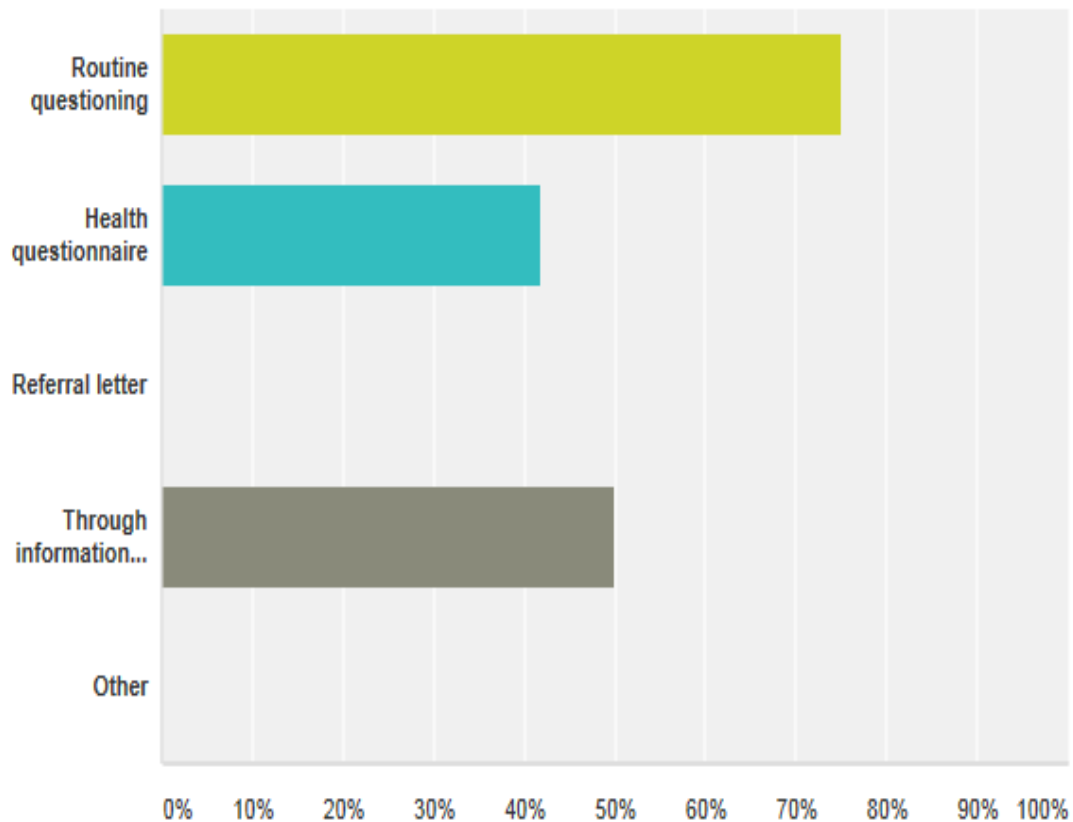


How do you identify a patient with a Learning Disability at the point of making an appointment into your service? (please tick all relevant boxes)

