

Learning Disabilities

Easy Read

Be.macmillan is a wonderful resource. You can download or have posted a wide range of information regarding the signs and symptoms of cancer, in different formats including easy read. (You will need to register a free account): [https:// be.macmillan.org.uk/be/default.aspx](https://be.macmillan.org.uk/be/default.aspx)

CRUK also have a wide selection of easy read resources: <https://www.cancerresearchuk.org/about-cancer/coping/general-books-links/for-people-learning-disabilities>

Guidance on creating your own easy read leaflets can be found here: [https:// www.learningdisabilities.org.uk/learning-disabilities/a to z/easy read](https://www.learningdisabilities.org.uk/learning-disabilities/a-to-z/easy-read)

Images for easy read leaflets can be accessed here: [https://www.learningdisabilityservice.leeds.nhs.uk/easy on the i/](https://www.learningdisabilityservice.leeds.nhs.uk/easy-on-the-i/)

Easy read leaflets on cancer screening can be found here: [https://www.mencap.org.uk/advice and support/health/cancer screening](https://www.mencap.org.uk/advice-and-support/health/cancer-screening) **and here:** [https:// www.gov.uk/health and social care/learning disabilities](https://www.gov.uk/health-and-social-care/learning-disabilities)

Resources for staff

Information and resources to support the uptake of the annual health check: [https://www.england.nhs.uk/learning disabilities/improving health/annual health checks](https://www.england.nhs.uk/learning-disabilities/improving-health/annual-health-checks)

Mencap have a range of resources for healthcare staff on their website, including hospital passports, easy read leaflets and patient stories: [https:// www.mencap.org.uk/get involved/campaignmencap/treat me well](https://www.mencap.org.uk/get-involved/campaignmencap/treat-me-well)

The 'Treat Me Well' report by Mencap includes examples of the reasonable adjustments that can be made: [https:// www.mencap.org.uk/sites/default/files/201807/2017.005.01%20Campaign%20report%20digital.pdf](https://www.mencap.org.uk/sites/default/files/201807/2017.005.01%20Campaign%20report%20digital.pdf)

Macmillan's 7 steps to equal healthcare offers practical advice on how best to support people with a learning disability who have cancer: [https://www.macmillan.org.uk/_ images/7_Steps_to_Equal_Healthcare_tcm9 338065.pdf](https://www.macmillan.org.uk/_images/7_Steps_to_Equal_Healthcare_tcm9338065.pdf)

Guide to involving people with a learning disability/ autism and carers: [https://www.england.nhs.uk/learningdisabilities/about/get involved/involving people](https://www.england.nhs.uk/learningdisabilities/about/get-involved/involving-people)

Resources for patients

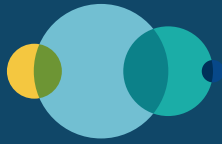
Jo's Trust have made a video about cervical screening for people who have a learning disability: <https://youtu.be/dAehxy3hzaQM>

Sharing information about your support needs easy read leaflet: [https:// www.england.nhs.uk/wp content/uploads/2019/03/sharinginformation about your support needs.pdf](https://www.england.nhs.uk/wp-content/uploads/2019/03/sharing-information-about-your-support-needs.pdf)

Hft Cheshire & Merseyside support people with learning disabilities to live with more independence and choice across the Cheshire, Merseyside and Liverpool areas: [https://www.hft.org.uk/aboutus/ locations/north/hft cheshire merseyside](https://www.hft.org.uk/about-us/locations/north/hft-cheshire-merseyside)

Local groups which can provide advice, support or just be a place to make friends, can be found here: [https:// www.mencap.org.uk/search/groups](https://www.mencap.org.uk/search/groups) or on the Council/ Live Well websites.





