



Making sure people with a learning disability are able to make a complaint about GP services

Easy Read - Report Summary

Updated May 2015



Healthwatch Worcestershire asks people what they think about health and social care services.

Then we tell the services what people think could be done better.



We asked people with a learning disability if they knew how to make a complaint about their GP.



Only 7 people out of 39 said they knew how to make a complaint.

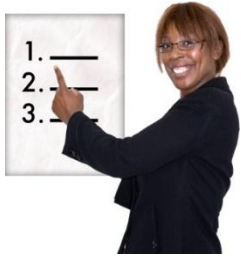
- No one had made a complaint before.
- Some people said they thought that no one would listen and nothing would happen as a result.
- They said they felt worried about making a complaint.





NHS England are writing a guide for health services.

This will say that information needs to be easy for everyone to understand. This will include having Easy Read information.



What we think should happen next



GPs should know about the NHS England guide – Making Health and Social Care Information Accessible



GPs should have Easy Read leaflets saying how to complain.

GPs should make sure their patients with a learning disability have a leaflet.



GPs should make sure people with a learning disability have support if they need it to make a complaint.



Healthwatch Worcestershire will make Easy Read guides to making complaints about health and social care services in Worcestershire.



Report Update –

What GPs said about our report



We sent the report to all the GPs in Worcestershire. We asked if they would do the things we asked.



46 GPs sent us a reply.



21 GPs did not send a reply.



5 GPs said they already had Easy Read complaints leaflets.



All the others that replied said they would make an Easy Read complaints leaflet.



Most of the GPs said they would give out the leaflets at Annual Health Checks.



What NHS England said about our report



NHS England said they would ask about Easy Read information when they visit GP surgeries.