

HOW TO

Learning Disability

Annual Check

Ensure all Annual Checks are completed. Book Screening appointments to coincide with the checks or book them at the check. Explain the process.

Carers

Treat Carers with respect and value them.
Ask how they are coping?
Ensure Carers are fully informed (with permission from the person being cared for). Send appointment reminders and provide appropriate information to them.

Resources

Provide leaflets in easy read, Macmillan have loads you can order for free on BeMacmillan. Look at YouTube videos for simple explanations and send link. Use the patient passport to understand needs and make reasonable adjustments.

Imagery

Do you represent people with Learning Disability visually?
Do you have appropriate posters or leaflets or photographs on your website?
Can people identify with your images?



Education

Are you visible in this community?
Do you attend talks at Day Centres, Carer Organisations?
Bring appropriate resources e.g. easy read.

Website

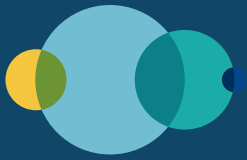
Do you have links to Learning Disability Organisations on your website?
Local and national support networks?
Are they current?
Is your website adapted?
Animations, links to video explanations, Easy Read or Read Aloud.

Lead

Do you have a clearly identified Lead in your practice, with a clear understanding of issues affecting this community and links to local organisations?
Someone to co ordinate training and updates for the team?

Doing our best

This isn't an overnight change. We cannot tackle all the health inequalities at once.
But we can ask people what they think and we can act on their views.



HOW TO

Diverse Ethnicity

Imagery

Do you represent diverse ethnic groups visually?

Do you have appropriate posters or leaflets in your surgery or photographs on your website?

Can people identify with your images?

Language

Are you able to use prevalent local languages in your resources?

NHS and Macmillan are good resources. Are your screens displaying messages in different languages?

Are you sending out letters in other languages?

Lead

Do you have a clearly identified Lead in your practice, with a clear understanding of issues affecting this community and links to local organisations?

Are they updating the team of current issues?

Imagery

Are there people in your local communities who will act as champions and promote screening uptake?



Community Links

Ensure all Annual Checks are completed. Book Screening appointments to coincide with the checks or book them at the check. Explain the process.

Community Leaders

An effective way to work is to link to local communities through their leaders, often through a community group or religious institution. They have very effective means of reaching their communities.

Involvement

Are you asking people of diverse ethnicity to join your patient representative forums?

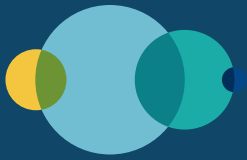
Are you asking questions at their appointments about their experience?

Are you sharing this learning with the Lead?

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HOW TO

Deprivation

Level of Need

- Are your solutions recognising the true level of deprivation?
- Can people get to you?
- Do you need to offer clinics in your community?
- Can you book a specific virtual slot?
- Are there any drop in sessions?

Information

Share information and stay in contact through social media (e.g. Facebook). People often change their address and number, and even their phone, but they often keep their social media account.

Contact

- Is it free to call your surgery?
- Can patients text you?
- Are appointments pre bookable?
- Do you have a practice Whatsapp group?
- Are you asking people what their preferred method of contact is when they come in?

Zero Hours Contracts

- People often can't afford to take time off to see the doctor.
- Do your clinics run into the evening?
- Are they virtual?
- Can people book a specific time?
- Can you combine appointments?

Health Inequality



It's everyone's business

Materials

- Are your materials readable?
- The average reading age in UK is 9.
- Do your letters and information reflect this?
- Do people recognise themselves on the walls, the website and in the materials you send them?

Multi Disciplinary

- Do you offer multi disciplinary clinics?
- Can you get the baby weighed?
- Have a Health Check?
- See the nurse?
- Can you book your screening appointment while you are there?'

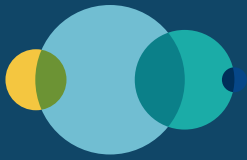
Community

- Do you refer people to a Food Bank?
- Do you know where the best local support centres are?
- Are you able to link people to other organisations?
- Refer to Welfare Rights?
- Do you have a Lead?

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HOW TO

LGBTQ+

Imagery

- Do you represent LGBTQ+ people visually?
- Do you have appropriate posters or leaflets or photographs on your website?
- Can people identify with your images?
- Are you a member of the NHS Rainbow Badge Scheme?

Website

- Do you have links to the LGBT Foundation or Stonewall on your website?
- Local and national support networks?
- Are the images and language on your website suitable?

Lead

- Do you have a clearly identified Lead in your practice, with a clear understanding of issues affecting this community and links to local organisations?
- Are they updating the team of current issues?

Language

- Are you using the most appropriate language?
- Stonewall produce a great glossary of terms. Are you using the term partner?
- Are you considering pronouns?
- It's OK to ask for clarification.



Training

- Are you gently encouraging each other to get it right?
- Are you sharing good practice?
- Are you attending any training sessions we identify?
- The lead can take control of this.

Screening

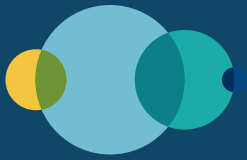
- Are you encouraging this community to attend Screening?
- Are you removing barriers and presenting the facts?
- Are you using all opportunities to promote screening?

Involvement

- If your patient representatives aren't representing this group, are you asking your patients for feedback?
- Is it focused enough?
- You could ask the LGBT Foundation for advice.

Doing our best

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HOW TO

Disability

Imagery

Do you represent people with a disability visually?
Do you have appropriate posters or leaflets or photographs on your website? Can people identify with your images?