Ethnic Diversity

Resources for staff

Be.macmillan is a wonderful resource. You can download or have posted a wide range of information regarding the signs and symptoms of cancer, in different languages. (You will need to register a free account): <https://be.macmillan.org.uk/be/default.aspx>

Using Health Facilitators to increase screening uptake in ethnically diverse groups: <https://phescreening.blog.gov.uk/2019/05/03/tackling-screening-inequalities-in-bame-communities/>

Language - not just our first and second language - but how we describe people, can be a barrier. Sporting Equals have a great terminology resource to consider how we label people: <http://sportingequals.org.uk/news-and-blogs/sporting-equals-terminology-resource.html>

Learning from the experience of ethnically diverse cancer patients - the five minute films can be accessed here: <https://www.england.nhs.uk/blog/reducing-inequalities-bmecancer-care/>

This blog from PHE highlights how to make breast screening more accessible for ethnically diverse communities: <https://phescreening.blog.gov.uk/2020/02/19/breast-screening-accessible-british-pakistani>

Creating an Inclusive Environment

PHE have ethnically diverse posters promoting cancer screening which can be downloaded and displayed in waiting rooms: <https://campaignresources.phe.gov.uk/resources/search?amp;f.content/resource/targa-ud000=BAME>

Make connections with local community leaders, engage with community groups and be visible within ethnically diverse communities. Organisations such as 'Merseyside Polonia' <https://merseysidepolonia.com> and 'Liverpool Arabic Centre' <https://liverpoolarabic-centre.org.uk> // actively seek to build connections with the local authority.

Ensure patients know they are entitled to receive interpretation/translation services provided by the practice for free.

Resources for patients

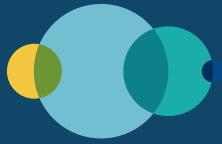
Amazing videos of women speaking in different languages about Cervical Screening: <https://www.jostrust.org.uk/information/videos>

Peer support group for ethnically diverse people who identify as LGBTQ+: <https://i0.wp.com/mindout.org.uk/wp-content/uploads/2018/07/BAME-poster-2016-A4-PJ06Bleed-1.jpg?ssl=1>

BME Cancer Communities is a website with culturally sensitive and appropriate practical advice, information, advocacy and support services for people with cancer: <http://www.bmecancer.com/>

"I felt [cancer] was a white person's disease. No one of my ethnicity is ever shown as a cancer patient." (from Macmillan's 'The rich picture on people with cancer from BME groups')





Great Example of Culturally Relevant Messaging

Prevention and protection of the South Asian communities from COVID-19



Stay at home and away from others if ill



Wash hands often with soap and water



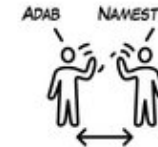
Those providing personal health and hygiene services will need to wear appropriate PPE (personal protective equipment)



Clean and disinfect frequently used or touched surfaces/ objects with bleach/antibacterial detergents or wipes



Wear face coverings when out with people of different households.



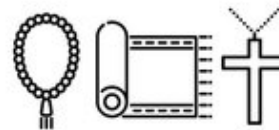
Use different ways of greeting to avoid touching and hugging. For example gestures such as 'Adab' or 'Nameste'



No more than 30 people for weddings/festivals/religious congregations and keep social distance



Keep 1 metre apart in distance in all directions even while praying



Take your own religious items with you to your place of worship



Faith-based supplementary after-school activities follow government and public health guidance. Should remain closed until go ahead given. Use remote learning where possible.



LGBTQ+

Resources for staff

Having staff using the right language, pronouns and asking for clarity removes the greatest barrier. This glossary is a great place to start with definitions: <https://www.stonewall.org.uk/helpadvice/faqs> and [glossary/glossary terms](https://www.stonewall.org.uk/helpadvice/glossary/)

Stonewall have produced a guide for the NHS, which you may find useful https://www.stonewall.org.uk/sites/default/files/stonewall_guide_for_the_nhs_web.pdf

Macmillan have produced a practical guide for health professionals in supporting Lesbian, Gay, Bisexual and Trans people with cancer https://www.macmillan.org.uk/_images/supporting_lgbtpeople_with_cancer_tcm9300546.pdf

The LGBT Foundation want to help. They have lots of resources including a staff member to support older LGBT people. You can just pick up the phone. They also have great resources for your practice <https://lgbt.foundation/>

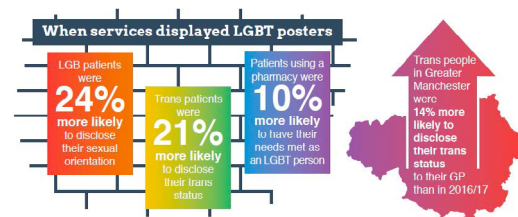
Resources for patients

Trans and non binary screening FAQs <https://www.cancerresearchuk.org/about-cancer/cancersymptoms/spot-cancer-early/screening/trans-and-non-binary-cancer-screening>

