

# “Every Voice Counts”



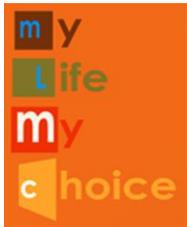
**Finding out what people with learning disabilities think about their Doctors**



“Every Voice Counts” was a **project** funded by Healthwatch Oxfordshire.



HealthWatch Oxfordshire ensures that the **voice** of people who use health and care services is **strengthened.**”



Oxfordshire-based self-advocacy charity My Life My Choice did the project work.



They found out what **people with learning disabilities** thought about their **GP**.



A GP is your **local Doctor** and not the one you see when you go to a hospital.



**106** My Life My Choice members gave their views about their GP.



This report tells you about the **main things they said.**



## Some good things...



Just over half of the people taking part said that they were **satisfied** with the service they received from their GP.



Where the **GP knows the person well** there is often a good service.



People thought that there had been many improvements in making **reasonable adjustments** for people with **physical** disabilities.



**Reasonable adjustment** are extra things GPs need to do, so people with disabilities can get health services as good as other people.



## Some good things people said...



“They are **helpful** and give you pills and check you”



“Our GP service is **really good** with lots of support.”



“They are trying to get me some more support from the **learning disabilities services.**”



“Yes, we are **very happy** with our GP service; we'd give them **10 out of 10.**”



“My GP **checks that I am fit** – I can carry suitcases for my holiday – I am strong and healthy; nothing wrong with me.”



“**My GPs alright** – checked my arm and pumped it up with the cuff.”



“My GP treats me with **respect.**”



## Some of the not so good things...



Just over half of those taking part in our survey thought that GPs had **little understanding** of learning disabilities.



The number of people with learning disabilities who have **health checks needs to be increased.**



People said that information was **not accessible.**



Booking an appointment could be **confusing.**



## Some not so good things people said...



"The Doctor **doesn't** always tell you what is wrong or **give any explanation.**"



"I often leave the GPs feeling **confused**; things are not explained to me properly"



"When I first got cancer, my support worker found the lump under my arm and mum took me to the GPs. I could barely see and my legs wouldn't work, but they thought I was **attention seeking.**"



"I don't always see the same GP, so sometimes they listen and **sometimes they don't.**"



"It's difficult for me to **reach the screen** in the reception area because I am in a wheelchair."



"I find the telephone system **complicated** – it plays music at me!"



"I can't get them to understand me."



"It's **not easy** to understand leaflets, larger type would be better."



"Sometimes it's **difficult to talk over my mum** and get the GP to listen to me."



"Written information is given which is **difficult to read** and therefore confusing."



"My GP always used to talk to my mum **as if I wasn't there.**"



**This is how GPs can improve things...**



Write information in **Easy Read**.



**More training** is needed for some GP staff so they can better respect and communicate with people with learning disabilities and their carers."



**Health checks** need to be seen as an important thing to do.



Make the **appointments system accessible** for people with learning disabilities. It's too complicated!