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TITLE: Health Film - updated 10.05.17

DATE: 18th May 2017

NUMBER OF SPEAKERS: 2 Speakers

TRANSCRIPT STYLE: Intelligent Verbatim

FILE DURATION: 7.56 minutes

TRANSCRIPTIONIST: Lynn BS

TIME	SPEAKER	AUDIO
00:00:00	Off Camera	Greenwich Health Quality Checkers
00:00:05	All	Hi, we're the Health Quality Checkers.
00:00:09	Off Camera	What do the Health Quality Checkers do? We try to make health services better for people with a learning disability.
00:00:24	Debbie	People with learning disabilities are 58 times more likely to die
		before the age of 50 than the general population. The Health Quality Checkers, who are people with a learning disability, we want to make the service better for people with a learning disability. NHS Greenwich gives us the money
00:01:00		to do the health quality checking work. The Health Quality Checkers train to do checks. We have four areas what we look at.
00:01:10	Off camera	We check GP surgeries.
00:01:15	Off Camera	We look and see if it's accessible, if it has easy read information and if the staff are well trained.
00:01:30	Debbie	When we do the GP checks we ask if they use black books and we check if they do annual health checks. When we do official check we look around the building, what we can see. We also meet with the Practice Manager or the GPs. We ask some questions.
00:02:00	Off camera	After we've done our health quality check
00:02:06	Robert	we write to the patient, it's important that the patient has their say about their own surgery. We'll send the patients the questionnaires to fill in. We ask the patient if the GP is helpful. We ask
00:02:30		did the GP listen to you? Does the GP talk to you or your carer? It's important to find these things out. We write a report and we do a traffic light system. Green is good, orange is okay and red is bad. We include what the patient has told us. At the end of the report

		we'll give them goals.
00:03:00		We wanna help to improve their service. To make a better service for the people with learning disabilities. We often come back and do the check again.
00:03:10	Off camera	We check pharmacies.
00:03:14	Rosie	Two Health Quality Checkers [unclear 00:03:15] pharmacies [unclear 00:03:17]. One person does the provisional check. They look for things like easy read leaflets. Or if there's lots of
00:03:30		spaces for people to move around. One person does a mystery shopper role play and pretends that they're ill and they ask the pharmacists for some medication.
00:03:43	Off camera	After we've done our pharmacy check.
00:03:48	Rosie	All the Health Quality Checkers meet as a group and talk about their checks, the bad and the good things
00:03:56	Off camera	We deliver training.
00:03:58	Carrie	I'm part of the health training, it's free training for health professionals. We delivered one person to do health training at the [unclear 00:04:07] Hospital to the champions.
00:04:17	Denise	Hello, Amy please tell us what you do in your job.
00:04:24	Amy	So I'm a learning disability nurse and I work in a hospital and I support patients
00:04:30		that have got a learning disability. This might be in A&E or as an outpatient.
00:04:42	Carrie	Amy, what did you think of the training?
00:04:44	Amy	I thought the training was fantastic, we had some really positive feedback about the training and it was really helpful for staff at the hospital to get a better understanding of supporting patients that have got a learning disability.

00:05:00	Denise	What did you find most useful?
00:05:02	Amy	I think the real life stories were really useful for the staff at the hospital that attended the training. I think that gave them a much better insight when people with learning disabilities go to hospitals or go to their GP. And it helps them to think about what adjustments they need to be making.
00:05:24	Carrie	What difference does it make to your patients when they come to the hospital?
00:05:28	Amy	So now that you've delivered this training there's around 12 people who have had this training. So that means that those people who work all across the hospital will have the training on how to support patients with a learning disability. This means that they can help their other colleagues, so if they've got a patient on their ward they can help them, if I'm not available then they can also give that advice and that information. And this should hope that more adjustments are made
00:06:00		for when service users, patients, come to the hospital.
00:06:03	Denise	We think that all health professionals should have learning disability training. Would you recommend this training to other health professionals?
00:06:14	Amy	I would definitely recommend the training and I hope that the health checkers would be able to come back and deliver the training to more staff at a hospital.
00:06:27	Off camera	We think the Health Quality Checkers do an important job.
00:06:30	Abdul	The reason why we started this project is to actually go and improve health services.
00:06:34	John	Yeah. People who've got a learning disability in Greenwich, yeah.
00:06:41	Abdul	Yeah.

00:06:41	John	Get a better quality of life. Doctors don't always give people with learning disabilities good service. We have done a good job.
00:06:54	Abdul	We have done a good job, but I think we could take it even further.
00:06:56	John	Even further, yeah.
00:06:59	Abdul	If you are interested in your health service having a health quality check or the Health Quality Checkers deliver a person to your health training, please contact is.
00:07:10	All	Thank you for watching our film.

END OF TRANSCRIPT