Macmillan have an LGBTQ+ forum which welcomes all people who identify as LGBTQ+ and have been affected by cancer to share their experiences https://community.macmillan.org.uk/cancer_experiences/lgbt-and-cancer-forum

A list of local support networks can be found here <https://sahir.org.uk/lgbt/> **Many LGBTQ+ support networks can also be found on the council and Live Well websites.**

Mental Health Support Resources <https://mindout.org.uk/resources>



Creating an inclusive environment

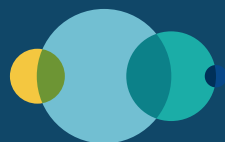
Pride in Practice is a national model which aims to raise awareness of LGBTQ+ issues in PCNs: <https://lgbt.foundation/prideinpractice> This is the NHS link, which has some further information: <https://www.england.nhs.uk/ltphimenu/lgbt/lgbt-and-improving-general-practice/>

The Navajo Merseyside and Cheshire Charter Mark indicates that your organisation is in line with statutory requirements and promotes best practice in engaging with the LGBTQ+ community <https://merseysideintrust.org/navajo-information/>

The NHS Rainbow Badge Scheme is a great way to visually demonstrate LGBTQ+ inclusion: <https://www.england.nhs.uk/2019/07/nhs-is-out-and-proud-for-pride>

Stonewall have lots of posters which can be downloaded and displayed in waiting rooms: <https://www.stonewall.org.uk/resource-type/posters>





Deprivation

Resources for Patients

Refer to Local Foodbank: <https://www.trusselltrust.org/get-help/find-a-foodbank>

Refer to Welfare Rights: <https://advice.local.uk/resources/welfare-benefits>

Many advice and support networks can be found on the council and Live Well websites.

Creating an inclusive environment

Advertise a campaign on your walls or TV. It tells your patients “we stand with you”: <https://www.trusselltrust.org/hunger-free-future>

Know your community support networks: <https://www.gov.uk/find-a-community-support-group-or-organisation>

Engage with local community members. Refer patient representatives/cancer champions etc to the ‘Talk Cancer: cancer awareness training programme’ <https://www.cancerresearchuk.org/health-professional/awareness-and-prevention/talk-cancer-cancer-awareness-training-programme-to-promote-more-opportunities-for-engagement>.

Resources for staff

Rates of smoking and obesity are higher among people from the most deprived areas, putting them at higher risk of developing cancer.

- **Smoking cessation services and interventions:** <https://www.nice.org.uk/guidance/ng92>
- The CURE Project: <https://thecureproject.co.uk>
- **Obesity prevention clinical guideline:** <https://www.nice.org.uk/guidance/cg43/chapter/1-Guidance#public-health-recommendations>
- **Examples of GP Practices actively targeting members of the local community to improve their health and wellbeing:** <https://www.cqc.org.uk/guidance-providers/gps/gp-example-supporting-people-live-healthier-lives#example-9>
- **Graphics and animations regarding risk factors can be downloaded here:** <https://publications.cancerresearchuk.org/prevention>

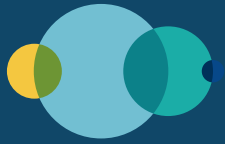
Data suggests that people from the most deprived communities are less aware of cancer symptoms and report more barriers to seeking help - the most common being difficulties getting an appointment with a particular doctor or at a time that works.

