

SNAKES

- **Disabling language of professionals (focus on caring and rehabilitation)**
- **Poor access (when accessing services no conversations, or possibility to discuss specific access needs)**
- **Poor response time (many situations have to get to crisis point before even thought about)**
- **Medical Jargon (confuses individual as a way of allowing them to do what they want)**
- **Lack of creating equal partnership (unwillingness to admit mistakes. Informed consent ignored)**
- **People feel powerless to complain or query (like looking for a second opinion)**
- **People are not made aware of their rights (tailored rights to a specific group of people)**
- **Lack of commitment to help individuals with complex needs**

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LADDERS

Embedding a compulsory review of health professionals' values and behaviours and incorporating the vision of the disabled peoples' movement with regards to the role of health

Local authorities should rollout the option for everybody to detail their access requirements and medical needs as a 'health passport' that can be sent to relevant professionals.

It should be written into the NHS constitution that professionals should take responsibility for co-ordinating further support to address the issue, irrespective of their role in the service. Equally, individuals and their families should be aware of this communication.

Local user led groups should be resourced to review terminology used within health services to ensure information is accessible.

Furthermore, guidelines should be provided to health practitioners which details current terminology (jargon) and how to make to accessible.

Established youth committee on all patient participation groups who are linked in to the NHS Youth Council

Request for impact assessment/open review on complaints/query procedures, and look at how widely known and how accessible they are

Part of the transition process between child and adulthood should focus on providing information on rights and responsibilities in accessing various services, i.e. health. This should be person centred

Local user-led organisations need to be sourced to provide guidance to health professionals on aspects of supporting people with complex lives.