

Annual Health Check – comms toolkit

Context

In England, 1.2 million people are estimated to have a learning disability. Of the 1.2 million, about 275,000 (2016-17) were registered with their GP practice as having a learning disability.

It is well recognised that people with learning disabilities have poorer physical and mental health than other people and die younger. Many of these deaths are avoidable and not inevitable.

We also know that not everyone registered with their GP (Doctor) as having a learning disability is getting an Annual Health Check (AHC), resulting in a clear health check action plan. AHCs can identify undetected health conditions early, ensure the appropriateness of ongoing treatments and establish trust and continuity care.

The number of people with a learning disability who had an AHC increased from 75,731 in the first nine months of 2016/17 to 88,326 in the first nine months of 2017/18. This is an increase of 12,595 (17%), in the first 9 months of this year compared to the last. But we have a long way to go across the country to meet the 75% target.

GPs and practice nurses have the much needed generalist skills to help people with LD get timely access to increasing complex health systems. In addition other health and social care workers, families, carers and advocacy groups can help.

Annual Health Check campaign

Monday 25 June – Sunday 8 July

The enclosed communications resources were designed to aid increased awareness and understanding of the GP learning disability register, Annual Health Checks, Health Action Plans and Summary Care Records with Additional Information (SCRAI) – available to people with learning disabilities so they [Don't Miss Out](#).

This toolkit (has been distributed to Transforming Care Partnerships, CCG's, Providers, GP practices, health and social care provider, charities and advocacy groups across the south of England. Together we can spread the word and start helping people with learning disabilities get better healthcare.

Don't Miss Out

NHS England teamed up with Mencap to produce a series of videos, guides and other resources called [Don't Miss Out](#), which highlights the benefits of being on the learning disability register – including getting a free health check every year. Too many people with a learning disability miss out on getting the very best healthcare because they are not on their GP's learning disability register. Importantly, those on the GP learning disability register can have extra help, including:

- Reasonable adjustments, as set out in the Equality Act 2010 [Equality Act 2010](#) , which will support better health outcomes and experience of care for people. An example of a reasonable adjustment for someone with a learning disability is extra time or longer appointments. Further guidance can be found via the [Equality Act 2010: Summary Guidance on Services, Public Functions and Associations](#)
- Accessible information, for example easy read
- An Annual Health Check to help them maintain their health, detect conditions/illnesses and ensure appropriate support/treatment is offered

Audience

- People with a learning disability
- Families and carers of people with a learning disability
- Transforming Care Partnerships (TCPs) – 14 in the south region
- Commissioners – Primary Care and Learning Disability (NHSE, CCG and LAs)
- Education (e.g. special school nurses) & Child Health Services (e.g. paediatricians)
- Social Care Providers
- CCG/TCP/Local Authority Public Health communications leads
- GPs/GP practice staff
- Secondary Health Care
- Others e.g. Healthwatch, NHS Choices, CQC, National / regional charities and advocacy groups working with / for individuals with a learning disability e.g. Mencap, British Institute of Learning Disabilities (BILD), Disability Law Service, Down's Syndrome Association, HFT - Family Carer Support Service and Carers UK

Key messages

Directed at GPs / GP practices:

- Help address health inequalities by ensuring your patients are on the learning disability register and having an Annual Health Check, resulting in a Health Check Action Plan
- The register should consist of people Practice staff have identified as having a learning disability and will benefit from additional support. Things that can help with identifying people for this register include the Local Authority registers, the local Community Learning Disability team, and [Read Codes](#).
- The Annual Health Check can be offered to anyone on the learning disability register aged 14 years and older

- A national template to help you undertake Annual Health Checks is available in electronic form in EMIS, Vision and System One. When used it will auto create a Health Check Action Plan for the patient to take with them after the check
- Adding Additional Information (AI) to patients' Summary Care Records (SCR) will help improve quality of care for patients when and if they are treated by other services, including emergency and urgent care.
- Providing AI to other services may decrease the number of calls to your surgery, freeing up valuable time and resources
- SCR AI uses existing information already recorded in the GP system and therefore helps to reduce the need for data entry into numerous systems – saving time and effort in the long run and maximising efficiency across the system
- Since 1st August 2016 all organisations that provide NHS care or adult social care are legally required to adhere to the [Accessible Information Standard](#). Using SCR with AI in your practice can help you meet your legal requirements.

