

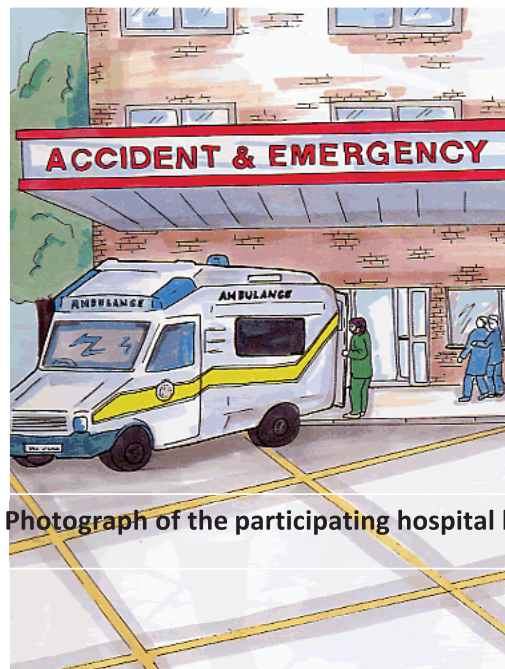
Document: 6a
Version: 1
Date: 28/02/2011
Method: Structured/Semi-structured face to face interview
Duration: 1 hour
Tool: Pictorial questionnaire, to be administered as interview (face to face)
Respondents: Patients with learning disabilities (approx. 10 per hospital site)
Sampling: Purposive: Selected to reflect a range of abilities and hospital experiences. Selected with the help of the Ward Manager on each of the 3 wards, and/or (if available in the hospital) the learning disability liaison nurse/consultant. Sampling continues until saturation of data is reached.
Stage: II (Oct 2011-Sep 2012)

This interview guide gives a general overview the questions to be asked. Questions may vary between Trusts, reflecting their respective policies and structures (to be established during Stage I).

Further related questions, re-phrasing and/or prompts may be used.

The method of eliciting answers will vary considerably between respondents, reflecting their different abilities and needs.

Interviews will be carried out by a researcher with learning disabilities, supported by a research assistant.



Photograph of the participating hospital here

Pictures taken from Going Into Hospital, © Sheila Hollins and Denise Redmond. See www.booksbeyondwords.co.uk

We will ask you some questions about being in hospital.

We will tell you about other people who were in hospital, and what it was like for them.

We want to know what the hospital was like for you.



Left:
Picture taken from Getting on with Cancer, © Sheila Hollins and Beth Webb. See www.booksbeyondwords.co.uk

This is Veronica.
She was looked after well in hospital.
She is **happy** with the hospital.

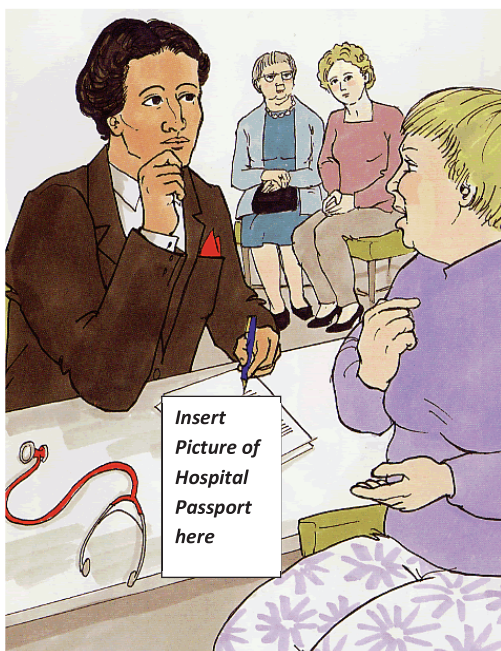


Right:
Picture taken from Michelle Finds a Voice, © Sheila Hollins and Denise Redmond. See www.booksbeyondwords.co.uk

This is Michelle.
She was **not** looked after well in hospital.
She is **not happy** with the hospital.

How were you looked after in this hospital?

