



Wessex
Academic Health
Science Network



Learning Disability Friendly GP Practices

Introduction

This guidance describes how to make your practice Learning Disability Friendly. It details the steps that can be taken to bring about this quality improvement programme. It is not an exhaustive list and there may be other things you wish to do that will enhance the service you deliver to your patients.

Background

It is well documented that people with Learning Disabilities generally have poorer health than the general population. According to the Confidential Inquiry into the Premature Deaths in People with Learning Disabilities (CIPOLD 2013) women with Learning Disabilities die 20 years earlier than women without a Learning Disability and men die 13 years younger than men without a Learning Disability. Many of these deaths were preventable.

It is important that practices have an awareness of the evidence base unpinning practice. When looking at capacity and best interests consider the [Mental Capacity Act \(2005 \)](#), the [Accessible Information Standards \(2016\)](#) when considering patients communication abilities and [The Equality Act \(2010\)](#) when thinking about the reasonable adjustments that need to be made so that healthcare is accessible to all.

As part of the Southampton, Hampshire, Isle of Wight and Portsmouth (SHIP) Transforming Care Partnership (TCP) we pledged to implement Learning Disability Friendly GP Practices. While researching how to develop this we came across 'Dementia Friendly GP Surgeries implementing iSPACE', although we haven't followed the iSPACE model we have used the work the Wessex Academic Health Science Network undertook to support the development of the Learning Disability Friendly GP Practices.

Aims

- Patient, families and carers experience improved
- Identify the un met health needs
- Clinical consultations improved
- Increased awareness for staff
- It links with NICE guidelines
- It demonstrates to CQC a commitment to working with patients and a focus on Learning Disabilities
- It is important to inspire a couple of Learning Disability champions within your practice
- It links to Accessible Information Standards Guidance
- It demonstrates professional development

What makes a Learning Disability Friendly GP Practice

Identify one or two Learning Disability Champions within the practice

The role entails:

- ✓ *Be an advocate for people with a Learning Disability including their parent/ carers.*
- ✓ *Act as an innovative and enthusiastic role model, providing leadership, guidance and advice to staff on the care of people with a Learning Disability.*
- ✓ *Improve Learning Disability awareness.*
- ✓ *Ensure GP Practices embed Learning Disability friendly criteria/principles.*
- ✓ *Be part of a champion's network.*
- ✓ *Ensure that the clinical environment takes into account the needs of people with a Learning Disability.*
- ✓ *Ensure information is in an accessible format for people with a Learning Disability.*
- ✓ *Ensure the practice is kept up to date and aware for relevant Learning Disability legislation.*
- ✓ *Promote the Practice Participation Group with people with lived experience and encourage that there is a Learning Disability representative on the group.*
- ✓ *Being aware of who you're local Community Learning Disability Team are and how to contact them for support and advice.*

Being Person Centred

- Ensure that the patient is kept at the centre of their consultation at all times.
- Ensure parent/carers health needs are met and make sure they are aware that they are entitled to a carer's assessment.
- Actively follow up no responders and remind patients/carers of appointments a few days before their appointment or on the day of their appointment (Consider speaking to your local adult services team for advice if you are concerned).
- Ensure patients and/or parent/carers are aware of support and information available to them.
- Once coded add an 'alert' to the patient notes so that everyone is aware of their diagnosis and any other needs.
- Identify those patients who are 'At Risk' of crisis and ensure we link up with social care and add patient to the multi-disciplinary meeting list

Annual Health Checks

- Ensure that the LD register is correct by implementing the LD Miquet Query. Liaise with the local Community Learning Disability Team with the results.
- Arrange Learning Disability/ Annual Health Check training with your local Community Learning Disability Team for practice staff.
- Ensure Learning Disability/ Annual Health Check refresher training is undertaken yearly.
- Develop an Annual Health Check process for your practice and review regularly.
- Offer and deliver Annual Health Checks for people with a Learning Disability.
- Assure codes for Annual Health Checks are correct (Quarterly).
- Ensure the at least 55% of Annual Health Checks are being delivered.
- Offer home visits to undertake Annual Health Check if required to reduce anxiety.

Making Reasonable Adjustments

- Identify the reasonable adjustments patients require and ensure this is detailed in the patient note and add flag to the system, including communication needs.
- Maintain your practice Learning Disability register; your local Learning Disability Team can support you with this.
- Ensure parent/carers for all patients with a Learning Disability are flagged and/or coded on the system.
- Ask patients if they would like their parent/carer included in correspondence. (Please consider mental capacity and best interest as appropriate).
- Consider if required to book an extended appointment for patients with a Learning Disability.
- Align the practices QOF registers to combine health checks where appropriate in line with [Nice Guidelines 56](#) to reduce appointment times and anxiety
- Encourage patients to complete a personal care plan such as [‘All About Me’](#), or [‘My Hospital Passport’](#)
- Consider the environment and making it accessible and comfortable for people with a Learning Disability (see Suggestions from People with a Learning Disabilities Document in Resources)
- Offer a brief written outline of what has been discussed for the person to read after the appointment to ensure processing.
- Display Easy Read information/leaflets for people with a Learning Disability.
- Use appropriate communication aids to help understanding.
- Ensure the person’s needs are met by developing a health action plan with the individuals and arrange a follow up appointment to review the health action plan.

Resources available to you

- [Invite to Annual Health Check Letter Template](#)
- [Annual Health Check Easy Read Leaflet](#)
- [Communication Flash Cards](#)
- [Communication Toolkit](#)
- [ABCD Checklist for primary care practices](#)
- [Easy Health](#)
- [Pre Annual Health Check Template](#)
- [Learning Disability Made Clear](#)
- [Safer Places Scheme](#)
- [Challenging behaviour and learning disabilities: prevention and interventions for people with learning disabilities whose behaviour challenges](#)
- [General Medical Council: Learning Disabilities- Into Practice Tips for Doctors](#)
- [Suggestions from People with a Learning Disabilities](#)
- [Health Action Plan Template](#)
- [DNA Top Tips](#)
- Your areas Local Offer Website for 0-25 years

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- Abbeywell Surgery (West Hampshire)
 - Waterfront and Solent Surgery (West Hampshire)
 - Parkside Practice (West Hampshire)
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 - Living Well Partnership (Southampton)
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Next Steps

If you're interested in rolling this out to your practice and have any further questions please contact WHCCG.SHIPTCP@NHS.NET

Please let us know if you are doing this so we can ensure we support you in implementing this.

Thank you for your interest in this project and if you have any comments- both positive and negative please provide us with feedback.