**To encourage the uptake of LD Annual Health Checks good planning is essential:**

* Make sure reception staff are aware that the Practice offers LD Annual Health Checks and that a longer appointment is required.
* Do find out if the patient needs support and try to arrange the appointment within their support hours. (Some patients may only receive 1-2 support hours a week.)
* Think about what reasonable adjustments may enhance the patients’ experience e.g. home visit, appointment made with own GP, specific time.
* Do ensure that you are aware of the persons communication needs and that the invitation is in a format that is understandable and meaningful.
* Consider whether sending a pre-health check questionnaire would be helpful.
* Consider sending an Easy Read Annual Health Check information leaflet to the patient so they know what to expect.
* Consider appointment reminder a day before or on the day. (e.g. telephone call)
* If the patient has given you consent to liaise with a nominated point of contact, liaise with them directly.

**After 1st DNA appointment:**

* **Contact the person or parent/ carer** to find out why they did not attend the appointment and whether there is anything that can be done to facilitate next appointment- **Re-arrange the appointment.**
* **Consider if the person has the mental capacity** to refuse AHC or if it has been refused on their behalf e.g. by the support
* **If the person has the capacity to refuse** AHC, this must be recorded and ideally flagged up so when/ if the person attends a routine appointment for other reasons, AHC can be discussed in preparation of next invitation
* **If the person age 16 years and above lacks capacity** to refuse the AHC, follow the best interest decision making process
* **If the person is under 16 years** discuss DNA with the patient or the parent, consider Gillick competency considerations or seek further advice.
* **If you do not know whether the person lacks capacity,** investigate this.

**After 2nd DNA appointment:**

* **Consider contacting Adult Services** if you have concerns related to the care of the person with a learning disability including the refusal to attend AHC by the parent/ carer as this may be **a Safeguarding issue.**
* **Contact your local Health Facilitator** to discuss

*Examples of why someone may have missed their appointment:*

A patient was a carer for a relative who was poorly on the day.

A parent of a gentleman (over 18) kept cancelling appointments; this was later identified as safeguarding.

A Cardiff AHC template was sent to a patient; this has raised their anxiety and therefore they did not attend the appointment.