CONSULTATION QUESTIONS

1. The strategy outlines a care pathway (page 10).

(a) If you are a service user and/or carer, please tell us what difference you believe the implementation of the pathway will make to the services you experience.

I have a lot of health problems as well as my eyes and my ears. At the moment I go from pillar to post through all the different places and people. Sometimes I feel that the different people don't talk to each other. I hope this pathway will make things easier.

(b) How can we best ensure that services and support meet your needs?

I don't know. It all comes down to money I suppose.

(c) If you are a care provider, what changes will you need to make to implement the pathway?

(d) How will you make these changes?

2. The strategy identifies key factors that need to be in place to ensure the pathway is successful (Page 11 para 6.7).

(a) Which of the key factors are most important for a successful pathway?

(b) Which are the most challenging to put in place?

(c) Do you think that any key factors have been missed?

No one has ever spoken to me about how I feel because of my eyes and my hearing. I'm on tablets for depression. I would like someone to listen to me. It makes you ill trying to live with all this.

3. The strategy identifies areas for action that should be addressed going forward (Page 13-16)

(a) Which of the areas for action will be the most challenging to implement?

I don't think the doctors want to know, they are always onto the next patient. I don't think they will want to do these extra tests or anything.

If I go to the doctors for one thing I don't want them testing for something else. If I go because I have got a pain, I don't want them telling me my eyes needs looking at. I want them to deal with what I am there for.

(b) Which of the areas for action will make the biggest difference and why?

I don’t know but I hope I won’t have to keep telling different people the same things.

(c) Are there any other areas for action that you would like to see included within the strategy?

4. Please comment on the current provision of sensory impairment services as either a service provider or service user. If you have any experience of sensory impairment services, please let us know what you think of them: this should include any experience of one-stop shops.

5. What difference will the implementation of the strategy make to your life?

I don’t know. There is so much going on at the moment with bedroom tax and them wanting to stop DLA, I can’t think about this at all.

6. Does this strategy properly reflect the current climate and developments in policy and practice for children and young people particularly in relation to the Getting it Right for Every Child approach and the Doran Review?

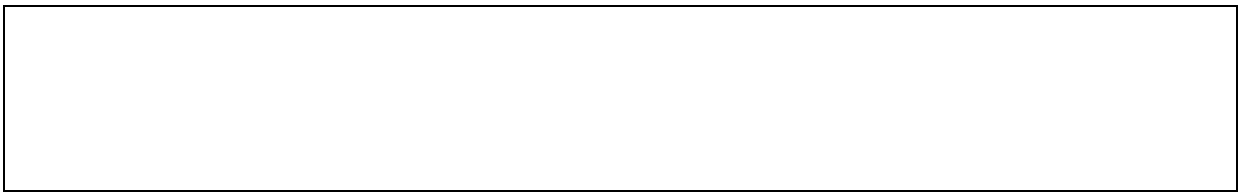
7. Do you have anything you wish to add to the Sensory Impairment Strategy or any other general comments that have not been covered by the questions?

I can't read. How am I going to get this information? The doctors said, "You are a very difficult person to explain things to, you have to go slowly and gently". I'm not that bad! He said I had the mind of a child in an adult body. Well they explain to children don't they?

You should be able to get everything you need in a local hospital. I can't see well and I can't hear well so I don't like going on public transport as I don't know if anyone is going to lash out or not.

It is really difficult getting to all then appointments and then I need to book a guide as well. It is just the practical problems let alone all this high falutin stuff.

At the hospital if I want to speak to someone I know, they say, "take me or no-one, that's all we've got at the moment".

The doctor at the surgery is better I see the same one all the time.

Also when I ask questions they just say, "it's nothing to worry about". They say that all the time. It doesn't help me.