Are you happy or unhappy with the hospital? (*Prompts: What happened? What has made you (un)happy?*)



Picture taken from Getting on with Cancer, © Sheila Hollins and Beth Webb. See www.booksbeyondwords.co.uk

Veronica has learning disabilities.

The doctors and nurses ask Veronica questions about her learning disabilities.

They write it down in her notes.

Did the doctors or nurses ask you (or your carer) questions about having learning disabilities?

Did they write it down?

Some people don't like it when doctors or nurses ask about having learning disabilities. They don't like it when doctors or nurses write it down.

Other people don't mind.

Do you mind if doctors and nurses ask about having learning disabilities?



Picture taken from Getting on with Cancer, © Sheila Hollins and Beth Webb. See www.booksbeyondwords.co.uk

Veronica goes to the doctor.

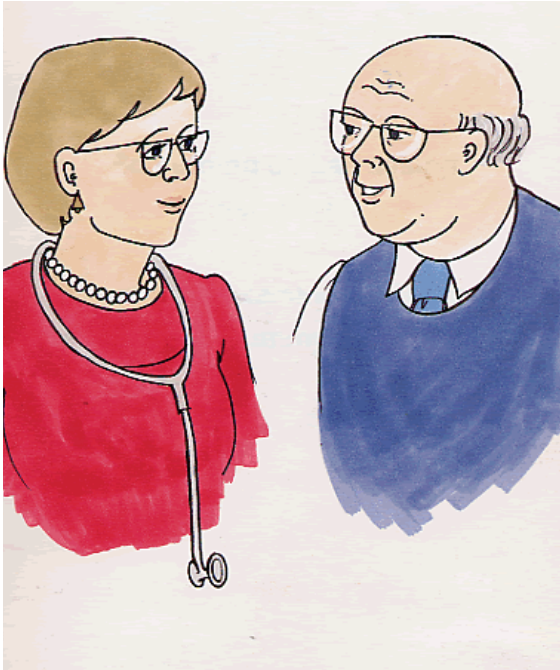
The doctor finds out what is wrong with her.

The doctor finds out very quickly.

The doctor got it right.

Did your doctor find out what was wrong with you?

Do you think the doctors got it right?



Did the doctors and nurses in the hospital listen to you?

Do they know what you think?

Picture taken from *Going to the Doctor*, © Sheila Hollins and Beth Webb. See www.booksbeyondwords.co.uk



Picture taken from Going Into Hospital, © Sheila Hollins and Denise Redmond.
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This is George. He is in hospital.

George needs a lot of extra help and support.

Many people with learning disabilities need extra help with things.

Sometimes, the hospital needs to do extra things to make sure that people with learning disabilities get the right care.

Did you need any extra help or support?

(What kind of help or support?)

Did the hospital give you the extra help or support?



Veronica doesn't understand what this doctor is saying.

She needs information that is easier to understand.



Pictures taken from Getting on with Cancer, © Sheila Hollins and Beth Webb. See www.booksbeyondwords.co.uk



Picture taken from Going Into Hospital, © Sheila Hollins and Denise Redmond.
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Like Veronica, George also finds it difficult to understand things.

He needs extra help.

His nurse needs to explain things to him in an easy way, so he can understand it.

It helps George if things are written down in an easy way.

It helps George to have pictures.

It helps George if someone shows him what is going to happen.

Did the doctors and nurses explain things in a way that you could understand?



Picture taken from Going Into Hospital, © Sheila Hollins and Denise Redmond.
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George takes longer to do things.

He needs extra time.

He doesn't like being rushed.

He likes people to be patient.

Did the doctors and nurses give you enough time for everything?

Were they patient with you?

Or did they rush you sometimes?

Did the doctors and nurses keep you waiting?



Picture taken from Getting on with Cancer, © Sheila Hollins and Beth Webb. See www.booksbeyondwords.co.uk

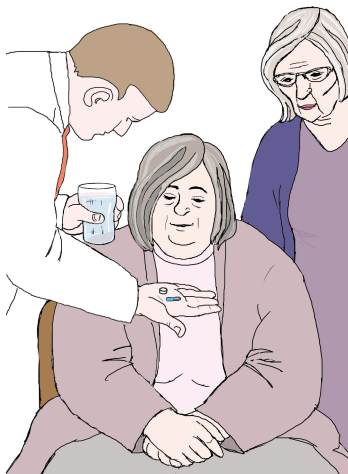
Veronica wants her mum and her support worker to be with her in hospital.

