



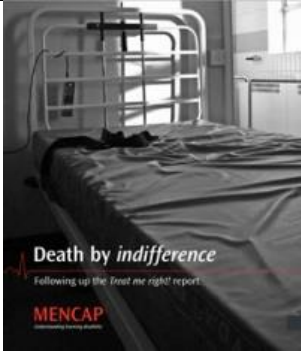

Look and Listen Study

Looking into making sure

People with Learning Disabilities are treated fairly when they visit their GP June 2018

1. Introduction

Why we did this?

	<p>Mencap wrote a report called 'Death by indifference' in 2007</p> <p>The report was about 6 people with learning disabilities who should not have died</p>
	<p>Following this a confidential enquiry was set up</p> <p>This looked at why people with learning disabilities sometimes live shorter lives than other people</p>



The report said lots of people with a learning disability had not got the healthcare they needed

Have you had a health check in the last year?		✓
If you have not then why not?		
	no transport to get there	
	there was no one to take me	
	I forgot to go	
	my GP surgery does not do health checks	
	I was ill	
	nobody explained the letter I was sent	
	other reason (please say what)	

The report said there are lots of reasons why people with a learning disability may not get the right healthcare



This may lead to people with learning disabilities not having good health and dying earlier than other people



We want to make healthcare services better for people with learning disabilities



Health Checks and Information



Less than half of people with an Learning Disability go to their annual health check



Health checks are needed to check and treat any problems before they become worse



People need health information that is easy to understand when they go to see their GP







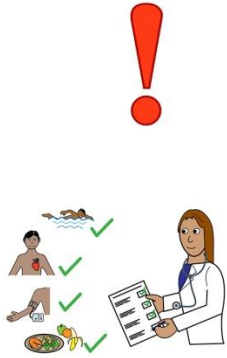
2.Purpose of Study
Why we did this?








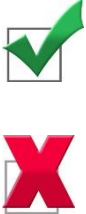

Volunteers with learning disabilities went out with Healthwatch on visits to GPs in Bexley





These visits were called
Look and Listen

	<p>The volunteers visited and spoke to 28 GP practices in Bexley</p> <p>When they visited they had a list of questions to ask</p>
	<p>Healthwatch Bexley wanted to make sure GP practices knew of the problems people with a learning disability have when they go to their GP</p>
	<p>Bexley Mencap and Bexley Speaking Up Group told us the problems people with learning disabilities have when they go to their GP</p>
	<p>What Healthwatch can do</p>
	<p>Healthwatch can check any health service paid for by Bexley council</p>
	<p>Healthwatch go to lots of meetings where decisions are made</p> <p>They can speak about healthcare problems people have in Bexley</p>

	<p>Results What we found out</p>
	<p>These are the questions the look and listen team asked on their visits to the GP surgeries</p>
	<p>1. How do you tell patients to come in for their annual health checks?</p>
	<ul style="list-style-type: none"> • 8 GP practices said telephone invitation • 14 GP practices said letter/phone call • 6 GP practices did not answer
	<p>Things we want to change</p> <p>All GP practices need to make sure they are using from the Oxleas Learning Disability team :-</p>

	<ul style="list-style-type: none"> • health check invitation letter • pre-health check questionnaire
	<p>2. Do you work with Oxleas Learning Disability team to make sure you give a good health check?</p>
	<p>17 GP practices said 'Yes'</p> <p>6 GP practices said 'No'</p> <p>3 GP practices said 'We follow LD template/NICE guidelines'</p> <p>2 GP practices did not answer</p>
	<p>Things we want to change</p> <p>All GP practices to work with Oxleas Learning Disability team</p>

	<p>3. Does your staff team have training about how to work with people with Learning Disability?</p>
	<p>15 GP practices said 'Yes they have online training'</p> <p>13 GP practices said 'No'</p>
	<p>Things we want to Change:</p> <p>All GP practice staff should receive Learning Disability Awareness training</p> <p>This is can be done by BexleyMencap</p>

	<p>4. Do you always give patients with a learning disability a double appointment?</p>
<div style="display: flex; flex-direction: column; align-items: center;"> <div style="margin-bottom: 20px;"> <input checked="" type="checkbox"/> </div> <div> <input type="checkbox"/> </div> </div>	<p>14 GP practices said 'Yes'</p> <p>14 GP practices said 'No'</p>
<div style="text-align: center; margin-bottom: 20px;">  </div> <div style="display: flex; align-items: center;"> <div style="margin-right: 20px;">  <p>GP Surgery</p> </div> <div>  </div> </div>	<p>Thing we want to change</p> <p>GP practices to offer a longer appointment when you book</p>