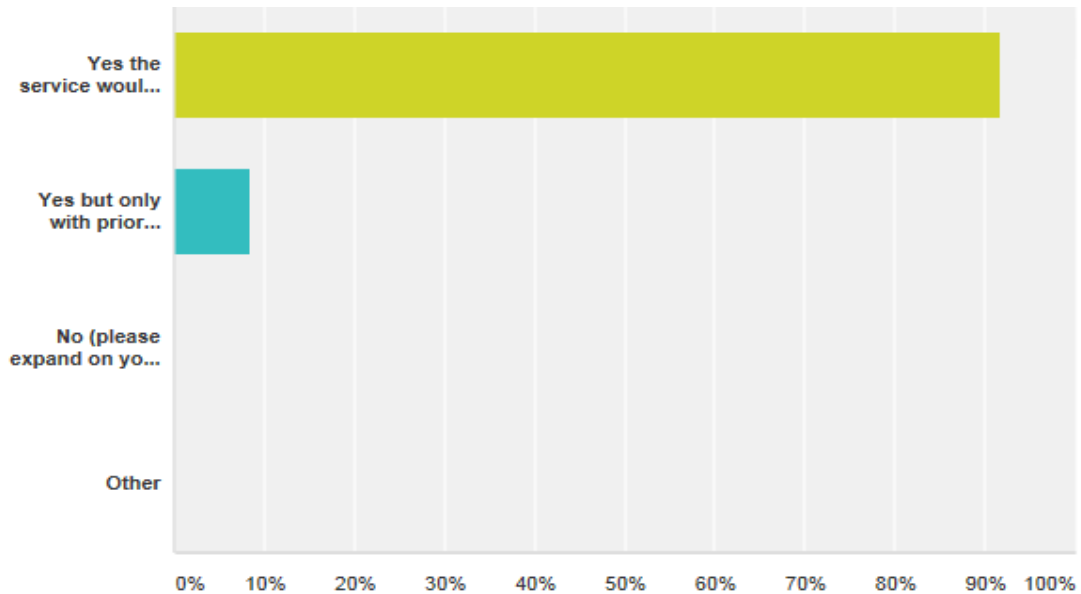


Answer Choices	Responses
▼ Routine questioning	75.00% 9
▼ Health questionnaire	41.67% 5
▼ Referral letter	0.00% 0
▼ Through information provided by an Advocate/Formal Carer/Representative	50.00% 6
▼ Other	0.00% 0

Total Respondents: 12

Comments (0)

If a patient with a Learning Disability attended your service would you make any adjustments in order to provide them with the service they require?

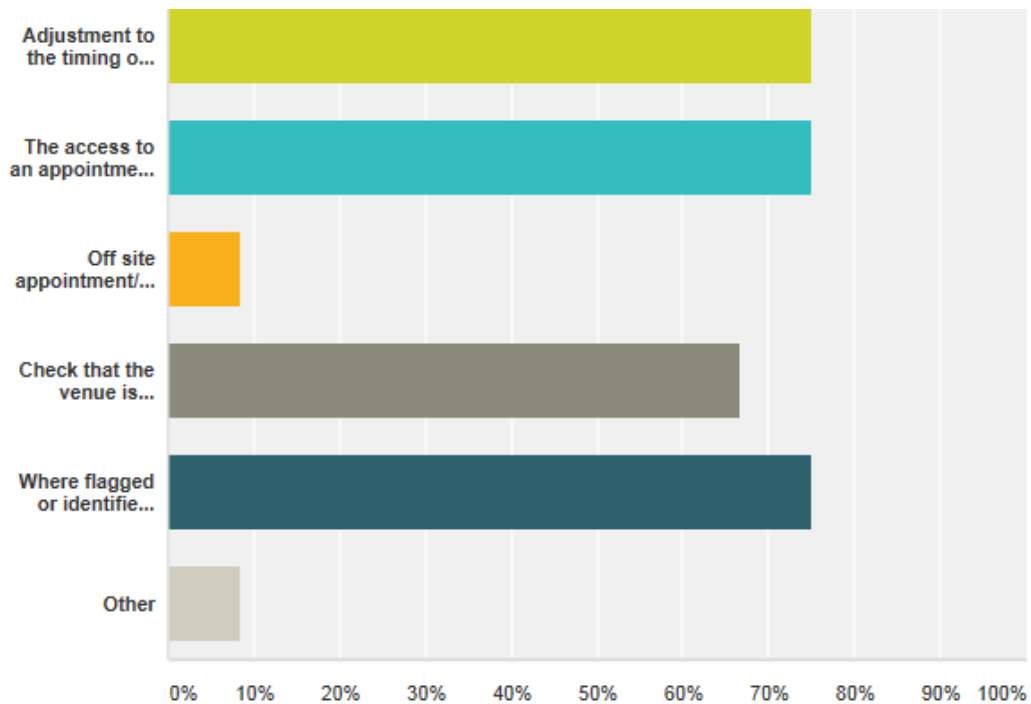


Answer Choices	Responses
Yes the service would deal with the situation as it arose (please expand on your response in the comment box below)	91.67% 11
Yes but only with prior notice (please expand on your response in the comment box below)	8.33% 1
No (please expand on your response in the comment box below)	0.00% 0
Other	0.00% 0

