

Ask Listen Do

Feedback, concerns and complaints
in health, social care and education



**Top tips for people with a learning disability
to make feedback, concerns and
complaints easier**



Welcome



My name is Carl Shaw, I am a person with a mild learning disability. I know how hard it can be to speak up if you have a learning disability or autism. Telling people what you like or do not like can be difficult.



However young or old you are, people should ask what you think and listen to what you tell them. This will help them do what is right for you.



Ask Listen Do is about making it easier to tell people how you feel about your health care, social care or education. It is also about other people listening to you and making your care, education or support better.



I am 33 years old now. I have got a job, I do everything that other people do. I have done better than a lot of people said I would. I got the confidence to speak up and people listened. I got support to make my dreams come true. Always tell people if something is not right. It will help make your life better too.



Thank you to everyone who helped with this booklet.

Carl Shaw
NHS England

Self Advocates who helped design this booklet.

About this booklet



We have written this booklet to help you to give feedback, raise a concern or make a complaint about anything to do with the services you get from:

Health Care



This is anything to do with your health. For example, it could be when you go to the doctor, or to hospital, to the dentist, optician or pharmacy. It could even be when you ring a service like 999 or 111. It is about how all health people treat you whenever you need any sort of health care.



Social Care

This might be the paid support you get at home, or at a place like a day centre. It is about how anyone who works for the service treats you.



Education

This is about how you are treated at school or college. It is about getting the right support, and getting the right chances to learn things like other people do.

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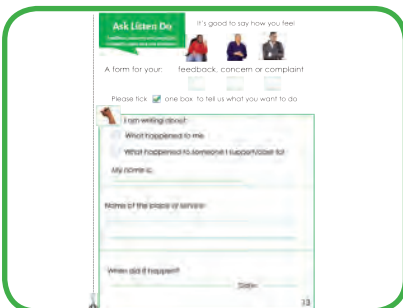
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Feedback, concern or complaint?



Do you know the difference between giving feedback, raising a concern or making a complaint?

Giving feedback



You give feedback when you want to say how good, or how bad, you found a service.



Organisations need to know how well they are doing to help them improve their services.



Your feedback will help organisations to make reasonable adjustments to the way they offer their services.



You can give feedback any time.



It is OK to say if this is not right for you. You could draw a picture or take a photo of what you want them to know.

Feedback, concern or complaint?



Raise a concern

Raise a concern if something about your care, support or a service is bothering you.



For example this could be about how someone is treating you or if something is too hard for you to do.

It can be anything you are worried about.



Talk to someone you trust about it, like friends, family or an advocate. Staff or the service should try and sort it out straight away.



The concern you raise could help the organisation to make reasonable adjustments to the way they offer their services.

Make a complaint

If your concern does not get sorted out, you can complain.

Organisations have to follow rules when someone complains. This helps them sort your complaint out properly.

If you are not happy about how they do this, it is your right to complain again.



Making reasonable adjustments



The Equality Act is a law which says that Health, Education and Social Care organisations must change how they do things if your disability makes it harder for you.



They must try to make things better. This is called making **reasonable adjustments**. The service might not know what reasonable adjustments you need unless you tell them.



For example, do you need any of these things?

- People to communicate with you differently



- A quiet waiting area



- To have someone you know supporting you in your home



- To have help with transport

Making reasonable adjustments



Here are the reasonable adjustments made for Cathy, Roy and Durrah.



Cathy from Sheffield

"I asked at the hospital for an easy read guide to heart problems."



Roy from Doncaster

"My doctor gave me extra time at my appointment so I would understand the treatment."



Durrah from Rotherham

"My college gave me extra support so I could have the work experience of my choice."



Your reasonable adjustments

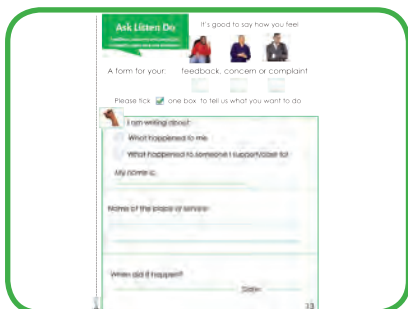
Can you think of any reasonable adjustments you might need?

Getting help with feedback, concerns and complaints



Tell the service as soon as you can about any problem or concern you have. This can be a lot quicker and easier than complaining later.

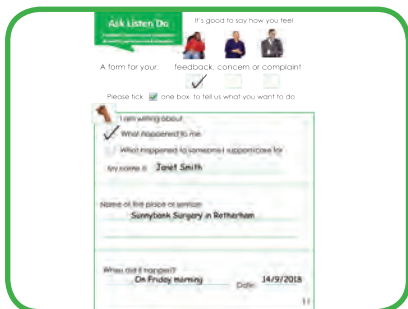
Ask someone to help you if you need it.



If the service does not have an easy read form you can use the Ask Listen Do form on page 12 and 13 in this booklet.



You can use the form to say what staff, or the service, have done well or could do better. You can use it if there is a problem you want sorting out.



On page 10 and 11 there is an Ask Listen Do form we have written on to show you, and anyone who supports you, how to fill it in.



You should give the service enough time to sort out any problems or concerns you tell them about.

What if they do not sort out my problem?



If you are not happy with the way staff, or the service, deals with your concern or complaint, ask a friend, relative, advocate or support worker for help.



You should be able to complain again.



Or you may be able to complain to somebody else, like an Ombudsman. An Ombudsman is an independent service paid for by the government. Health, social care and education have different ones.



An Ombudsman will look at your complaint if you might have been treated unfairly or if something could have gone wrong. It can take several months for this to happen.



Ask a friend, relative, advocate or support worker for help if you want to take a complaint further.

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It's good to say how you feel



Feedback



Concern



Complaint

A form for your:

Please tick one box to tell us what you want to do.



I am writing about:

- What happened to me
- What happened to someone I support/care for

My name is: **Janet Smith**

Name of the place or service:

Sunnybank Surgery in Rotherham

When did it happen?

On Friday Morning Date: **14/9/2018**



What happened and how did you feel about it?

I was sitting in the waiting room waiting my turn. I could not read all the words on the screen. I told the girl on the counter and she said she'd call me when it was my turn. I was very happy that they helped me



What do you think should happen next?

I think the screens should be made easier for people.



What will help me? (My reasonable adjustment)

Anything in writing has to be easy read.

If you want us to contact you, or someone else, please tell us how:



Janet Smith

Address: **31 Broad Street Rotherham S62 6DX**



Tel/mob: _____



Email : _____



Please give this form to a person in charge at the place/service you are talking about.

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Feedback



Concern



Complaint

A form for your:

Please tick one box to tell us what you want to do



I am writing about:

- What happened to me
- What happened to someone I support/care for

My name is: _____

Name of the place or service:

When did it happen?

_____ Date: _____





What happened and how did you feel about it?



What do you think should happen next?



What will help me? (My reasonable adjustment)

If you want us to contact you, or someone else, please tell us how:



Address: _____



Tel/mob: _____



Email: _____



Please give this form to a person in charge at the place/service you are talking about.



This page has been left blank so you can make and keep your own notes.

It's a good idea to keep a record of the feedback, concern, or complaint you have made.

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Making it easier for people
with learning disabilities to give
feedback, raise concerns and
make complaints.



For more information

You can watch a film, or download this
booklet and a separate Ask Listen Do form
at:



www.speakup.org.uk/asklistendo

There are also lots of resources for families,
advocates, support staff and organisations
at:



www.england.nhs.uk/asklistendo



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advocates from Speakup Self Advocacy
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