

Following the interviews conducted by Wessex Voices with three adults with learning disabilities and four carers of people with a learning disability, the Rapid Investigation Service has developed the below action plan to develop and improve the service.

- The service will review welcome call processes and ensure the service is offering options to personalise communication around people's preference and needs.
- Where people express a want/need for support to be present at appointments the service will check who this should be and any preferences for who that should be.
- The service will ensure where needs are identified it checks that adequate time is allowed for people to prepare for appointments.
- The service will design a short, simple, one side sheet with bullet point information for carers to support preparation for calls/appointments.
- The service will contact radiology at each Trust and see whether there are pictorial/photo aids available to support people with directions and understanding what each test involves in advance.
- The service will clarify for any written correspondence whether the carer/supporter needs to receive a copy and who it is most appropriate to address mail to ensure it is read and acted upon.
- The service will undertake a 'run through' of the service with volunteers from the LD community in order to test service processes in practice.