**Family member – lives with patient-participant**

A She likes that, yeah. So that. Or a present.

Q A present. She likes a present?

A Yeah, or like a toy she can hold on to while she’s there or something like that, yeah.

**Patient-participant – person with learning disability**

A Yeah. The first time we met her was down at (name of hospital), we went up to (name of hospital) to meet her. And then I request can you come in (place) and she goes “yeah that’s fine”. That’s when she comes to (place). (Name of hospital) was really far.

**Patient-participant – person with learning disability**

She’s similar to Dr (name of doctor), she listens, she has plans.

**Patient-participant – person with learning disability**

A I was at the hospital and they didn’t even give me any food. Didn’t even talk to me. And they give all the others food and give people water and spoke to them. And it made me a bit upset.

**Patient-participant – person with learning disability**

Q Oh yes that’s right, and how is your health action plan going?

A Yeah now I got this

Q Yes

Carer (?) - Can I be really frank, so they came in to create a health action plan but we’d already done it, I don’t think they helped us much

Q Yeah, so you as a team did it?

A Yeah

Q So what are things in your health action plan? So this is a-

A No that’s because I got a hip (?) problem and that’s why my consultant told me to do, go on my exercise bike, lose weight

Q And do you do it?

A Yeah, I need to get used to doing it again, I haven’t done it for a while-

Carer (?) - it only came yesterday

Q Oh it only came yesterday, exciting

A And its free

Q Brilliant, brilliant, so are you looking forward to trying it out? Do you know what’s really cool, you can watch telly and cycle, that’s so nice. And what else is in your health action plan?

A Participant – Meds is in there, personal care

Carer (?) - Well holistic really, all health, mental health needs, all aspects of support

Q And you’re following it?

A Yeah

Q I remember I was once here and you were talking about cooking and you didn’t enjoy cooking, how’s that going?

A The other day I cooked lasagne the other day and I ruined it because I left it out.

**Professional/clinician**

Q Yeah. Have you seen improvements based on technology in the last five or 10 years?

A I'm not sure I can answer that question.

Q We know technology's gone like this, but I don't know whether I've seen it really be employed to help people with learning disabilities very much.

A I don't think it's one of the things that people think about first, because potentially there will be the need to then skill build and support somebody for a period of time to learn how to use the technology. Which in my opinion is fine, it’s what needs to be done but I suppose it's a bit more than just putting in. I don't know, I can't comment on seeing a improvement in technology.

Q That's OK. I suppose it's just like your first thought went to ‘is there a device that can do this?’ so I wondered whether you've seen devices used elsewhere. I think there is a device that would do that but it's the training that perhaps people… there isn't a budget for that or a resource for that and so it's not clear whose responsibility that is so it doesn't get done it sounds like. Anyway I'll go back to my list of questions.

A No, sorry actually I’m just reflecting. I think the technology part came from a bit of a personal reflection on my own values as technology is a huge part of my everyday life in terms of accessing what I need to and everyone else is able to due to my own limitations. So I've seen the power of technology and how much it can change and just open up a world. And I think it would be good if everyone were to have access to it, especially our guys who have a learning disability. (name of patient-participant), you know it would open up so many more doors for her. So yeah, I think that's where it's really come from and stemmed from.

**Professional/clinician**

A There's another social worker we've got on our team who's so practical and can, you know in a crisis think really logically and clearly and be able to support somebody through that. I think that's such a great skill that she's got because so many times when we're in a crisis it's panic and, you know you can get a bit frightened. But she's very logical and practical and gets things sorted out, that kind of thing, I really respect that. Yeah.

**Carer**

But for learning disabilities and that, I mean I suppose they could, or they should, do exactly what like I just said about the other surgery and that’s give like a….not a priority line but a different number that’s not out to the regular public. Because there’s so much care to be given and then they can’t get the appointments they need because of this, which could then lead to detrimental health problems going down the line a bit at a time you know.

**Patient-participant – person with learning disability**

Carer (?) - (patient participant) brought a (cuddly toy) with her to her appointment and the radiographer who was doing the dye injection into (patient participant's) hip did it on (cuddly toy) first

Researcher - Oh

Participant – Not dye, ??? and MRI

Carer (?) - Oh okay, but they showed you what would happen because they did it to (cuddly toy)

Participant – Yeah

Researcher - Yeah, so that’s a bit like the implant nurse, like actually showing you

Participant – Yeah ???? puppets, like to show people with LD, the doctors hold puppets they can do it on puppets and then do it themselves

Researcher - Brilliant idea

Participant – The only way work ???

Researcher - That’s a really brilliant idea because people say they want the doctor to really explain things to me, but explaining with words, not everyone likes that

Participant – But with puppets, and they do it to a puppet, and you see it on a puppet and then do it to you and then they can see it

Researcher - That’s such a good idea

Participant – Anyway would work

**Patient-participant – person with learning disability**

Researcher – have I missed any questions, anything that you would to tell me?

Participant – Just about the puppets, you should look into it

**Family member – lives with patient-participant**

A Yeah. Well, funny, she went to the dentist yesterday and she had a sticker.

Q Yes, I knew. She got a new one didn’t she?

A Loved it. She loves going to the dentist.

**Patient-participant – person with learning disability**

A They was with me but they’ve stepped back a bit now, they done what they needed to do

Q And why were you seeing them may I ask?

A Somebody asked for them for me, I don’t know why

Carer (?) - I think (patient participant) was struggling at the time, weren’t you, with various aspects of life and as far as I’m aware (name of psychologist) asked them to come in and support you in making a health action plan