Comments received

- It would depend on the situation, may just be written information of drug dosages or it may benefit patient to have medication dispensed weekly into a nomad tray
- We would provide extra support filling in forms etc and react to any issues, If these could not be overcome on the day we would re book the pt
- The patient would be referred to the pharmacist who would make an assessment as to the best way to proceed.
- Allow more time for gaining consent and explaining treatment options. Ask that a carer/representative be available to assist them if required.
- Extra time would be left for their appointment Make sure a legal representative attends for consent make sure the patient understands and gives their consent for their their treatment need by discussion at the appointment
- Speak with carer first if any specific needs were required. Allow extra surgery time to treat patient.
- We regularly encounter this situation and have processes in place to cater for all. Whether it maybe assistance physically or verbal explanations.
- We would adjust our treatment of the patient according to the patient's needs.
- Examination would be done more slowly and catered to what Px can cope with
- Depends on the individual, some people with LD may need a carer with them to ensure any instruction given is carried out. Others will be capable of understanding instruction without other being present. We would assess this at the point of original contact simply by speaking to the individual involved.

What sort of adjustments would you make to your service knowing a client with a Learning Disability was to attend an appointment ? (please tick all relevant boxes)



Answer Choices	Responses
Adjustment to the timing of an appointment slot? (ie double appointment slot)	75.00% 9
The access to an appointment slot at the beginning/end of the day if requested to best meet the client's needs?	75.00% 9
Off site appointment/home visit	8.33% 1
Check that the venue is suitable (suitable waiting area/clinic room large enough to accommodate client, carer/advocate or supporter to be involved)	66.67% 8
Where flagged or identified your service can make reasonable adaptation for specific needs	75.00% 9
Other	8.33% 1

Total Respondents: 12

Comments (2)

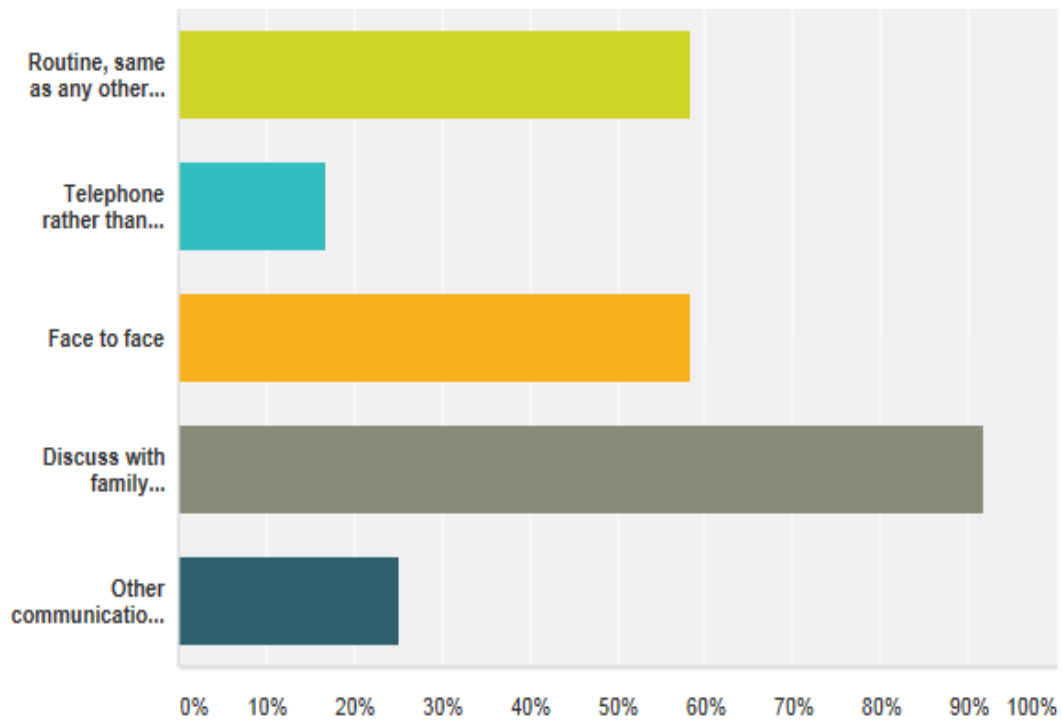
we don't offer appointment in the pharmacy but will perhaps relocate to consultation area if a conversation on the shop floor in inappropriate

