



Report about people with learning disabilities and their GP December 2016

1. Introduction



We think 2 out of every 100 people in England have a learning disability



We think only 1 person out of every 5 is known to Councils or the NHS



People with learning disability may have worse health because they

- have complex needs
- dont have much money
- and so dont have a healthy lifestyle



People with learning disability don't go to the doctor, dentist and optician as much as everyone else.

This can make people ill and some people die early



People need information about health that is easy to understand



Less than half of people with learning disability have an annual health check



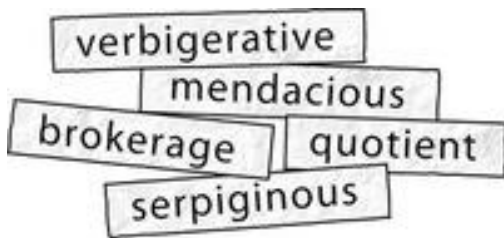
Health checks are needed to keep people well



Some people with a learning disability put up with a lot of pain and don't go to the doctor



Some people find it hard to tell the doctor what is wrong



Some people find it hard to understand what the doctor is saying

2. What we wanted to find out and how we did it



We wanted to hear what people with learning disabilities think about going to their GP



Lots of other people tell us about problems they have when visiting their GP



Our job at Healthwatch Bexley is to check any health service in Bexley



We go to lots of meetings to talk about any health problems in Bexley



People who buy health and social care services (called **commissioners**) need to know when things are not fair



We spoke to 61 people with learning disabilities at the Big health Check Day' in October 2016



Thank you to everyone who took part

3. What we found out from the questions we asked

Question 1

Making an appointment with your Doctor?



32 people needed help



27 used the telephone



8 went into the surgery



2 made it online

We think GP surgeries need to tell more people about booking an appointment online



Question 2

Is it easy to phone your doctor for an appointment?



18 people found it difficult



16 found it easy



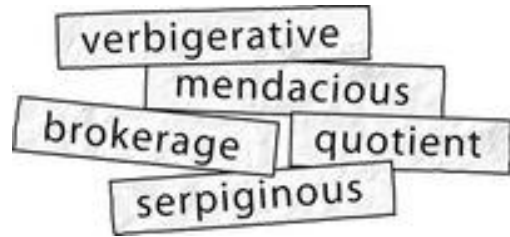
1 person said
“Appointments also need to suit my carer and also prompt appointments as my carers time”

We think staff at GP surgeries need to be able to tell if a person has a learning disability from their own systems so the support is in place



Question 3

Do staff speak clearly?



23 people said yes



10 people said sometimes



5 people said no



People need to understand to receive the right support and carry out the right treatment

We think all GP staff should have disability awareness training



Question 4

Do you see the same Doctor every time?



10 people said yes



16 people said sometimes



14 people said no



People need to see the same Doctor for good on-going care. Saying the same thing to different doctors can be difficult and makes people anxious

We think that appointments should be booked with the same Doctor



Question 5

Do you find it easy to talk to your Doctor?



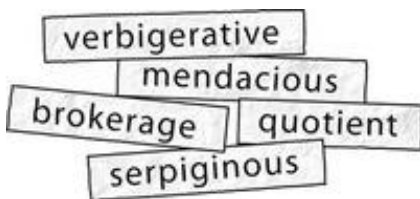
20 people said yes



11 people said sometimes



12 people said no



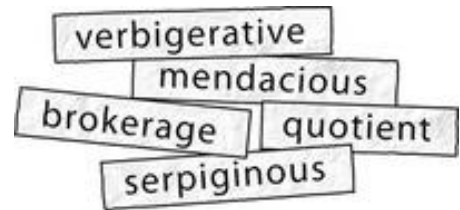
People with learning disability may find it hard to communicate



So a good knowledge of the person is important to communicate in the best way for that person

Question 6

Is it easy to understand what the Doctor or Nurse tells you?



16 people said yes



11 people said sometimes



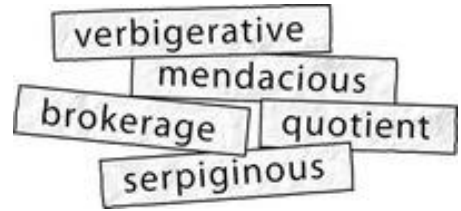
14 people said no



1 Person said
'Need to speak slowly
clearer no medical jargon
simplify the information.
Need support as words
get mixed up and forget
at times'.

Question 7

Do you get information that is easy to understand?



27 people said yes



8 people said sometimes



22 people said no

We think staff should not talk too fast, use easy words and give plenty of time for a person to answer.



Information should be in Easy Read



Question 8

Have you had a Health Check at the Doctor's in the last year?



31 people said yes



10 people said no



Health checks help to keep people well. Treating problems early can keep a person healthier and happier

We think people should be told why health checks are good for you



If someone doesn't keep an appointment GP staff should find out why



Appointment time to fit in family/carers



Question 9

Does your Doctor fill out your black book?



24 people said yes



10 people said sometimes



21 people said no



3 people said they dont have a black book



The black book is designed so all health staff can read a persons medical history



There were lots of comments about the black book

Book is too small, not getting the right information across, need more easy read

Sometimes I forget to take the book

Doesn't ask for the book

They are not good, Doctor said they had never seen one

GP fills out if time or not at all

A support worker said The black book is a waste of NHS money as the information is all over the place. Spaces are not big enough and no consistency to understand the patients treatment plan

We think people should be reminded to bring their black book to all appointments



The black book should be kept up-to-date by health staff.



The black book should be more user-friendly and easy to read



Make sure the black book has the right information in the right places



Question 10

Would it be better to have a longer appointment with your Doctor?



34 people said yes



6 people said no

We think that GP staff need to know if someone has a learning disability so they can offer a longer appointment



This is what healthwatch would like to happen



Healthwatch would like everyone with learning disability to get good care and be treated with respect



This report shows not all people with learning disability get their needs met to keep healthy



People with learning disability should receive the support from healthcare staff to



- book an appointment easily



- have longer appointments if needed



- have information about health conditions and treatment in easy read



- understand what will happen if do not have health checks



We are working with Bexley Mencap and Bexley Speaking Up Group to make health better in Bexley



We think there should be more awareness about learning disability