- **Be clear on cancer campaign:** <https://www.cancerresearchuk.org/health-professional/awareness-and-prevention/be-clear-on-cancer>
- **Share educational resources on signs and symptoms of cancer, such as these by CRUK:** https://publications.cancerresearchuk.org/1-ga-Mjk1ODMwNjE5LjE2MjYwOTA0MzM.*_ga_58736_Z2GNN*MTYyNjE4MTEwOS40L-jEuMTYyNjE4NDMwOC41OQ..&_ga=2.206245520.2063144823.1626090433295830619.1626090433

Make patients aware of what is available to facilitate appointments at a time suitable for them:

- **Offer and promote GP Extended Access service (and explain how to use).**
- **Offer and promote online triage tool e.g. eConsult (and explain how to use).**
- **Remove barriers to accessing online tools e.g. requirement to be registered with the surgery for X amount of months before being able to book appointments online/via an app.**





Disability

Creating an Inclusive Environment

Checklist to ensure the site is accessible for people who have a disability/impairment: <https://www.hisen-gage.scot/equippingprofessionals/participation toolkit/accessibility checklist>

Be mindful that not all disabilities are visible. Patients wearing a sunflower lanyard may need extra time, care, patience or understanding. Promoting information about the Sunflower Lanyard Scheme within your practice tells patients you are aware of the scheme and that you are understanding of their needs. <https://hiddendisabilitiesstore.com>

Seek feedback from patients who have a disability/impairment to ask about their experience and ensure you are meeting their needs appropriately.

Consider including a BSL library on your website with relevant information e.g. <https://www.sath.nhs.uk/patientsvisitors/bsl/>

Resources for staff

Be mindful that people with cancer who have an existing disability/other long term conditions report more emotional support needs. Refer to IAPT if appropriate and signpost to support organisations:

- **Cancer specific: Macmillan have more than 900 local support groups** <https://www.macmillan.org.uk/cancerinformationandsupport/gethelp/emotionalhelp/localsupportgroups>
- **Online support: Clic is a free online community which can support people with their mental health** <https://clic.uk.org/>

People with cancer who have an existing disability/other long term conditions are more likely to have needs serious enough to be eligible for formal social care support.

Recommend applying for a social needs assessment and help patients prepare by sharing the following checklist <https://www.which.co.uk/late-life-care/carersandcaring/needsassessment/preparingforthenneedsassessmentaydxs7j47udr>

Resources for patients

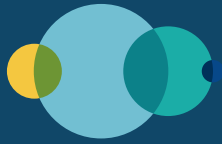
A list of charities and organisations who can support patients who have a disability: <https://www.macmillan.org.uk/cancerinformation/organisationsearch/organisationsearchresults.aspx?ctypeq=disability&org-type=All+Types&page=2>

Cancer related information in British Sign Language can be found here: <https://www.youtube.com/playlist?list=PL4YhGgVzIQXjGPuUgX0lqKdHvHb7yXKP>

Examples of reasonable adjustments which can be made include:

- Arranging the first or the last appointment of the day or arranging a double appointment.
- Using tools such as pictures or images to support communication.
- Communicating via technology, such as a tablet or telephone.
- Providing information in other formats, such as braille, large print, audio, or BSL
- Separate waiting area (if available), where noise etc. may cause distress.





Carers

Creating an Inclusive Environment

Be mindful that many people do not see themselves as a carer, but as a mother, father, partner, friend or neighbour, etc. Instead of asking 'are you a carer?', ask patients if they look after someone who could not manage without them - this helps to overcome the self identification obstacle.

Include carers' details on a carers register (with their permission) to monitor caring status, and send useful information.

Offer a carers information pack containing contact details of local carer organisations and useful information.

Develop and display a Carers Charter to outline the surgery's commitment to supporting carers an example can be found here: <https://www.gmhsc.org.uk/wp-content/uploads/2018/04/Carers-CharterFINAL.pdf>

Host monthly drop in sessions to offer confidential appointments with carers for advice, carers assessments and benefit information.

Arrange home visits to the carer or the person the care for if caring responsibilities make it difficult for them to attend appointments at the surgery.

Arrange 'double' appointments for both the carer and the person they care for at the same time to avoid having to visit the surgery twice.

Promote health and wellbeing by ensuring carers get flu vaccines etc. and encouraging them to attend regular health check ups.

Seek feedback from patients and carers to ask about their experience and ensure you are meeting their needs appropriately. Invite a carer to join your Patient Participation Group.

Recruit a designated Carer Champion (volunteer/member of staff) who can act as a point of contact for carers and professionals in each practice.

