

### Using Insight for Improvement: Working Together to improve services at MKUH, for people with a Learning Disability

As a teaching hospital, we conduct education and research to improve healthcare for our patients. During your visit students may be involved in your care, or you may be asked to participate in a clinical trial. Please speak to your doctor or nurse if you have any concerns.

Chief Executive: Joe Harrison Chairman: Simon Lloyd





## People with a learning disability have worse physical and mental health than people without a learning disability.



























#### TheMKWay PALS / Complaint Leaflet NHS **Milton Keynes** CARE. COMMUNICATE. **University Hospital COLLABORATE. CONTRIBUTE. NHS Foundation Trust** I am writing about .... NHS The**MKWay** Milton Keynes University Hospital What do you think should happen next? Someone else ATE. CONTRIBUTE NHS Foundation Trust Tell us about your care My name is Do you: Want to give feedback 😳 or 🔅 ? When did this happen? Date What would help me? (My reasonable adjustment) Have a concern? Did you speak to someone at the time? No Yes Have a complaint? What happened and how did you feel about it? If you want us to contact you, or someone else, please tell us how: Address: Mobile/Tel: Chief Executive: Joe Harrison anital we conclude advection and managed to in During your visit students may be involved in your care, or you may be asked in in a climical trial. Hense specific to your disclar or notes if you have any conce Chairman: Simon Lloyd Email: R





**NHS Foundation Trust** 

"I can tell what kind of care my daughter is going to get within 15 steps of walking on to every new ward."

**NHS** England

# THE FIFTEEN STEPS CHALLENGE

Quality from a patient's perspective; An inpatient toolkit



### The 15 Steps Challenge; looking through another's eyes

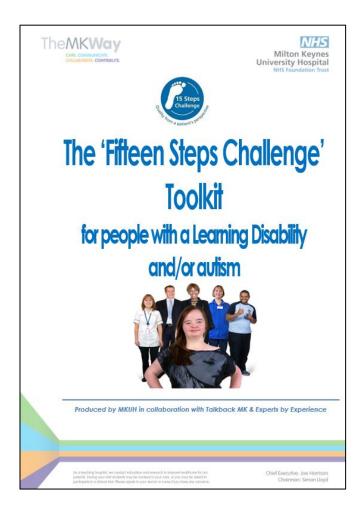


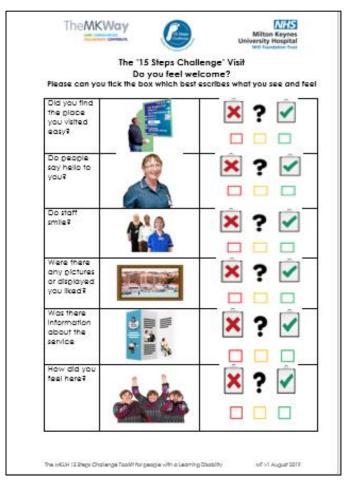


TheMKWay

CARE, COMMUNICATE

COLLABORATE CONTRIBUTE









### FFT for Learning Disabilities &/or Autism

CARE COMMANDER COLLEGATION CONTINUES COLLEGATION CONTINUES UNIVERSITY POSTAL
What was good about the visit?
What would have made the visit better?
Please tick this box if you do not wish your comments to be made public Are you male or female?
Male Female What age are you?
Under 16       16-24       25-34       35-44         45-54       55-64       65-74       75+













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