

## Blackburn with Darwen

### Big Health Day

# “No decision about me without me”

20<sup>TH</sup> August 2013



## Summary Report

## Learning Disabilities Big Health Day 20<sup>th</sup> August 2013

	<p>The event was very well attended - 45 people came including self-advocates, carers and family members.</p>
	<p>Red and yellow cards were used to allow people to understand what was being said and to be able to ask questions to promote very active participation.</p>
	<p>The pace of the event and language used by presenters was appropriate to the audience and encouraged people to say what they thought sharing their views and commenting on services.</p>
	<p>Joe Slater, Chair of Blackburn with Darwen CCG, welcomed the attendees and explained the purpose of the event.</p> <ul style="list-style-type: none"> <li>To get views on services provided directly from service users and carers so the NHS can plan and deliver them more effectively “No decision about me without me”.</li> </ul>
	<p>Councillor Khan, executive member for health and adult social care at Blackburn with Darwen Borough Council, explained how the NHS and the Council work together to improve services across Blackburn with Darwen.</p>
	<p>Catherine Bentley introduced the Citizens Involvement Project DVD, and people enjoyed this video.</p> <p>The DVD showed the problems that people with learning disabilities face going to the doctors and using transport. It also set out that people with learning disabilities want to be treated with respect and consideration.</p>



Pete Soothill, Head of Adult Social Care for Blackburn with Darwen Borough Council, introduced the second part of the presentation which explained what the new Joint Health and Social Care Self-Assessment was. Pete explained that this year the Clinical Commissioning Group and the Council would work together to manage the assessment.

The explanation of the Red, Amber, and Green (RAG) system was clearly explained to all present.

Pete said that the rest of the day would be spent gaining feedback from attendees about their own experiences of services, and that this would help the NHS and the Council to make improvements for people with Learning Disabilities in Blackburn with Darwen.



Claire Jackson, Programme Director for Integrated Commissioning, introduced the workshop discussions. Claire explained that people would be asked to form small groups and would be given some questions to discuss together.

Claire asked people to think about the following questions during the workshop:

- What do you think we already do well?
- Where are the gaps?
- What can we do better?
- What do YOU want?
- What do your carers want?

The workshops were split into two sessions. Everyone joined in and people were asked to write any ideas on post it notes to ensure everybody got chance to have their say and to know what other people were thinking.



Below are some general issues from final feedback:-

**Communications-** This was discussed on all tables. People felt that there was a need for more easy read materials. A parent noted that letters were addressed to her daughter, however she felt it should be c/o the parent. Writing on posters in GP waiting rooms is too small.

**GP Access-** Making appointments can be difficult. People felt that GPs cancelling appointments and not re-booking was very frustrating. Transport issues in accessing the GPs. Language used can be too complex and hard to understand.

**Mental Health provision-** There was discussion around the lack of psychiatry provision for people with LD. This is an area that the CCG are looking into, and we are awaiting an update from the hospitals.

**Personal Budgets/Direct Payments-** Inconsistency in the advice provided. Attendees seemed unsure about what they could and couldn't use their direct payments for.

**Access to sport/leisure and culture-** Issues around having to pay for the carer to attend events with people with LD. Suggestions for LD specific sports classes/groups.



Pete Soothill fed back the general themes that came out of the workshop discussions, and outlined the next steps.

There was a final opportunity for people to ask any final questions, and feedback final thoughts.

People were told that they could send in more comments to the NHS and Council via [sophie.yates@lancashirecsu.nhs.uk](mailto:sophie.yates@lancashirecsu.nhs.uk)



Joe Slater thanked people for attending and closed the event.



FINAL PRESENTATION- BIG

The presentation from the event.

### Learning Disabilities Big Health Day - No decisions without me - evaluation

Session	Bad	Good	Excellent
Citizens Involvement Project DVD	0	1	4
Learning Disability Self-Assessment	0	3	2
Workshop Discussions	0	1	4
Feedback/Question and Answer Session	0	1	4
The overall event	0	1	4
<b>How has the event made you feel?</b>			
Listened to	4		
Involved	4		
Engaged	2		
Let down	0		

Confused	0		
Happy	3		
Valued	3		
Angry	0		
Sad	0		