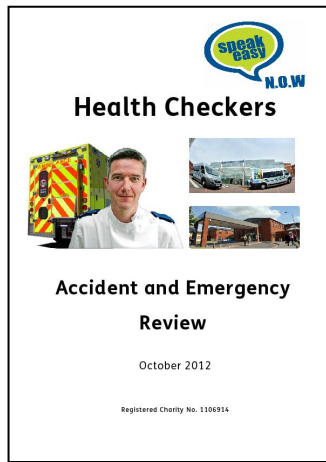
What we have achieved



- My Worcestershire Health Plan means that we will be part of making changes to health care for people with a learning disability in the future



- We are asked to talk to Board meetings of NHS Trusts and Clinical Commissioning Groups in Worcestershire



- Health Services have made changes we have recommended
- They have asked us to carry out more visits
- We can give feedback about areas that would be difficult for someone without our experience and understanding
- We are regularly asked to create Easy Read health information



Why Health Checkers works so well



- We are experts! No one understands about having a learning disability better than us
- We see things from a different point of view than professionals
- Its personal – talking about real people and their lives is very powerful

What it means to us



- Working as Health Checkers has made us a lot more confident
- We feel proud that we are helping to make a difference for other people with a learning disability



- We have a much better understanding about important health issues
- We feel privileged to be able to see services and have an understanding not everyone is able to have