Resources for Patients

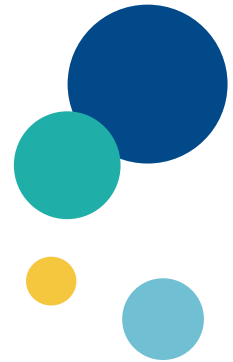
Crossroads Together provides information, advice and practical support to unpaid carers of all ages, and the people they care for, across Cheshire and Merseyside: <https://www.crossroadstogether.org.uk>

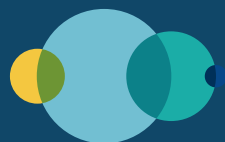
Carers Trust provide local carers centres which can provide emotional and practical support and training: <https://carers.org/help-and-info/carers-services-near-you>

Encourage carers to create an emergency plan, if they haven't done so already. Many local carers organisations can provide carers with an emergency card to make people aware they are a carer in an emergency situation: <https://www.carersuk.org/search/planning-for-emergencies>

Resources for Staff

Supporting carers in general practice: a framework of quality markers' contains lots of practical ideas on how to make the surgery carer friendly: <https://www.england.nhs.uk/publication/supporting-carers-in-general-practice-a-framework-of-quality-markers>





Mental Health

Resources for staff

Mental health inequalities factsheet: <https://www.centreformentalhealth.org.uk/publications/mental-healthinequalitiesfactsheet>

Health Education England provide online mental health awareness training for healthcare professionals: <https://www.e.lfh.org.uk> **or become a Mental Health First Aider (MHFAiders are trained to listen, reassure, and respond, even in a crisis):** <https://mhfaengland.org>

Rates of smoking and alcohol use are higher among people with mental health conditions, putting them at higher risk of developing cancer.

Smoking cessation services and interventions: <https://www.nice.org.uk/guidance/ng92>

The CURE Project: <https://thecureproject.co.uk/>

NHS Live Well have advice and support on reducing alcohol intake: <https://www.nhs.uk/live-well/alcohol-support/tips-on-cutting-down-alcohol>

Graphics and animations regarding risk factors can be downloaded here: <https://publications.cancerresearchuk.org/prevention>

There are lots of useful videos on the NHS Youtube channel, including quick workout videos, to improve health and wellbeing. There are also information videos on topics such as breast screening, which may reduce anxiety: <https://www.youtube.com/c/NHS/videos>

Creating an Inclusive Environment

'Every Mind Matters' campaign resources can be found here: <https://campaignresources.phe.gov.uk/resources/search?query=>

Seek feedback from patients who have a mental health condition to ask about their experience and ensure you are meeting their needs appropriately.

Participate in, or refer the surgery's mental health first aiders/champions, to the 'Talk Cancer: cancer awareness training programme' <https://www.cancerresearchuk.org/health-professional/awareness-and-prevention/talk-cancer-cancer-awareness-training-programme> **to promote more opportunities for appropriate and timely referrals.**

Resources for patients

Mental health support resources for people within the LGBT + community: <https://mindout.org.uk/resources>

The Open Door Centre aims to make the treatment of mild depression and anxiety accessible and approachable to young people: <https://www.opendoor-charity.com>

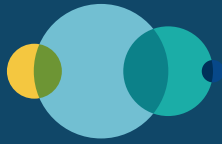
Cheshire Wellbeing Hub <https://www.cwp.nhs.uk/services-and-locations/services/central-cheshire-wellbeing-hub/>

Woebot is a chatbot that can help you think through situations with step by step guidance using methods from Cognitive Behavioral Therapy. It can be downloaded via iOS or android.

The Macmillan Support Line offers confidential support to people living with cancer and their loved ones: 0808 808 0000

Macmillan also offer telephone buddies so no one has to face cancer alone: <https://www.macmillan.org.uk/cancer-information-and-support/get-help/emotional-help/telephone-buddies>





Religious and Cultural Beliefs

Creating an Inclusive Environment

Religion and spirituality can impact decisions regarding diet, medicines based on animal products, modesty, and the preferred gender of their health providers. Some religions have strict prayer times that may interfere with medical treatment. 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) - examples on next page.

