



## You said...

Over half the people we spoke to said 'No'. 26% didn't know if they had

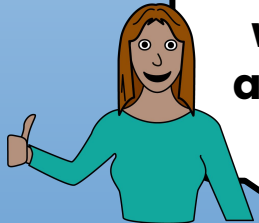


Waiting rooms are too:

- Loud
- Busy
- Bright
- overwhelming



Some people said services were flexible and explained things well



The law says that reasonable adjustments should be put in place.



## Services said...

South Yorkshire Integrated Care Board is working with NHS England to:

- Make sure reasonable adjustments are both recorded and provided to patients.
- Add a digital reasonable adjustment flag to patients records.

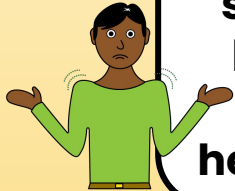
Rotherham Hospital is:

- Making patient information easier to read by using plain English.
- Making information available in easy read to anyone who asks for it.
- Developing easy read appointment letters.
- Looking to provide more quiet space for people to wait in.



## You said...

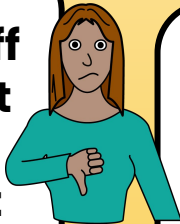
**Most people we spoke to didn't have or didn't know about health passports**



**A health passport tells people all about you and how they can help you best.**



**Some healthcare staff felt they hadn't had enough training about passports**



**Those who had a health passport told us healthcare staff don't read it**

## Services said...

**South Yorkshire Integrated Care Board is working with NHS England to:**

- **Develop their website to encourage more people to use health passports.**
- **Make health passports better.**

**Rotherham Hospital is:**

- **Promoting the use of health passports.**
- **Putting up to date links for all health passports on their website.**
- **Providing paper copies of health passports at their Communication Stations on the wards that can be handed out to patients.**

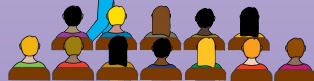
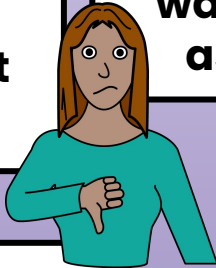


## You said...

**"The doctors talk to my carer and not me..."**

**"As I was not screaming and being loud, my pain was not accepted as being...real"**

**"They don't want to investigate my problem...they just put it down to being autistic"**



**Oliver McGowan training tells staff about learning disabilities and autism and how to improve communication.**

## Services said...

**South Yorkshire Integrated Care Board is working with NHS England to:**

- **Make sure all NHS and social care staff have had Oliver McGowan training.**

**Rotherham Hospital has:**

- **Set up Communication Stations on wards that contain information and useful tools for staff to help them support autistic people and people with learning disabilities better.**
- **A learning disability and autism team who can provide extra support to patients, carers and staff.**



# Do you have an annual health check?



## You said...

**"We are not offered yearly reviews...whereas when we lived [elsewhere] we did"**



**Over 400 people on the learning disability register in Rotherham didn't get an annual health check last year.**

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**A further 3500 people have a learning disability in Rotherham but aren't on the learning disability register.**

**Everyone over 14 with a learning disability and on the learning disability register, should have an annual health check to help them stay healthy.**

## Services said...

**South Yorkshire Integrated Care Board is working with NHS England to:**

- **Make sure all young people aged 14 and over are offered an annual health check.**

