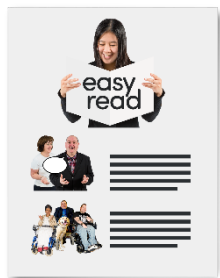




Leaflet 4: Reasonable adjustments (How to ask your GP surgery to make things easier for you)



We have made 4 easy read leaflets about why it is important for people with a learning disability to know how to get extra help and support from their GP surgery.



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This is leaflet 4. You can see the other leaflets on our website.

mencap.org.uk/GPsurgery



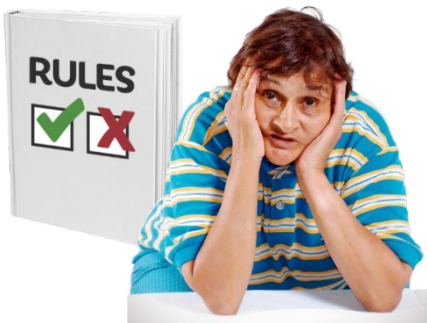
This leaflet tells you about **reasonable adjustments** and how to ask for them.



Reasonable adjustments are helpful changes to the way the GP surgery works for people with a learning disability.



Reasonable adjustments help people with a learning disability get the healthcare they need.



The GP surgery rules sometimes make it hard for disabled people.



The law says that your GP surgery must make it easier for people with a learning disability.



Every person with a learning disability is different.



This means you may need different changes or support to someone else.



Examples of helpful changes (reasonable adjustments) the GP surgery could make:



The GP surgery should make sure it is easy for you to contact the surgery or book an appointment.



Some GP surgeries say you have to phone early in the morning to make an appointment.



If it is hard for you to phone early in the morning, the GP surgery should find an easier way for you to make an appointment.



Some people need carers to come with them to an appointment.



The GP surgery should make sure you get an appointment that you and your carer can go to.



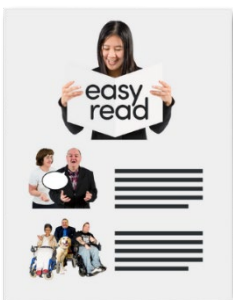
The GP surgery should make sure it is easy for you to talk to your GP and that you are able to understand information about your healthcare.



You can tell staff at the GP surgery to slow down and use easy words.



Your GP surgery should make sure you do not feel rushed, for example by giving you a longer appointment.



Your GP must make sure you are given information in a way you can understand, for example, in easy read.



The GP surgery can make reasonable adjustments to help you when you are at the GP surgery.



They can make sure you do not have to wait for a long time if waiting is very hard.



You could ask the GP surgery if you can wait somewhere else if the waiting room is too noisy or busy.



The GP surgery should do everything they can to make it easy for people with a physical disability.



If it is not possible for you to go to the GP surgery because of your disability, the GP may be able to see you at home.



The GP surgery can make reasonable adjustments to help with changes because of coronavirus.



Some GP surgeries have started to ask patients to book appointments on the internet.



If booking appointments on the internet is hard for you, they must find another way.



Since coronavirus started, more appointments have been on the internet or on the phone.



If it is harder for you to understand information on the phone or online you can ask to see a GP face to face.



You may be asked to wear a face covering in the GP surgery.



If you cannot wear a face covering because of your disability or health condition you do not have to.



The GP surgery may say people have to come to their appointments on their own because of coronavirus.



The GP surgery should let you bring a carer or supporter with you if you need help in your appointment.



Think about if there are things that make it hard for you to use the GP surgery.



You can tell the GP surgery that you have a learning disability, and that you are finding it hard to use the GP surgery.



Ask them what reasonable adjustments they can make to help you.



Tell them any ideas you have about what might help to make things easier for you.



Getting a translator



If you do not speak English well, your GP should organise a translator for you.



People with a learning disability can ask for a translator.



Ask your GP to make a note in your records that you need a translator when you have an appointment.



Carers who are supporting someone with a learning disability can also ask for a translator.



Sharing your information with other people



You can ask your GP to make a note on your health records about the support and reasonable adjustments you need.



Other people in the GP surgery can read the note and make sure you get the support you need.



You can ask the GP to make sure that this note is shared with other health care workers you may see, for example at the hospital or healthcare centre.



This can help make sure all the healthcare workers you see know what support and reasonable adjustments you need.



For more information or help:



- Read our other leaflets about how to get extra help and support from their GP surgery.



Leaflet 1: Extra help and support from your GP surgery.



Leaflet 2: The GP learning disability register.



Leaflet 3: Annual health checks.



- Speak to your local learning disability team or learning disability nurse if you have one.



- Speak to an organisation in your community that you trust.



- Call the Learning Disability Helpline on 0808 808 1111.



- Or [click here](#) to send us an email.