

You said, we did – Using GP services



Access to health services has changed a lot because of the coronavirus pandemic.



We talked about improving family doctor (GP) services for people with a learning disability and autistic people.



This is called a review of GP services.



You said:

Some things in GP services have worked OK during the coronavirus pandemic and some things need to improve.

On the next pages are the suggestions for improvements.





(1) Make reasonable adjustments to support people to see the doctor. Such as-



- give people time to explain the problem



- support to make an appointment- if phoning up is difficult and talking to a receptionist about personal information is hard



- It really helps to see the same GP each visit.



- not having to wear a mask if it is too difficult



- tell people they can ask for reasonable adjustments if they need them and they are disabled



(2) Record people's reasonable adjustments on the computer, so you can remember each time.



Accessible Information Standard

(3) Make information simpler to understand- and in the right format.



(4) Help people prepare for appointments.

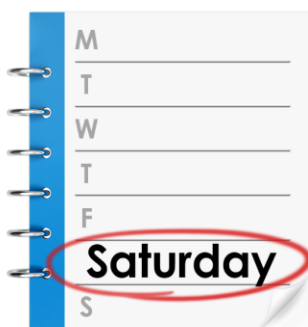
Pictures of staff and of the building- inside and outside would help.



(5) Make the building easier to be in- more relaxing.

Many people need a quiet space with good lighting.

A better sensory environment.



(6) Longer opening hours has helped people to have appointments at quieter times such as on Saturdays or in the evenings.



(7) Staff should be trained on working with people with a learning disability and with autistic people (and know the two are different).



(8) Make it easier for people with a learning disability to get on the list of people with a learning disability at their GP surgery.

This is called the learning disability register.



(9) Start an autism register, to help autistic people get the right support.



(10) GPs need to communicate better with other NHS services, such as other GPs and with hospitals and dentists.



(11) Make sure that all people who are due an Annual Health Checks are invited to their GP surgery, and have them in person where possible- to do all the checks and to listen well to people.



(12) Tell people about the services they can get at their GP. And which services they don't offer any more.



(13) Help people understand when they should go to the GP e.g. noticing changes in their body, if they have been feeling unwell for a while



(14) Making sure people can see their GP when they need to- with different ways to get in touch.



Phone calls can be really difficult for some people. Ask people how they prefer to be contacted e.g. via text, letter or online.



(15) Listen to autistic people, people with a learning disability and family carers in each area to see how to improve services.

You could help people to join the patient participation group.



We did

We are using this advice to shape a big review of GP services.



This is to make GP services more accessible in the future.



We are supporting GP practices to carry out Annual Health Checks for people with a learning disability and working to make the quality of the checks better.



We are giving practical advice to GP practices, for example helping them to understand reasonable adjustments and how to make them.