Make connections with local community leaders, engage with community groups and be visible within a diverse range of communities. A list of local inter faith networks can be found here: [https://www.interfaith.org.uk/involved/groups/local inter faith/north west](https://www.interfaith.org.uk/involved/groups/local%20inter%20faith/north%20west) Organisations such as 'Merseyside Polonia' (<https://merseysidepolonia.com>) and 'Liverpool Arabic Centre' (<https://liverpoolarabiccentre.org.uk/>) also actively seek to build connections with the local authority.

Resources for staff

Refer to summary of religious views.

A standardised NHS diversity monitoring form can be found here: <https://www.england.nhs.uk/wp-content/uploads/2017/01/ais-review-diversity-monitoring-questions.docx>

Health Education England have developed a 'Cultural Competence' e-learning programme (two 20-30 minute sessions), to support clinicians in understanding the issues around culture and health; and how this might influence health care outcomes: <https://www.ehft.org.uk/programmes/cultural-competence>

Case studies on working with faith groups to promote health and wellbeing can be found here: <https://www.local.gov.uk/sites/default/files/documents/working-faith-groups-prom-6ff.pdf>

Resources for patients

Maggie's have some useful information on spirituality and cancer: <https://www.maggies.org/cancer-support/managing-emotions/spirituality-and-cancer>

Firm Roots is a Christian support group for people affected by cancer: <http://www.firmroots.org.uk>

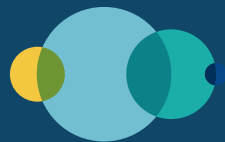
The Muslim Women's Network provide a culturally sensitive helpline and counselling service on a range of issues (also open to men and women of other faiths/no faith): <https://www.mwnhelpline.co.uk/index.php>

Cancer Black Care can provide information, advice and support to people affected by cancer and health-care professionals: www.cancerblackcare.org.uk

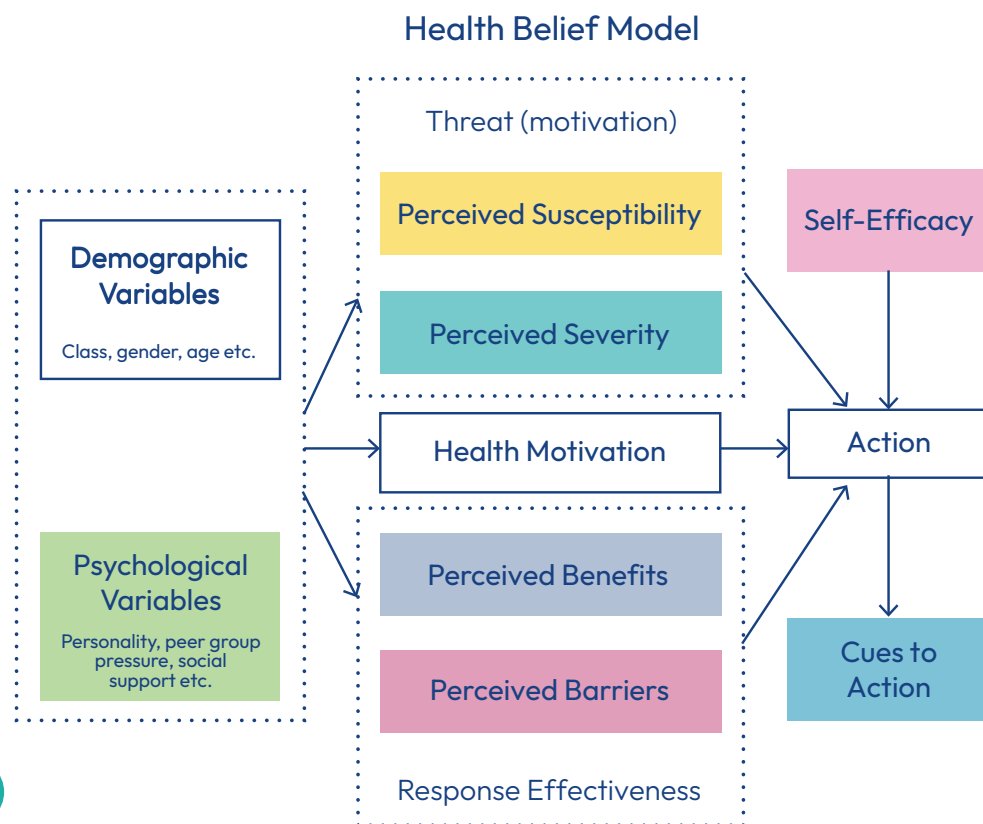
Top tips

1. Ask the patient how you can help make their experience more comfortable.
2. Avoid being judgmental and do not make assumptions.
3. Apologize for cultural mistakes.
4. Be aware of the uniqueness of their religion/culture and their needs
5. Be respectful.
6. Observe body and facial language.
7. Recognize how values, behaviours, and beliefs may affect others.
8. Use medically competent and fluent interpreters with training in cultural competence