They help her.

They also help the doctors and nurses to look after Veronica.

Did you want anyone from your family or carers to be with you in hospital?

Did the hospital listen to your family and carers?



Picture taken from Looking After My Heart, © Sheila Hollins and Lisa Kopper. See www.booksbeyondwords.co.uk



Picture taken from Going to the Doctor, © Sheila Hollins and Beth Webb. See www.booksbeyondwords.co.uk

Mary and Penny have to take medicine.

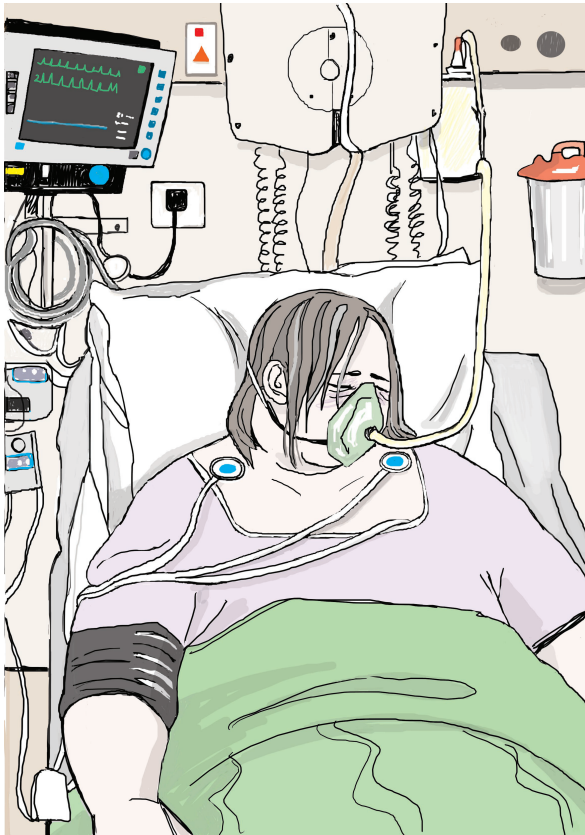
Do you think they know what the medicine is for?

Do you think they know when to take the medicine?

Did anyone explain to you about your medicine?

Do you still have to take medicine when you are home?

How will you remember when (how often) to take it?



Picture taken from Looking After My Heart, © Sheila Hollins and Lisa Kopper. See www.booksbeyondwords.co.uk

In this story, Mary did not get the right care in hospital.

She got much worse.

Do you think this could happen in real life?

Has it ever happened to you?

(Getting worse, because the hospital didn't look after you properly?)



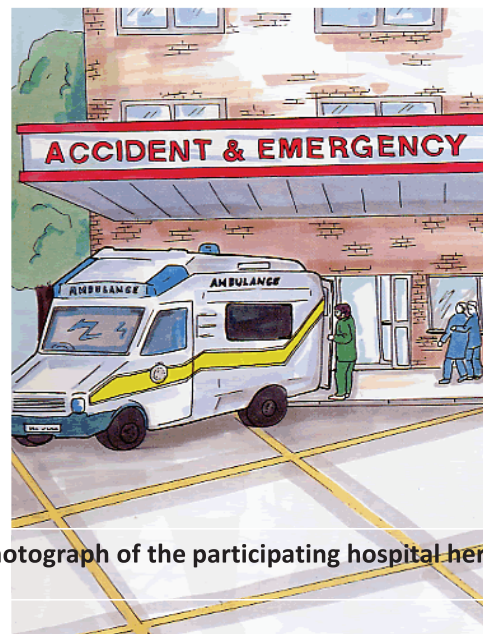
Michelle is not happy about the care in the hospital.

What should she do?

If you wanted to make a complaint about something in the hospital, what would you do?



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Photograph of the participating hospital here

Is there anything else you would like to tell us about the hospital?

THANK YOU