ABCD checklist for primary care practices



developed by people with learning disabilities

Making a Difference Together: A Health Toolkit

It's a good thing when my doctor explains what they mean... when the doctor listens...

What is a learning disability?

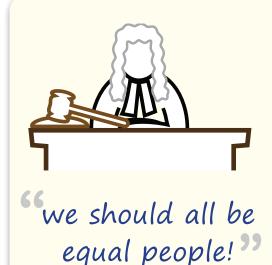
A learning disability includes the presence of: a significantly reduced ability to understand new or complex information, to learn a new skill and a reduced ability to cope independently. A learning disability starts at birth and is lifelong (www.valuingpeople.gov.uk).

Intellectual Disability (ID) is now the term often used by professionals in the UK and internationally (www.learningdisabilities.org.uk).

A learning disability is not a learning difficulty.

What is a learning difficulty?

A learning difficulty does not affect general cognitive functioning but relates to educational learning such as dyslexia, dyspraxia, ADHD for example (www.learningdisabilities.org.uk).



Policies & Law

Mental Health Act 1983 Disability Discrimination Act 1995 Human Rights Act 1998 Valuing People 2001 Mental Capacity Act (2005) Mental Health Act Review (2007) Equality Act (2010) They didn't tell me I would need more tablets and they were closed over Christmas when I needed more.

Access to the service:

Please 🗹 tick the '**yes'** or '**no**' box

Does the patient have clear information about their appointment and what they need to do?	Yes	No
Does the patient have clear directions to the building?	Yes	No
Is it easy to get into the building?	Yes	No
Is the entrance clearly marked?	Yes	No
Is there a ramp up to the building?	Yes	No
Is the door easy to open and shut?	Yes	No
Are the doorways wide enough to use with a wheelchair or walking frame?	Yes	No
Is the reception counter at a height suitable for a person using a wheelchair?	Yes	No
Can patients talk to you in private if they need to?	Yes	No

Be prepared:

Please 🗹 tick the '**yes'** or '**no**' box

At the appointment, do you ensure people are able to book in if your system is electronic?	Yes	No
Is your e-bookings system backed up by face to face booking in - for people who cannot reach the touch screen or for people who cannot read?	Yes	No
Do you have contact details in the patient notes of others involved in the patient's care?	Yes	No
Do you record any carers or services who might be useful contact points in an emergency?	Yes	No

Communication:

Please 🗹 tick the '**yes'** or '**no**' box

When talking face to face or on the telephone do you speak clearly using short sentences?	Yes	No
Do you always avoid using jargon?	Yes	No
Do you repeat information to help the person to understand and to check their understanding?	Yes	No
Do you offer an accessible printed copy of a consultation in a format required by the person?	Yes	No

Do it:

Please 🗹 tick the '**yes'** or '**no**' box

Do you help patients to prepare for appointments and treatments, for example using accessible information / videos about intimate examinations?	Yes	No
Do you keep a Learning Disability Register to record annual health checks?	Yes	No
Do you have links with other professionals for example: Community Learning Disability Teams, Pharmacists, Social Workers and Advocates?	Yes	No
Can you make reasonable adjustments when patients need you to, for example going to the patient to do a blood test or take blood pressure?	Yes	No
Do you provide regular learning disability awareness training and refresher training for all staff?	Yes	No
Do you provide training in how to write accessible information for all staff?	Yes	No

Remember it is important to keep reviewing your **ABCD**

sometimes I think they might not understand...⁹⁹



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