

Ask Listen Do

Making conversations count
in health, social care and education



Project information

Using Ask Listen Do to make feedback, concerns and complaints easier for children, young people and adults with a learning disability, autism or both, their families and carers

NHS England and NHS Improvement



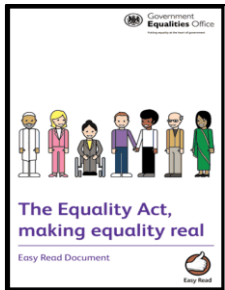
A step by step guide to Ask Listen Do



Ask Listen Do is a project to improve services for children, young people and adults with a learning disability, autism or both, their families and carers. It is led by partners across health, social care and education, working with people and families.

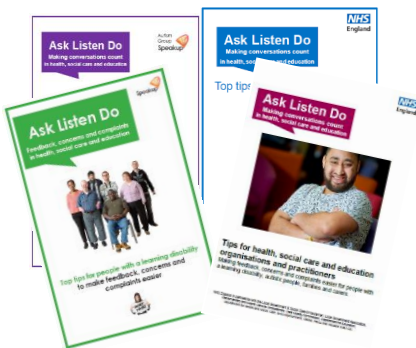
Ask Listen Do is about making it easier for people to give feedback, raise a concern or complain about their health care, social care or education. This improves lives, the services people receive and it helps to keep people safe.

The project is about changing how things are done so people have their voices heard and have better experiences of services. Public sector organisations have a legal duty to do this under the Equality Act.



1. Use the resources

Visit www.england.nhs.uk/asklistendo for links to booklets for people, families and organisations. There are also links to a film for people and families, and a staff training film for organisations. You can use them and this leaflet in your meetings.



2. Ask a leader in your organisation to be a champion for Ask Listen Do

This is to make sure your organisation is committed to making a difference.



3. Set up Ask Listen Do meetings

Meetings should be with people who use your service, families and other carers or support staff. Find out what reasonable adjustments people would like. For example, easy read or a quiet room, or timing meetings around caring responsibilities.

Ask people about their experiences. Decide together what will make things better, and how people can be involved. Doing this together, from start to finish, is true co-production. Co-production is better than consultation.



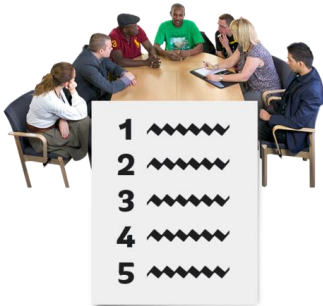


4. At your meetings

You may need more than one meeting, as different groups of people may have different needs.

At your meetings, you can ask people:

1. What's working about our service for you?
2. What's not working?
3. Have you raised this with us before?
4. What could have made it easier?
5. How can we make sure your voice is heard?
6. How can we plan and improve things together?



5. Keep people involved throughout

How can you involve people in making the changes you need? How can people help to train your staff about learning disability, autism or how to make reasonable adjustments? Could you set up an expert advisory group?



6. Tell people what you have done and what difference it will make

For example, hold an event, do a newsletter, a display in your reception area, or ask your group to tell a friend. Ask your group to design your publicity. Share on social media or in your emails

You can use the Ask Listen Do logo, create weblinks or download the resources to your websites, and add them to your communications. See an example here

<https://bartshealth.nhs.uk/learning-disabilities>.



7. Keep it up

Keep checking you are still getting it right with people.

Use the checklist on pages 17/18 in the Ask Listen Do booklet for organisations, to help you with this.

www.england.nhs.uk/asklistendo/organisations

The goals of Ask Listen Do

Ask



- The organisation asks people about their experiences and makes it easy for people to do this.
- The organisation makes sure that the person, their family or advocate know how to give feedback, raise a concern and make a complaint.
- People feel able to speak up when they have feedback, a concern or complaint.
- Everyone knows when a concern or complaint is a safeguarding or a criminal issue, and what must happen.



Listen



- The organisation really listens to what has been said and is not defensive.
- The organisation and staff have the skills to listen and understand what it feels like for the person.


Do



- The organisation does something positive about it in good time and tells the person what they are doing to put it right.
- The organisation learns from the feedback, concern or complaint and changes things so the service can improve.
- The organisation improves its services by working with the people that use them, listening to and learning from people's experiences.

Organisations are asked to commit to these goals and use the resources available from www.england.nhs.uk/asklistendo.

For more information and resources



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www.england.nhs.uk/asklistendo



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