Directed at individuals with a learning disability or a learning disability and autism:

- Make sure you are on your doctors (GP) learning disability register to get a free health check once a year (for people aged 14 years and older)
- Having a health check once a year will help you stay healthy
- Your Summary Care Record is a short summary of your GP medical records. It tells the people who care for you about any medicines you take or allergies you have. This will help you get better care away from your doctor's surgery. For example:
 - in an emergency
 - when you're on holiday
 - when your doctors surgery is closed
 - at out-patient clinics
 - at a pharmacy
- You can add more information to your Summary Care Record by asking your doctor. This could include:
 - health conditions like dementia or diabetes
 - your carer's contact information
 - your treatment preferences
 - your communication needs e.g. picture cards

- If you are happy for them to, other health professionals treating you can view your Summary Care Record. This can help speed up your care and make sure you are given the right medicines and treatment
- Ask your doctor about your Summary Care Record, how to add more information to it and give permission for it to be used to get the best healthcare

Directed at families and carers (including social workers) of individuals with a learning disability:

- People with a learning disability can have a free health check every year to help them stay healthy
- To get their Annual Health Check they need to be on their doctors learning disability register
- If they are on their doctors learning disability register, you can ask for them to have an Annual Health Check (for people aged 14 years and older)
- Their Annual Health Check should result in a Health Check Action Plan to make sure they get the very best healthcare
- Everyone has a Summary Care Record – a short summary of their GP medical records. It tells healthcare professionals about any medicines or allergies
- With the individuals permission, or in some cases the carer or family members permission, the GP can add additional information to the individuals Summary Care Record (SCR), including:
 - health problems like dementia or diabetes
 - details of their carer or next of kin
 - their treatment preferences
 - their communication needs
- When the individual is treated away from their usual doctor's surgery, the health care staff cannot see their GP medical records. With the persons permission (or in some cases a family member or carers), other health professionals treating the person can view their Summary Care Record. This can help speed up the persons care and make sure they are given the right medicines and treatment. This includes people who treat the individual in an emergency and in routine scheduled care (such as hospital appointments).

Newsletter copy – to adapt and share via your existing newsletters, updates, e-updates, bulletins, alerts etc

Directed at GPs / GP practice staff:

Save time and resources, improve care for disadvantaged patients and meet your legal duties

Data indicates there is clear [disparity](#) across the south of England in the level of care being received by individuals with a learning disability – specifically relating to uptake and the quality of Annual Health Checks (AHC).

Ensuring your patients with a learning disability are on the GP learning disability register will lead to better healthcare outcomes for this often disadvantaged group.

Once on the register all those eligible (aged 14 and over) should be having an Annual Health Check – helping to proactively identify health needs and reduce recognised health inequalities.

NHS England, through negotiations on the new GP contract, achieved agreement on an increased payment (£140 in 2017/18) for the delivery of AHCs. There is also a national electronic Health Check (learning disabilities) clinical template available to aid you with this enhanced service health check. This template is available on the majority of GP IT systems.

Access free [Don't Miss Out](#) campaign resources online! Resources include posters, videos and guides to help you promote AHCs with your patients, their families and carers.

Another way you can help your patients with a learning disability is by asking for their consent to add Additional Information (AI) to their Summary Care Record (SCR). This will help improve quality of care for patients when and if they are treated by other services, including in an emergency and urgent care setting. Providing AI to other services may also decrease the number of calls to your surgery, freeing up valuable time and resources.

SCR AI uses existing information already recorded in the GP system and therefore helps to reduce the need for data entry into numerous systems. In addition, all organisations that provide NHS care or adult social care are legally required to follow the [Accessible Information Standard](#) and using SCR with AI in your practice will help you meet this.

Directed at individuals with a learning disability:

Don't miss out on the very best healthcare

If you have a learning disability you can get extra support when visiting the doctor. To get extra support and the very best healthcare you need to be on the learning disability register.

