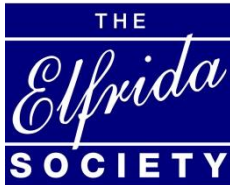




People with learning disabilities' response to consultation about 111.

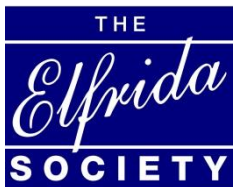
  
Islington  
Clinical Commissioning Group



Islington CCG asked The Elfrida society to find out what people with learning disabilities thought about 111.



Julia from Elfrida ran two sessions to find out what people thought.



She spoke to the Power and Control group.



She spoke to people who live at Leigh Road and their support staff.



**20** people took part.



The staff also gave their views.  
Some people needed staff to be  
able to use 111.

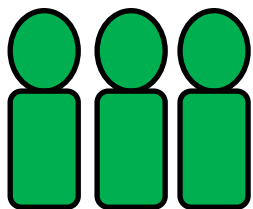


Julia used flip chart, drawings and  
objects to help people understand  
the questions.

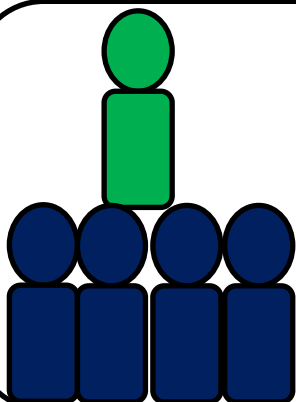
A white rectangular icon with a thin black border, containing the word "Report" in bold black text.

## Report

### What people said:

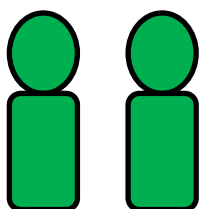


3 people with learning disabilities  
had used 111 before.



1 person said their mum had used  
it.

All the staff had used it.



2 people said it was OK  
0 people said it was good



**There was lots that was bad about 111.**



They told me to get lost.



They didn't understand me.



They told me my mum should get to hospital by herself.



There were lots of phone calls.  
They asked me if it was “essential”.  
I don't know what that means.



They asked me difficult questions and told me I was wasting their time when I couldn't answer them.  
What does “what condition is the patient in mean?”



They didn't understand that the patient doesn't express pain in the same way as other people.



They told me to make my own way to hospital but I couldn't see!



They didn't understand that some people don't talk.



The call back took a long time.



They eventually sent an ambulance. It arrived 2 hours after we supported the patient to hospital in a taxi.



**There were lots of ideas to make 111 better.**



Quicker response.



Understanding of learning disabilities.



Caring staff.



Asking questions in an easier way.



Listening to the person who is trying to answer the questions.



More understanding.



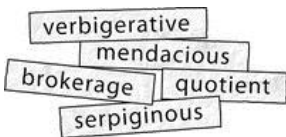
Call back quicker.



Training for staff so they can tell you what is the matter with you.



More staff.



Not using jargon like "what condition is the patient."



Training on communicating with people with learning disabilities.



Use webcams and facetime so they can see what you're talking about.



Visiting doctors that come to your house.





## Who would you like to talk to when you call 111?



**14** people thought it would be good to talk to a doctor.



**15** people thought it would be good to talk to a nurse.



**16** people thought it would be good to talk to a paramedic.



Pharmacy

**14** people thought it would be good to talk to a pharmacist. The staff thought this was a really good idea!



Other people who might be good to talk to are psychiatrists and drug and alcohol workers.



Everyone thought it would be a good idea to be able to get a prescription through 111.



**3** people wanted to know how you would know if the pharmacy was open. How would you pick up the prescription?



Would they get the medicine delivered?



Everyone thought it would be a good idea if 111 could make you an appointment with your doctor.



Would it end up being quicker than trying to do it yourself?



It would be really good if they did that. No extra calls and I would feel safe that the appointment is made.



But would it be my doctor? What if he is booked up?



Nearly everyone thought it would be good if 111 could book you with the emergency dentist.



Nobody knew about the emergency dentist. They thought it would be good for more people to know about it.



One person doesn't really want to go and see the dentist.



**17** people thought it would be good if their medical records were shared with 111.



“I have complex health. If they don’t know they might give me the wrong thing and kill me.”



“It is important they know I have learning disabilities.”



**3** people thought it was a bad idea to share medical records.



“What if they lose the information. It’s my private information. It’s confidential.”  
“Can they check with me before they look?”

Thank you to Power and Control and Leigh  
Road for taking part.