1/20/2015 2:00 PM

We adjust the time of the appointment to suit the Px. Some prefer mornings others afternoons.

1/14/2015 1:43 PM

What format would you use when communicating with a client identified as having a learning disability? (please tick all relevant boxes)

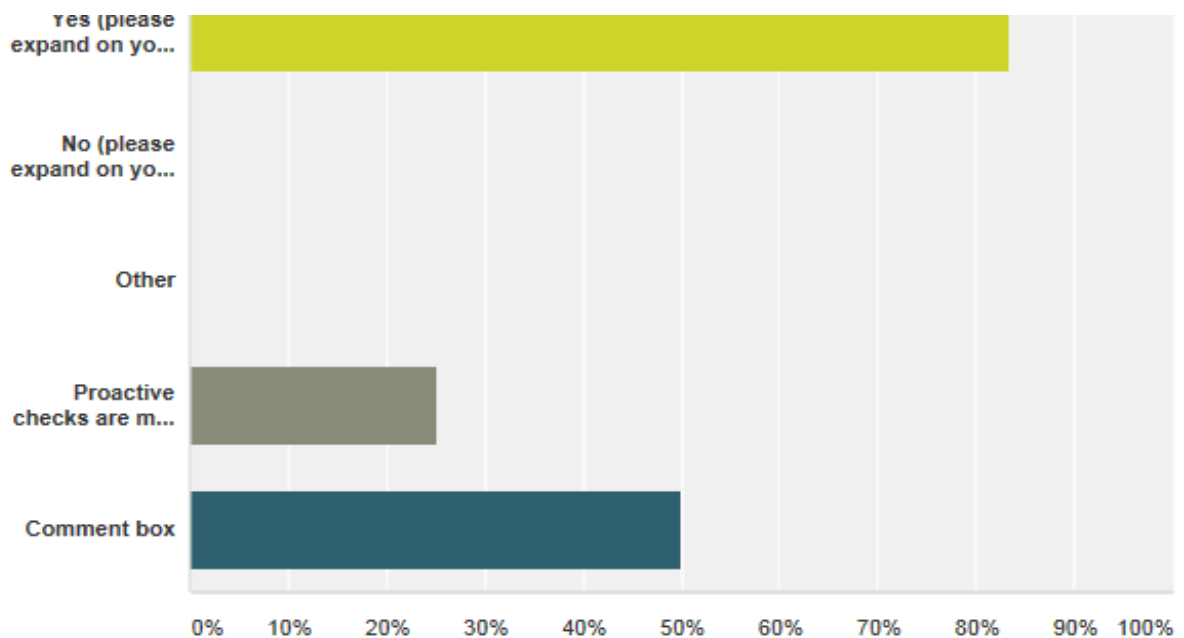


Answer Choices	Responses
▼ Routine, same as any other registered client	58.33% 7
▼ Telephone rather than written communication	16.67% 2
▼ Face to face	58.33% 7
▼ Discuss with family member/carers	91.67% 11
▼ Other communication tools	25.00% 3
Total Respondents: 12	

[Comments \(2\)](#)

- Whatever is best after consultation with patient and / carer
- Would only discuss with a carer in the presence of the client with LD to ensure confidentiality.