Ask the receptionist at your doctor's surgery if you are on the register. If you are not on the register then ask for an appointment with your doctor. At the appointment tell your doctor you have a learning disability and would like to be added to the register. You can use this [letter](#) to tell your doctor you want to be added to the register.

Once you are on the register, ask your doctor if you can have a free health check every year. During this check your doctor will take a closer look at how you are doing – making sure you are healthy and stay healthy. It is okay to take this Annual Health Check when you are feeling well.

Your doctor can also talk to you about your Summary Care Record which is a short summary of your GP medical records. With your permission other health and care staff can access your Summary Care Record. This will tell them about the medicines you take and any allergies you have. This includes people who treat you in an emergency and in routine scheduled care (such as hospital appointments).

Tell your doctor they can add more information to your record so you don't miss out.

Directed at families and carers (including social workers) of individuals with a learning disability:

Care for someone with a learning disability? Don't let them miss out

If you care for someone with a learning disability, they can get extra support when visiting their doctor – all you or they have to do is ask for their name to be added to the GP learning disability register.

You can help them do this by talking to their doctor's surgery or use this [template letter](#). Complete this letter and give it to the doctor during their next appointment.

Once on the register they can speak to their doctor about having a free Health Check every year. There are lots of reasons why they should have their Annual Health Check, including:

- Not always knowing if they are unwell – the doctor can spot signs that you or the individual might miss,
- Getting better treatment – for example new medication
- It offers an opportunity for them to talk to the doctor about anything worrying them
- The doctor can provide advice on lifestyle choices, such as diet
- They can have more control of their own health and body

Make sure the doctor gives them a health action plan after the health check – this includes goals for them and the doctor to work towards together.

Another way you can ensure they are getting the very best healthcare is by supporting them to give their doctor consent for their information to be shared. With the individuals permission, or in some cases the carer or family members permission, the doctor can add additional information to the individuals Summary Care Record (SCR).

Everyone has a SCR – speak to the doctor about the individual giving consent for Additional Information (AI) to be stored, this can include details of their learning disability, any physical/sensory disability, communication needs, contact details of a carer or next of kin etc., allows all health professionals who care for them to know their latest needs and requirements.

Summary Care Records copy

What is a Summary Care Record?

A Summary Care Record is a way of sharing information from your Doctor's Surgery with other healthcare organisations. Nearly everyone has a Summary Care Record. It has information about what medicines you take and what allergies you have.

You can also choose to have additional information on your Summary Care Record, including:

- Reasonable adjustments (your support needs)
- Illnesses and any health problems
- Operations and vaccinations you have had in the past
- How you would like to be treated – such as where you would prefer to receive care
- What other support you might need
- Who should be contacted for more information

Why is a Summary Care Record important?

- You might need to see a doctor or nurse who does not know you
- It can help them see your information straight away on a computer
- It can stop them making a mistake, because they can see your medicines and allergies
- This is really important in an emergency, as they might not be able to talk to you
- You can have extra information put on your Summary Care Record
- This can be really helpful if you have a learning disability, autism or both
- This is so that medical staff know a bit more about your support needs

What to do next

If you want to add other useful information to your Summary Care Record, speak to your Doctor's Surgery.

Easy Read poster – copy to use for sharing the easy read poster with health and social care professionals, including GP practices as well as relevant local advocacy/charity and community groups

It is well recognised that [people with learning disabilities have poorer physical and mental health](#) compared to others, and a lower life expectancy. One way we can help address this is by increasing the number of people recorded on the learning disability register.

Once on the register, they can have a free Annual Health Check. In addition, getting additional information added to a person with learning disabilities Summary Care Record will help all NHS health care professional know that individuals latest needs and requirements.

Please find three posters below/enclosed to print and display. Two of the posters are in easy read for those with a learning disability and the third is targeted at families and carers of individuals with a learning disability. Thank you for your support.

Posters *designed to be displayed in GP practice waiting rooms, around hospitals, offices and in community settings.

