

Better Health

PRODUCT

This is the main thing that you are measuring or talking about

Good service from the doctors

STANDARD

This is a way of saying how well something will be done

Make sure people understand when to attend appointments

To be given a Health Action Plan after health check

Easy read info to take away

For everybody

Use easy words and explain first

Talk to the patient

Choice to have support at an appointment or not!

All staff in the surgery understands learning disabilities and ways of communication

Kind and friendly ♥

Having the right equipment e.g. changeable height plinth and hoists

Warm 🖐️ warm

Listening

Choice of time

Choice of who you see

Should know about learning disability and ask what help we might need

Enough time for appointments

REPUTATION

This is about how well people know about something

We tell others like the Partnership Board and Better Health Group if doctors are good or bad

Look at complaints

Know how to complain

When to say things are good

Ask people about their experience (feedback forms on Health Check leaflet)

Be able to complain without giving name

Primary Care Trust to survey

LOCATION

This is about where something is

Local

COST

This is how much money you have had to pay

Doctor to make sure patient understands the treatment

The standards being met

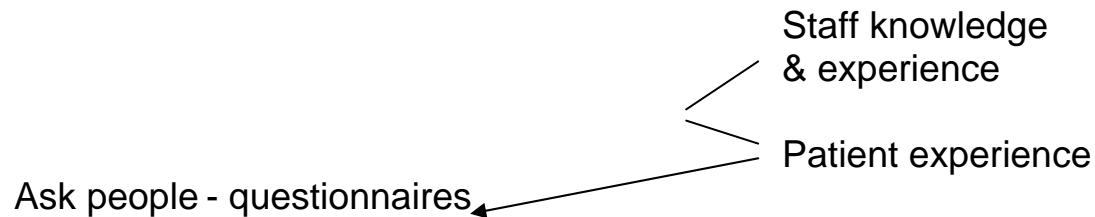
Getting more services available at doctors

That people understand about the cost of missed appointments or wasting medication/ not taking them if prescribed (getting more poorly)

EXPERIENCE

This is about how something feels to you

Are people getting better service after training?



- Feedback forms
- Survey

Look at complaints and compliments (good things)

Feel you've been heard and you are valued

Understood outcomes

Know what to expect

COUNTING

This is about how much or how many

How many Health Action Plans

How many people have health checks?

How many people with a learning disability miss appointments?

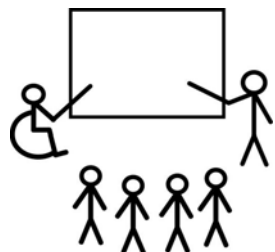
How many people understood Health Action Plan and followed the advice

How far do people travel?

How many people have been trained?



Better health

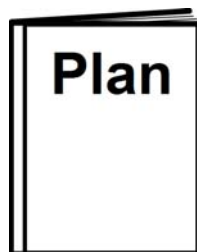


What are the main things you are going to do this year?

- Make sure staff in all local doctors surgeries understand better about learning disabilities by supporting good training
- Get special staff to support hospitals to do a good job for people with learning disabilities. These are called Acute Liaison Nurses
- Get special staff to support people to have good Health Action Plans
- Write a good plan for the people who plan and buy health services.



Better health



How will you be able to tell us if you have done a good job?

- There will be well trained staff in every local doctor's surgery.
- There will be 3 special staff in the hospitals to support them to do a good job for people with learning disabilities.
- There will be special staff working in the Primary Care Trust to help people get good Health Action Plans.
- There will be a good plan for planning and buying health services for people with learning disabilities.