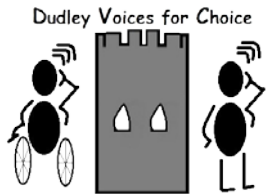


Big Health Day Dudley



Monday 12th November 2018
Brierley Hill Civic Hall
10-2.30pm

Dudley Big Health Day



Dudley Voices for Choice wanted to find out what people really thought of their local health services.



We got in touch with the hospital Learning Disability Liaison nurse, Dudley Clinical Commissioning Group and Black Country Partnership foundation trust and asked if they had one question they would like answering about their services.



Dudley Clinical Commissioning Group wanted to know why people go to hospital?



The Learning Disability Liaison Nurse wanted to know what would you change about your hospital appointment?

Black Country Partnership 
NHS Foundation Trust



Black Country Partnership Foundation trust PAMH's team wanted to know about annual health checks and GP services.

What we found out for the Dudley Clinical commissioning group



Dudley Clinical Commissioning group question.

We asked the question 'If you had Where would you go?'



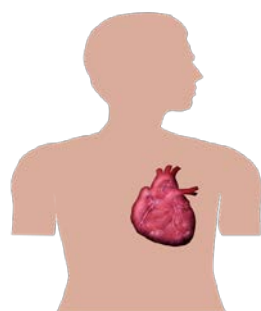
Where would you go if you had a headache?

7 people said their hospital
40 said their pharmacy
2 said they would call an ambulance
7 people said their GP.



Where would you go if you had a broken leg?

34 people said their hospital
0 said their pharmacy
21 said they would call an ambulance
0 people said their GP



Where would you go if you had a heart attack?

13 people said their hospital
0 people went to their pharmacy
42 people would call an ambulance
2 people said their GP



Where would you go if you had a bad cough?

1 person said their hospital
15 said their pharmacy
2 said they would call an ambulance
36 people said their GP

What would make your hospital appointment better?

Listen to me !

A quiet place
where I can
wait



Give me
time to
understand

Keep
appointments
on time

Help with parking charges

More Learning Disability Nurses

Use my hospital passport

More interpreters

A place where I know I will be safe and can hear what is said to me

Better hospital food and drink



What is good about your GP?

They listen

Friendly staff



I get appointment reminders

My GP knows me really well

My GP gives
me information
that I
understand

The nurses
are good



It is free

I get a good
service from
my GP

They test
my blood
lots

What would we stop doing if we ran health services?

Cancelling
my
appointments

Car Parking



Busy
waiting
rooms

Some staff
don't
understand

Seeing lots of
different
doctors

Waiting times
for
appointments
are too long



Some doctors
and nurses do
not listen

I can never
get an
appointment,
my doctor is
always off sick

Cannot get an
appointment
on the phone



GP's Roll of Honour

All of the following GP's were named by their patients as providing a great service for people with Learning Disabilities and people with Autism.



Lion Health: **Dr Wilson**

The Ridgeway: **Dr Foster, Dr Dawes & Dr Spiller**

Lower Gornal Medical Practice: **Dr Nassralla**

Waterfront: **Dr Sharma**

Castle Meadows: **Dr Field**

Lower Gornal Medical Practice: **Dr Nassralla**

The Limes: **Dr Daniels**