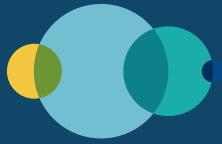




An example of how primary care providers can utilise spiritual beliefs, which facilitate or hinder health behaviour, to frame targeted interventions



HBM Factor	Spiritual Belief(s)	Interventions
Perceived Severity: How serious is this illness?	<ul style="list-style-type: none"> I'll pray that it gets better Use of spiritual remedies (e.g. salves, fasting) may delay seeking medical attention. 	Providers may engage patients in a conversation about their beliefs while providing information about treatment and alternatives.
Perceived Susceptibility: What is the risk of contracting illness?	<ul style="list-style-type: none"> God is in control. Fatalism/Everything happens for a reason. 	Providers may provide information about health risk in community and faith-based organisations as well as to individual patients.
Perceived Benefits: Is treatment feasible? Efficacious?	<ul style="list-style-type: none"> My body is a temple I want to live longer God helps those who help themselves My church values Health 	Use of faith-based promotional materials (i.e. The Body is a Temple). Referrals to chaplains/faith based organisations to promote healthy practices.
Perceived Barriers: Cost-benefit, practical concerns.	<ul style="list-style-type: none"> My beliefs prevent me from engaging in certain health behaviours or practices (i.e. contraception, organ donation) 	Engage in conversation and allow patients to express concerns. If needed, make referrals to chaplains/faith based organisations to help patient arrive at decisions that take their beliefs into consideration.
Self-Efficacy: Ability to execute desired behaviour	<ul style="list-style-type: none"> Higher Power (i.e. God) gives me the power/courage to do anything God is in control Do my spiritual beliefs support what I want to do? 	Partnerships between surgeries and community/faith organisations may promote healthy behaviours and engagement with primary care facilities. But take care not to isolate people of other religions/beliefs.
Cues to action: Triggers to taking action	<ul style="list-style-type: none"> Announcements about other church members who have fallen ill. Pre-existing health conditions 	Providers may provide workshops in the community/churches to increase health awareness.
Sociopsychological Variables	<ul style="list-style-type: none"> Social Support in church 	



Useful resources

Primary Care Cancer Toolkit (RCGP and CRUK)
[https:// www.rcgp.org.uk/clinical andresearch/
resources/toolkits/primary care cancer toolkit.
aspx](https://www.rcgp.org.uk/clinical-and-research-resources/toolkits/primary-care-cancer-toolkit.aspx)

A Co production Model: Five values and seven
steps to make this happen in reality [https:// co-
alitionforpersonalisedcare.org.uk/wpcontent/
uploads/2021/07/C4PCCo production
model.pdf](https://co-
alitionforpersonalisedcare.org.uk/wpcontent/
uploads/2021/07/C4PCCo production
model.pdf)



These are some of the key signs and symptoms of cancer. But if something's unusual for you, it's best to tell your doctor - even if it's not on this list.

Croaky voice, hoarseness or a cough that won't go away	Breathlessness
Mouth or tongue ulcer that lasts longer than three weeks	Difficulty swallowing
Coughing up blood	Persistent heartburn or indigestion
Unusual changes to the size, shape or feel of a breast, including nipple or skin changes,	Appetite loss
A change in bowel habit, such as constipation, looser poo or pooing more often	Persistent bloating
Blood in your poo
Unexplained vaginal bleeding, including after sex, between periods or after the menopause	Very heavy night sweats
Blood in your pee	Appetite loss
Problems peeing	Fatigue
	Unexplained weight loss
	An unexplained pain or ache
	An unusual lump or swelling anywhere on your body
	A new mole or changes to a mole
	A sore that won't heal