High res versions for download are available on the [resource hub](#). Contact Mencap 0808 808 1111 / helpline@mencap.org.uk to request copies of the Don't Miss Out poster.

Do you have a learning disability? (A4 and A3)



Annual Health Check (A4)



Know someone... (A4)



Let's get social so people don't miss out

Social media messaging

Facebook

Individuals with a learning disability:

- **Don't miss out on getting the very best healthcare**

If you have a learning disability you can get extra support when visiting the doctor. To get extra support you need to be on the learning disability register. Use this [letter](#) or tell your doctor you have a learning disability and would like to be added to the register. Once on the register you can have a free Annual Health Check to make sure you stay fit and healthy.

- **Don't miss out by adding information to your Summary Care Record**

Your Summary Care Record is a short summary of your GP medical records. With your permission it tells other health and care staff (who care for you) about the medicines you take, any allergies and your needs. This includes people who treat you in an emergency and in routine scheduled care (such as hospital appointments).

Tell your doctor they can add more information to your record so you don't miss out!

Families and carers of individuals with a learning disability:

- **Care for someone with a learning disability? Don't let them miss out**

Someone with a learning disability can get extra support when visiting their doctor – all you or they have to do is ask for their name to be added to the learning disability register. You can help them do this by talking to their doctor's surgery or use this [template letter](#). Once on the register they can have an Annual Health Check to help them stay fit and healthy.

- **Care for someone with a learning disability? Don't let them [miss out](#)**

There are lots of reasons why they should have their Annual Health Check, including:

- Not always knowing if they are unwell – the doctor can spot signs that you or the individual might miss,
- Getting better treatment – for example new medication
- It offers an opportunity for them to talk to the doctor about anything worrying them
- The doctor can provide advice on lifestyle choices, such as diet
- They can have more control in their own health and body

- **Care for someone with a learning disability? Don't let them [miss out](#)**

Support them to give their doctor consent for their information to be shared. With the individuals permission, or in some cases the carer or family members permission, the doctor can add additional information to the individuals Summary Care Record.

Everyone has a SCR and Additional Information can include details of their learning disability, any physical or sensory disabilities and communication needs – helping all health professionals who care for them to know their latest needs and requirements.

Twitter – suggested tweets:

- Get the very best health care by telling your doctor you have a #learningdisability <http://bit.ly/2o4Efzt> #dontmissout
- Missing out on an annual health check? Tell your doctor you have a learning disability – use this easy read letter <http://bit.ly/2o4Efzt>
- Adding more info to a person with learning disabilities Summary Care Record will help them get the very best health care #dontmissout
- Care for someone with a #learningdisability? Don't let them miss out. Access helpful guides and resources: <http://bit.ly/2o4Efzt>
- If you join the GP learning disability register you can have a free health check. Hear from those who have <https://youtu.be/z8407Uzys3E>

Social media graphics - *Facebook and Twitter sized graphics are available to download on the [resource hub](#).



Being on the Doctors learning disability register will help you get the best healthcare.



Care for someone with a learning disability?



Ask your doctor to add more information to your Summary Care Record.

Royal College of GPs (RCGP)

The RCGP, in partnership with the Clinical Innovation and Research Centre, developed and published a step-by-step toolkit focussed on annual health checks for people with learning disabilities. The toolkit collects guidance and resources to help GPs, practice nurses and the primary administration team organise and perform quality AHCs on people with a learning disability.

The toolkit covers the following:

- How to organise the AHC
- Performing the AHC step by step
- Mental health and behavioural issues
- Syndrome specific medical health checks
- Definition, diagnosis and legislative framework
- Resources, including pre health check questionnaires

<http://www.rcgp.org.uk/clinical-and-research/resources/toolkits/health-check-toolkit.aspx>

All of the enclosed and more is available via this [resource hub](#) - visit the hub to download guides, videos, leaflets and templates – including easy read – available for use locally when communicating with individuals who have a learning disability, their families and carers about the learning disability register (held by the GP), Annual Health Checks and Summary Care Record with Additional Information. More resources will be made available, including case studies throughout the campaign. For support flagging local case studies contact emily.prior@nhs.net