

Getting It Right In Reading

Making Your Premises LD Friendly

Making your Practice environment LD friendly will ensure that the patient with LD arrives at their appointment anxiety free and on time. Consider the following adjustments

1. Are all your patients with LD flagged up as such on your individual patient records?
2. Do your reception staff know to give people with LD a double appointment (the patient may have a card to present to say they have LD and need a double appointment)?
3. Is it clear that the patient can check in at reception rather than using an automated check-in system?
4. Consider how patients are called into the consultation room, they are unlikely to be able to use an automated call system.
5. If the doctor is running late do the reception staff inform the patient with LD?
6. Are your consultation rooms on the ground floor for those with mobility problems?
7. Are you accepting of a carer who may accompany a patient to their appointment and ask if they would like to involve the carer in the consultation.
8. Is it easy for the patient to find the consulting rooms when called, or will the doctor come out to collect the patient?
9. Do your reception staff know to write down the patient's next appointment for them on a card?
10. Do you follow-up missed appointments and missed Annual Health Check appointments for patients with LD?
11. Can you complete the 'how to take my medicine' chart for the patient when you prescribe a medicine (see resources pack)?
12. Does your link worker know about Reading Mencap and have our contact details to ask us to help your patient if they have any difficulties with their daily living or social needs or are lonely and isolated?