Are your service focused leaflets/information/letters written in plain English and accessible as easy read ? (please tick relevant boxes)

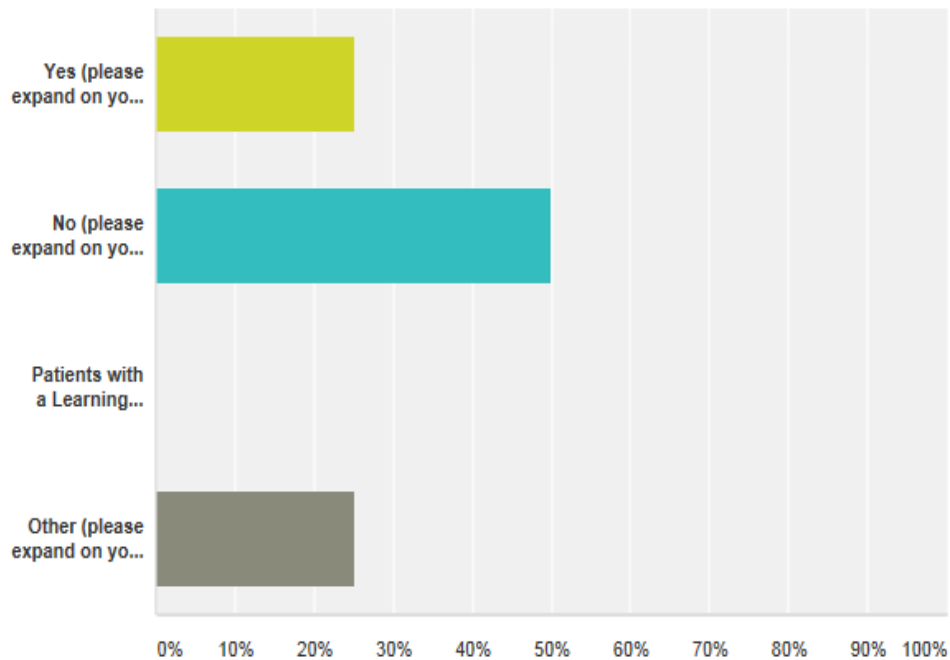


Answer Choices	Responses
Yes (please expand on your response in the comment box below)	83.33% 10
No (please expand on your request in the comment box below)	0.00% 0
Other	0.00% 0
Proactive checks are made to ensure that information has been received, is suitable and understood	25.00% 3
Comment box Responses	50.00% 6
Total Respondents: 12	

Comments received

- we offer a variety of formats
- All of our leaflets are in an easy to read format
- They do not contain jargon and are concise and easy to understand.
- Practice leaflets, and verbal information or communication given in simplest forms possible.
- All our information leaflets are written in plain English and are easy to understand.
- All are endorsed by the AOP

Do you have patient feedback and complaint systems in place that specifically provide data about the experiences of patients with a Learning Disability?



