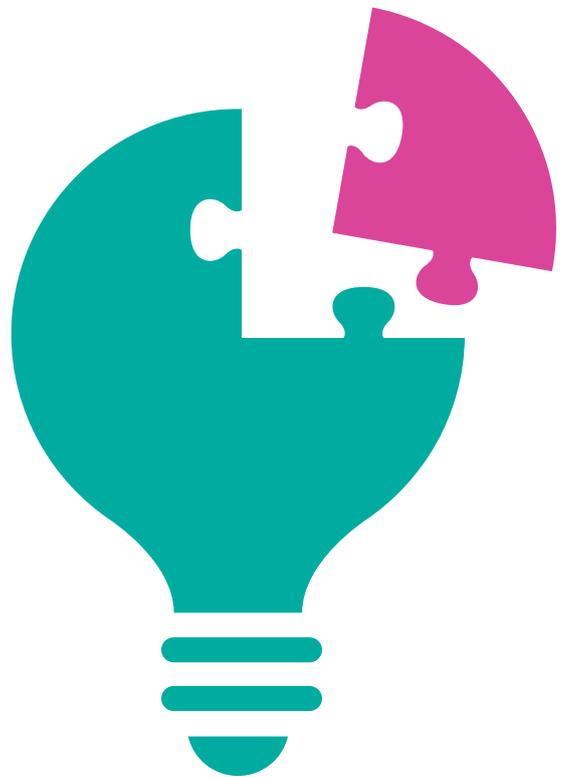


# **Spotlight Series**

## Learning Disabilities



# Spotlight Series

## Learning Disabilities

**In 2017 we partnered with East Kent Mencap to proactively gather feedback from people with learning difficulties.**

**We heard from 153 people about the experience of people with learning difficulties.**

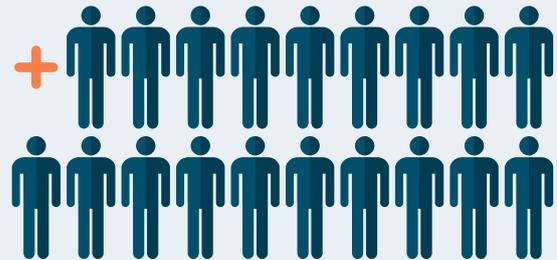


## What are the positives from people?

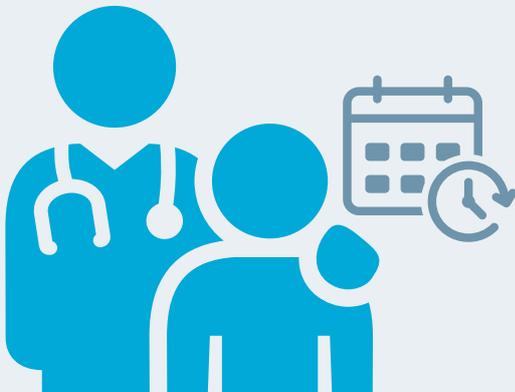
We heard no negative feedback about pharmacies



QEQM Hospital in Margate was mentioned positively 19 times



“It is easy to get an appointment. Good service and helpful female Doctor”

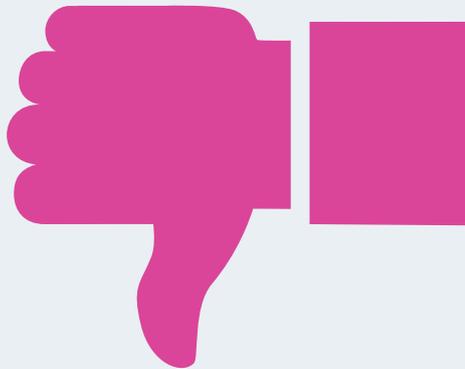


“QEQM was **very flexible** about visiting hours for my son who has behavioural difficulties and so needs to spend more time with me. The **Doctor spent time with him and helped him** to cope better with the situation. I was **very impressed** with the **friendly nursing staff** as well.”



## What were the challenges facing people?

Some people had negative experiences with their GP (11 comments)

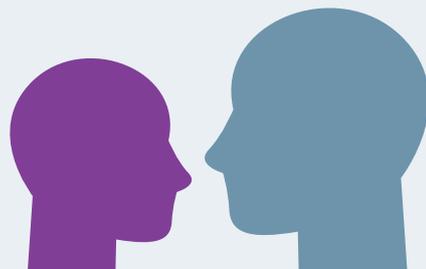


“Staff in A&E **would not listen to me** when I explained what we needed to support his severe learning difficulties. **Staff refused to offer us some quiet space** so we spent 8 hours in the main noisy waiting area. Our specialist carer suggested he could wait in our adapted vehicle but that was **ignored** as too was our request that he was sedated before examination and treatment.”

“The learning difficulties were not recorded on his records. We had to ask that someone is always with him when Doctors are explaining so that they can help him to understand.”



“I find it very difficult to get appointment on the phone. I prefer to speak someone face to face as I find it difficult to express myself and I get easily upset but the GP reception is very unfriendly to me.”





## How did we go about it?

Through our partnership with East Kent Mencap we visited the following places to hear from people about their experiences:

**43**

**East Kent District Partnership Group**

where we met 43 people

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**45**

**East Kent Mencap Family Fun Day**

where we talked with 45 people

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**16**

**Canterbury Valuing People Forum**

to talk to 16 people

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**45**

45 people talked to us at the  
**Dover Valuing People Forum**

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## What Next?

We have gathered all the comments that we heard from people and their families.

We've anonymised it before sharing it with the relevant organisation and their commissioner.

We'll ensure these organisations have read and understood the feedback and where necessary take action.

We will continue to work closely with East Kent Mencap to raise the voice of people with learning difficulties



**We would encourage anyone to share their experience with us [#itstartswithyou](#)**

Healthwatch Kent is the independent voice for local people in Kent.

We have a freephone helpline on **0808 801 0102** or email us anytime on **[info@healthwatchkent.co.uk](mailto:info@healthwatchkent.co.uk)**

We can arrange home visits too