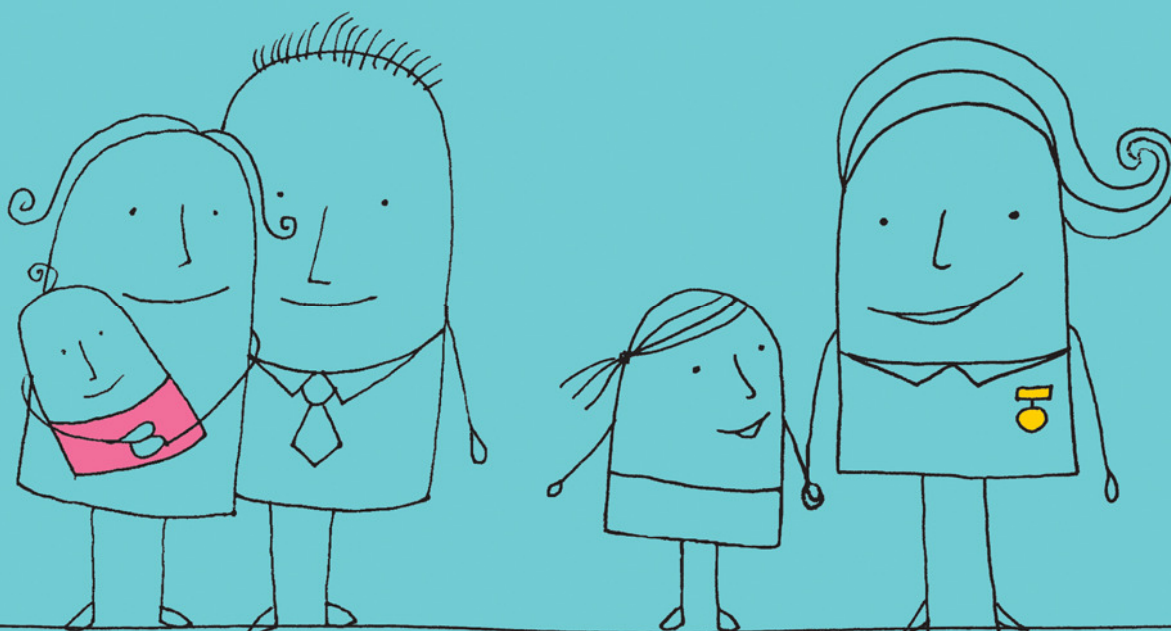


Patient and Client Council

'Are You Being Heard' Workshop

June 2010



Introduction

The Patient and Client Council held a workshop called 'Are **YOU** Being Heard' at the ARC Conference this year.

The work shop was on Tuesday 22nd June 2010.

22 people came to the workshop.

People with learning disabilities, carers, support workers and people from organisations within the learning disability community came to the workshop.

At the workshop we asked people 4 questions.

The answers people gave are shown in this report.

The question is in the coloured shout out bubble and then the responses are shown around the page.

Can you see what you said to us?

Being heard is not enough

Make sure people know who to contact and how

Having information and knowing our rights helps

See us and listen

Make group meetings; listen to what we all have to say

Money is often the reason for not doing what we ask

Question 1 – VOICES
How can we make sure people with Learning Disabilities get their voices heard?

Meetings with learning disability groups in all areas - rural areas, smaller towns.

Keep people up to date in their meetings

Open meetings, questionnaires and advocacy groups

Self-advocacy groups
e.g. Tilli



Write to powerful people to tell them what we want. Some of us need help to write.

Group meetings tell people, more organisations

Radio or television, media, go out in community

Educate people on Bamford monitoring group

People listen to me

Get families to listen to people with learning difficulties

Have more day care centres
More understanding each other

Get People from the monitoring group coming from the organisation

More things to do for families and carers, more outings for the person

Organise meetings which would help to show interest

Promote service to families so they care get involved

Question 2 – FAMILIES, CARERS AND SUPPORT ORGANISATIONS

Invite organisations to contribute e.g. a forum

Use technology e.g. internet, email

How can families, carers and organisations who support people with Learning Disabilities tell us what is happening in their area?

TV, Radio and contact organisations

Questionnaires



Give us the support we need

Contact organisations who provide supported accommodation for them

Advertise – papers / TV for NOK / Families

Consultation e.g. at Roadshows

Building relations and earning Trust

QUESTION 3 – WHAT WE WANT
What do you think are the most important issues we need to think about?



People not staring at me

Support to live a good life in the community

Not being fully involved in decisions about my life

Want to be able to go to places with friends

Control of our own money and the money that pays for our care

Being near family. See them more often

Resettlement. Independent living

To speak out for rights

The things that we like to do and the money

Houses where we want them

To be able to access mental health services

Employment

That we can be seen by our own GP and that they have enough time to focus

People with learning disabilities left in an learning disabilities hospital for years and can't get out

Pressure on services due to cuts

People with a learning disability are treated like or worse than criminals

Relationships

Making everyone aware of the monitoring group so they have choice to participate

No choice. No money for what we need

Lack of knowledge in GP practices

Not being able to get an answer. Staff have to ask their boss

People to listen to us and not make fun of us

People with a learning disability should be able to live a normal life just like other people and have equal rights

Staff not listening actively

Social skills are not dealt with

Help people with learning disability to meet new people and go out with friends and on their own

Should be answered by people with a learning disability

Send out letters

Website

Newsletter

Speakers who go round services to discuss any issue/ decisions

Conference

Meetings

QUESTION 4 – HEAR WHAT WE ARE DOING
How can we let you know what the Bamford Monitoring Group is doing?

Focus Groups

Put adverts in shop windows

In preference:

- (1) Website
- (2) Newsletter
- (3) Newspapers/ TV
- (4) Forums
- (5) Email Organisations
- (6) Meetings

Go on U105 with Frank Mitchell



Get in touch with each individual directly

I myself and others are in Tilli groups in Northern Ireland helping people to speak up and help others that can't speak

Press releases

Through email, forums, post etc

Ask MLA

www.patientclientcouncil.hscni.net

Remember you can contact your local office on

Telephone 0800 917 0222

or email info.pcc@hscni.net

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