

## TOP 10 TIPS FOR CONSULTATIONS BY PEOPLE WITH A LEARNING DISABILITY IN GENERAL PRACTICE

- TIP ONE:** Make sure reception staff have been alerted in advance to the needs of the person, as they may need flexible or longer appointments. (Be clear about the reasons for why you may make a request for a longer/flexible appointment in advance). Speak to the practice manager if you want some advice.
- TIP TWO:** Think what preparation will the person need? Could they wait somewhere else? Do they need to visit the practice before the appointment to be familiar with the waiting room? (Remember some people with a learning disability may not be able to tolerate waiting in the waiting room, flexibility may be required to enable them to access the surgery (e.g. Early morning/Afternoon appointments/1st appointment to save waiting). Is so discuss with the practice manager.
- TIP THREE:** How will the person find their way around surgery? Are there any aids you could use to help the person you are supporting? Will they be able to move around the surgery okay?
- TIP FOUR:** Some people will require your help to remember they have an appointment. Make sure you have structured how this needs to happen.
- TIP FIVE:** Don't forget to inform the practice in advance, if the person is unable to attend for any scheduled appointment. (This appointment will then not be wasted)
- TIP SIX:** Help the practice staff (Doctor, Nurse, Receptionists) to use language the person understands at a simple level, (Remember the use of use pictures and symbols may help).
- TIP SEVEN:** Remember to check that the person has understood – ask them to explain in their own words if possible, what you have discussed/treatment plan at the end of the consultation. Make sure any advice is acted upon and followed up
- TIP EIGHT:** Think about the reason why the person needs medical advice/treatment and who would be the most appropriate person for you to make an appointment with (E.g. Doctor/ Practice Nurse). If you're not sure ask to speak to the Practice Manager for advice.
- TIP NINE:** Think about whether the person has the capacity to consent to any proposed intervention.
- TIP TEN:** Prepare in advance for the appointment. Write down what is happening/the reason for making the appointment (eg. Seizure frequency, behaviour, episode of ? pain etc).