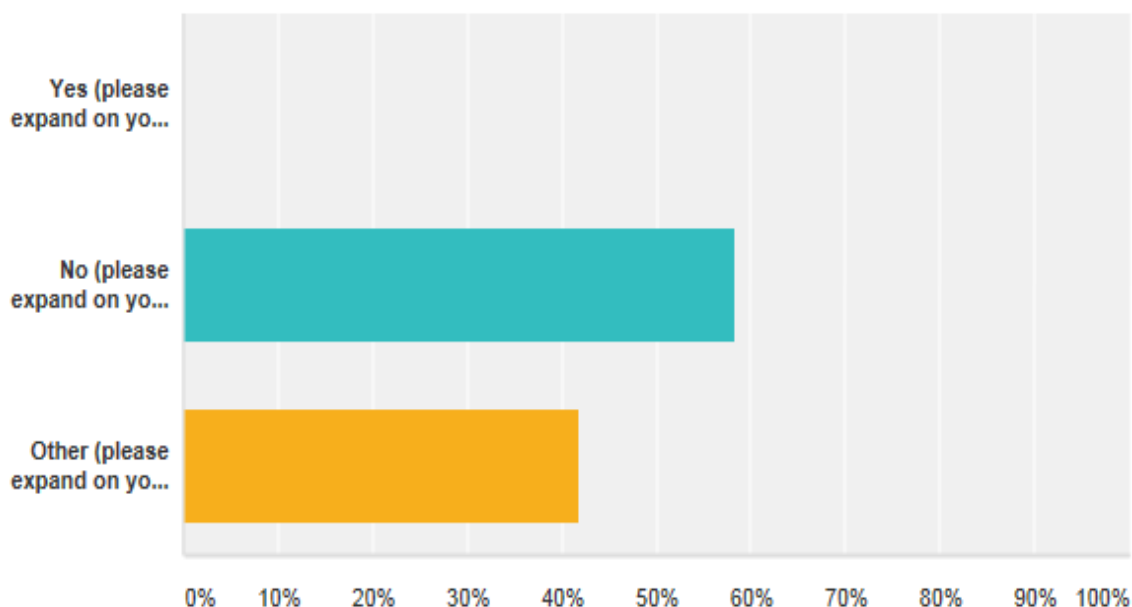
Answer Choices	Responses
▼ Yes (please expand on your response in the comment box below)	25.00% 3
▼ No (please expand on your response in the comment box below)	50.00% 6
▼ Patients with a Learning Disability are not informed or encouraged to use these facilities	0.00% 0
▼ Other (please expand on your response in the comment box below)	25.00% 3
Total	12

Comments received

- All details are listed in practice leaflet
- We have yearly questionnaires and if there is any feedback regarding any special needs, action will be taken.
- we have feedback and complaints procedures but not one specifically for patients with learning disabilities. Any complaint would be dealt with on an individual basis, this applies for all pts
- We use questionnaires and have a formal complaint system but it does not identify patients with a learning disability.
- We do have a comments book that the staff used to feedback any comments and suggestions made by all patients.
- Patient complaints procedure open to all.
- We do have a patient feedback and complaints system at the practice. It is for all our patients and so is not specific to patients with learning disabilities
- We are in the process of starting to use feedback forms.
- We have a complaints procedure, but it does not deal specifically with patients with a LD. However the format could be used by any patient regardless of their condition.

Is there evidence of specific service improvement as a result of feedback from the patient feedback and complaint systems?(Specifically related to Learning Disability clients)

