

LISTEN TO ME, I HAVE A VOICE

Easy Read Report



Down's Syndrome Scotland

helping people realise their potential

Last year we sent out a list of questions to all our members.



We asked you to tell us about your health and your visits to the doctor and the hospital.



We received over 200 responses back from adults with Down's syndrome.



These responses were very useful to us. So thank you for your help!

In this report you can read a summary of people's responses.



1. Visits to the hospital or the doctor

We asked if you had been to the doctor or to the hospital in the last year.



Most of you said that they had been to the doctor.

But only half of adults said they had been to the hospital.



2. Staff attitudes

We asked you if staff treated you well when you visited the doctor or the hospital.



Many people said that staff treated them well and listened to them.



This is good news.



One of you said:

'Staff were very good and patient with me'



3. Overall experience

97 adults said that their experience with doctors was very good.

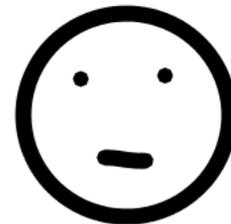


65 people said that they had a good experience.



One adult explained:
'They listen to me and my support worker'

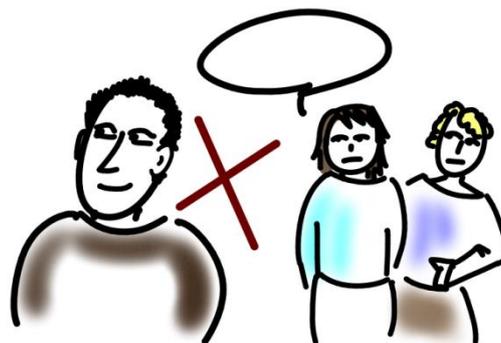
But 26 people said their experience was only OK.



And 4 adults had a bad or a very bad experience when they visited the doctor or the hospital.



One adult said:
'Doctors and nurses can
be rude sometimes'



Another adult said:
'They do not seem to listen
or understand what I am
saying to them. They do
not seem to help'

4. How the doctor could do a better job.

You would like longer
appointments. And you
would like more time to
answer questions.



Here is what some of you
said in their responses:

I would like 'a wee bit
more time on
appointment as I usually
go myself to talk to
doctor'



'Take time to talk and listen to me more'



You think that the doctors and nurses should speak more slowly.

You would like doctors to use pictures to explain things.



You also told us that you do not like the waiting rooms.



One adult said that 'the waiting rooms do not have enough seats and you have to stand until there is a seat free.'

Some of you also get nervous while waiting for an appointment.



5. Mothers

You also told us that it is often your mother who comes with you to see the doctor.

IMPORTANT

Having your mum with you is important.

One adult said 'if my mum wasn't able to be there at any time I would be sad'



6. How healthy are you?

At the end we asked you to tell us about your health.

108 people think they are very healthy or healthy. That is great news.



56 adults feel that their health is OK.

You try to eat healthy food and you are also doing regular exercise.



One of you said: 'I'm not fat and I play sports every week'

But 9 adults told us they think they are unhealthy or very unhealthy.



And many people said that they worry about their weight. They would like help with their diet.



One adult said: 'I want help with my beer drinking.'

Another said: 'I'm not happy with my weight And my asthma can be bad at times'.



7. What will we do next?

Down's Syndrome
Scotland will now talk to
the Scottish Government
about your experiences.



We will ask them to
improve services so that all
adults with Down's
syndrome have a good
experience next time they
go and see the doctor.





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