Grassroots Event Feedback form

<table>
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<th>Borough: Kingston</th>
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<td>Organisation: Mencap Kingston</td>
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<td>Searchlight Community Centre, Kingston Road, New Malden KT3 3RX</td>
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**Type of meeting, audience and how many attended:**
- Pampering and wellbeing day
- People with learning disabilities
- 25-30

**Date of meeting/ conversation:**
- Saturday 14th May 2016

**What are your experiences of local health services?**

**What works well? What could be improved?**

**Primary Care**

**Access**
Need to make sure that GP practices are wheelchair accessible – including wide enough lifts. Need more access ramps at the Surbiton health centre.

**Appointments**
It’s important for the carer to be invited to the appointment to help support the patient.

It was strongly felt that people who attended their GP surgery should be informed of any delays to their appointments in advance as it can cause anxiety and stress.

People felt that GP appointments were too rushed and that the GP does not have time for them. It was felt that GPs should spend longer time with a patient with LD so that the patient can ask questions if needed.

It is important that GPs talk to the patient and carer at the appointment – rather than just the carer.

**Special clinics**

There should be some clinics especially for patients with complex needs

**Annual Health Checks**
It was noted that not all GP surgeries invite people with a learning disability to their annual health check. It was strongly felt that the GPs should write to the patient in advance to organise and remind them to book an annual health check. Everyone felt that the annual health check is an extremely important appointment and GPs should take the time discuss and explain what they are doing.

**GP consistency**
It was noted that whether patients see the same GP varied between each practice in Kingston.

**Urgent & Emergency Care**

**Streaming of LD patients**
It was strongly felt that people who attend A&E and who have learning disabilities should be seen first. It was noted that some patients with LD have waited a long time in A&E and this can make them feel nervous.

**Specialist nurses**

It was also recommended that each hospital should have a nurse that specialises in working with people who have learning disabilities.

**Hospital Care**

**Tooting eye hospital**

Waiting times can be bad in the waiting room downstairs at Moorfields (Tooting).

**Queen Marys Hospital**

Getting an appointment or referral for an ear test can be very frustrating as they are always busy.

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**Any further suggestions about what could be done to improve services?**

**Dentistry**

Each time a patient has treatment at an NHS dentist they have to complete a form to explain why their treatment should be free. For people with LD this is often completed by their carer. Appointments can be every 6 months and the carer can differ each time. The carer might not know the relevant details in order to complete the form as it asks for information relating to benefits. This information should be kept on a central system so that the forms don’t need to be completed each time.

**Communication**

Clinicians should talk to patients in a slow, respectful manner and should pause for questions and to explain anything the patient does not understand.

**Bereavement Counselling**

It was felt that more counselling should be offered for people with a Learning Disability in a way in which is simple and easy to access.

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**Positive feedback about services**

**Kingston Hospital**

Feedback from the Kingston LD parliament was that Kingston Hospital has good wheelchair access. Also noted that the eye unit had good access.

**Moorfields eye hospital**

Very good experience noted at tooting eye hospital. Procedure was explained to patient (who had LD). Surgery went well.

**Pharmacy**

“I get my medication delivered to my house which means my GP and Pharmacist are connected”