Answered: 12 Skipped: 0

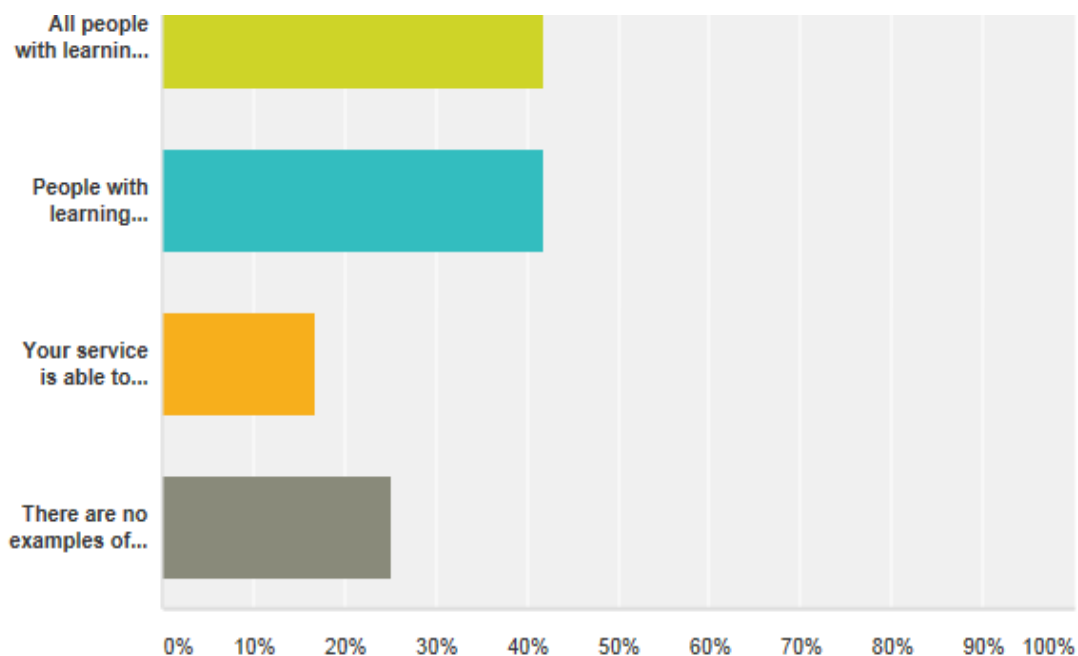


Answer Choices	Responses
Yes (please expand on your response in the comment box below)	0.00% 0
No (please expand on your response in the comment box below)	58.33% 7
Other (please expand on your response in the comment box below)	41.67% 5
Total	12

Comments received

- Nobody has ever used this service, no complaints so far
- No feedback regarding these issues has been given.
- we have had no complaints or feedback specifically relating to learning disability patients
- We act on feedback and produce an action plan - however, it does not specifically target the area of patients with learning difficulties
- We have not received feedback or complaints with regards to our patients with learning disabilities as we do try to provide a very personal service for them.
- No real feedback rec'd requiring major changes
- We have never received feedback suggesting any improvements to our practice specific to patients with a learning disability , but we are open to comments and suggestions that any patient wishes to leave either personally or anonymously in our suggestion box.
- We have never had a complaint from a patient or carer of a patient with a LD.

In summary, please tick the box(es) below which most apply to your service and for which you have evidence for in support of should it be requested



Answer Choices	Responses
<input type="checkbox"/> All people with learning disability accessing/using service are known and patient experience is captured	41.67% 5
<input type="checkbox"/> People with learning disability accessing/using these services are not flagged or identified	41.67% 5
<input type="checkbox"/> Your service is able to provide evidence of reasonable adjustments and plans for service improvement.	16.67% 2
<input type="checkbox"/> There are no examples of reasonable adjusted care.	25.00% 3
Total Respondents: 12	

[Comments \(2\)](#)

Comments received

- We treat all our patients with a learning disability with the respect and care and attention that they deserve. Extra care and attention is used as required. Any extra care used is noted in the patients notes, if appropriate. We do not have a patient list detailing all patients with a learning disability and the extra care they may require.
- We treat all patients alike and do not specifically record when we have an interaction with a patient with a LD. We record interventions with all patients, whether they have a LD or not, we do not record the fact that someone has a LD unless it is relevant to the intervention.

**Please indicate in the box below what type of
NHS England Primary Care Commissioned
service you are and if you would like to add any
other information to your submission, please
use this space to do so**

donkey
1/20/2015 7:49 PM
Community Pharmacy
1/20/2015 2:03 PM
Pharmacy
1/20/2015 1:25 PM
dentist
1/19/2015 4:30 PM
Pharmacy
1/16/2015 8:16 PM
Dentist
1/16/2015 12:19 PM
Dentistry
1/15/2015 12:02 PM
Dental
1/15/2015 11:55 AM
Optometry
1/14/2015 7:15 PM
Dental Surgery
1/14/2015 2:32 PM
Optometry
1/14/2015 1:50 PM
Community Pharmacy
1/14/2015 1:00 PM