

# Top Tips for Health Appointments for people with learning disabilities

People with learning disabilities have a right to good health care and health treatment.

## At Reception

- When I ask for an appointment please make sure it is a long appointment so that I have plenty of time with the Doctor or Nurse.
- Ask me if I need any help when I come for my appointment and make sure I get the help I need.
- Make sure there is Disabled Parking for me to use.
- When I come to reception please ask me if I need help to use the machine to book in or book me in so that the Doctor or Nurse know that I am here.
- If I am in a wheelchair please make sure there is plenty of room for me to get around.
- When it is my time to see the Doctor or Nurse please tell me - I might not be able to hear what is being said or read the screen.
- Please tell me where to go or get someone to take me to where my appointment is.

## At My Appointment

- Speak in short sentences. Please don't use BIG words that I can't understand.
- Try to use simple words and explain clearly what you are talking about.
- Make sure I have understood what you have said by asking me to say it back to you using my own words.
- Don't tell me too much all at once - it's too confusing.
- Talk to me - not the person I am with.
- Listen to me while I tell you what is wrong or how I feel.
- If you ask me questions please give me time to answer them.
- Only ask me 1 question at a time.
- Don't think that I can't answer questions.
- Please don't treat me like a child.
- If I am not verbal find another way to communicate with me - using symbols or pictures.
- Ask me if you want to examine me. Tell me why you are examining me and where.
- Make sure I can get on the examination bed.
- Make sure you have the right equipment to weigh me.
- Tell me about any medication you are going to give me. Explain how I have to take the medication and when I have to take the medication.
- Tell me what will happen if I don't take the medication.
- Ask me if I live on my own and if I need help with taking medication.
- If you ask another medical service to help me tell them the things I need help with.
- If you give me information make sure I can read it and understand it.
- Please give me information in large print.

### **At the GP Surgery**

Now you know I have a learning disability make sure I have had an Annual Health Check.  
If I have not had an Annual Health Check make an appointment for me to have one.  
Make sure that things about me are included in my Health Action Plan  
Treat Me Right - Build up a relationship with me. You will find out what things make me upset and afraid.

### **At the Hospital**

Now you know I have a learning disability make sure I have a Hospital Passport.  
Make sure that things about me are included in my Health Action Plan  
Ask me if I need to speak to the Learning Disability Liaison Nurse.  
Let me visit before my appointment so that I know what to expect - this will help me keep calm when I come for my appointment.  
Try not to have lots of people in the room at my appointment.  
Treat Me Right - Build up a relationship with me. You will find out what things make me upset and afraid.

### **If I have to come back to another Health Appointment**

Explain why I need to come back.  
Make sure I know when the next appointment is.  
If the appointment is in a different place make sure I know how to get there.  
Send a letter or telephone me to remind me about my next appointment.

**Make my experience at the Health Appointment a good experience.**

**Sometimes people with learning disabilities will need extra help and support.**

**Sometimes people with learning disabilities will need treatment in a different way than other people.**

**Sometimes people with learning disabilities will need a "Home Visit".**

**Please make "Reasonable Adjustments" for people with learning disabilities.**

**REMEMBER Treat Me Right - Build up a relationship with me.**