Carers

Treat Carers with respect and value them. Ask how they are coping? Ensure Carers are fully informed. Send appointment reminders and provide appropriate information to them.

Resources

Provide leaflets in the appropriate format e.g. Braille, video. Are you sending out letters in the required format? Ask patients if there is anything you can do to meet their needs.

Involvement

Are you asking people who have a disability to join your patient representative forums? Are you asking questions at their appointments about their experience? Are you sharing this learning with the Lead?

Health Inequality



It's everyone's business

Environment

Are the facilities suitable?
Have you asked for people's views/feedback about the layout/facilities of the practice?
Is the environment accessible?
Is it wheelchair friendly?
Do you have a portable hearing loop?

Website

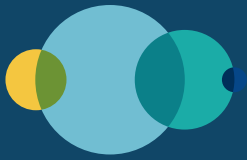
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Someone to co ordinate training and updates for the team?

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Carers

Record

Do you represent people with a disability visually?

Do you have appropriate posters or leaflets or photographs on your website?

Can people identify with your images?

Refer

Signpost to local and national carer organisations for information and advice. Refer for a carers assessment. Refer to other NHS and social care services if appropriate (e.g. continence services and patient transport to hospital appointments)

Partnership Working

Do you have a clearly identified Lead in your practice, with a clear understanding of issues affecting this community and links to local organisations?

Are they updating the team of current issues?

Involvement

Are you asking people who are carers to join your patient representative forums?

Are you asking questions at their appointments about their experience?

Are you sharing this learning with the Lead?



Appointments

Is it possible to arrange a home visit to the carer or person being cared for, if attending the surgery is difficult for them?

Can you arrange a 'double' appointment so both the carer and person being cared for can be seen at the same time?

Keeping healthy

Offer flu vaccinations, regular health check ups and mental health screening. Make every contact count to promote health and wellbeing. Depression, stress, high blood pressure and back pain can be common amongst carers.

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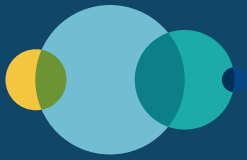
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Mental Health

Listen

Ask questions and listen to both what is said and the underlying meaning. Are they tired, withdrawn?

The person might be more comfortable disclosing physical symptoms rather than how they feel mentally.

Empathy

It takes a lot of courage for people to acknowledge they aren't ok and to seek help and support. Verify what the person is saying and ask what they need. Be understanding and empathetic. Do not rush to ask if the person has had suicidal thoughts/actions, as this can undermine the person and make them feel what they have disclosed isn't serious enough to warrant help.

Health promotion

Smoking prevalence is 3x higher in people with a mental health condition. Ask the person if they are happy to talk about their health risk behaviours and offer practical solutions. Be wary not to place blame.

Involvement

Are you asking people who have a mental health condition to join your patient representative forums?

Are you asking questions at their appointments about their experience?

Are you sharing this learning with the Lead?



Diagnostic overshadowing

Although people with mental health conditions experience more risks to remaining in good health, they are not always offered timely and appropriate health assessments for early detection of physical health conditions.

Screening

Are we encouraging people with mental health conditions to attend Screening?

Are we removing barriers and presenting the facts? Are we using all opportunities to promote screening?

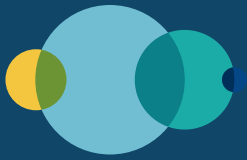
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HOW TO

Religious and Cultural Beliefs

Imagery

Do you represent diverse religious and cultural groups visually?

Do you have appropriate posters or leaflets in your surgery or photographs on your website?

Can people identify with your images?

Record

Ask patients to complete a diversity monitoring form, so that personal details such as religion can be recorded. This will allow you to provide appropriate support and take the patient's attitudes and beliefs into consideration.

Adapt

Provide an opportunity for patients to discuss their religious and cultural beliefs and tailor their evaluation and treatment to meet their specific needs (where possible).

Training

Recognition of religion and culture and their potential for influencing health beliefs and behaviour is essential for delivering holistic, person centred care. Increase awareness by participating in cultural competence training and referring to the summary of religious views.



Community Links

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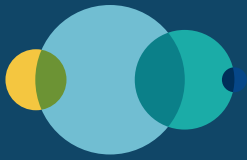
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Imagery

Does your surgery reflect me? Do I recognise my image in your waiting room/leaflets/website? these identified and met?

Lead

Do you have a lead to represent my community? Do they meet with us, discuss our needs and develop your understanding?

Access

Where am I going? How will I get there? Can you explain how/where and why I have to go? Can you take a photo or screenshot on my phone so I remember?

Training

Do you need training to understand me? Ask me questions, share my story, tell others what makes my community feel valued, what we need.

Poverty

Before you refer me, can I get there? Is there help? Do I need phone credit? A computer, a home phone? Can you refer me to Welfare Rights or a Foodbank?

Language

Do I understand you? What you send me? Can I ask for help? Do you send links to videos/clips/easy read/translate?

Community

Does your surgery reflect me? Do I recognise my image in your waiting room/leaflets/website?

Booking

How can I get an appointment? Around my job, my caring responsibility, my day centre? How can I contact you? Are you available in the evening/weekend? Can I text? Snapchat, message?

Campaigns

Patient involvement is easier said than done. But I am often in contact with you. Why don't you ask me my views? How you can help my community access their PCN? I have lots of great ideas.

Resources

A hyperlink from each heading will take you to the resources

