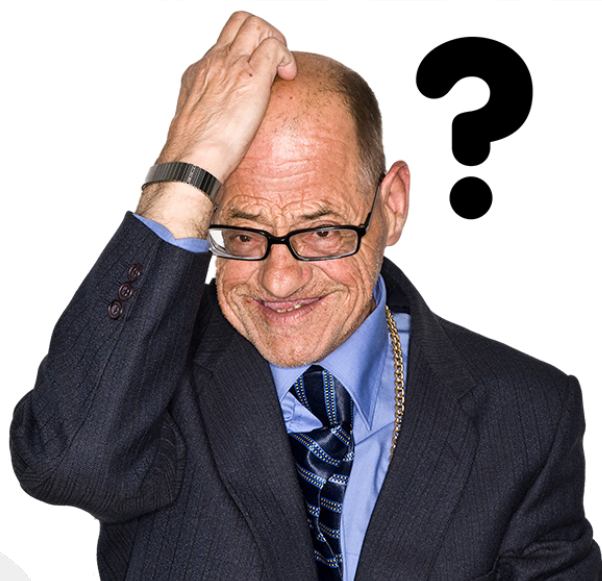




GP

Appointments

Frequently asked questions



GP Appointments



The NHS has to make it as easy for people with disabilities to use health services as it is for people who are not disabled. This is called making reasonable adjustments.



These could be things like providing easy-read letters or giving people more choice when booking an appointment.



Accessible Information Standard

There is also a law called the Accessible Information Standard that says the NHS must provide information in accessible formats for people with additional communication needs.



This booklet helps to answer some questions about what your doctor's surgery should do and what reasonable adjustments you can ask for.

Who can support me at my appointment?



Anyone can come with you to your GP appointment, if you want them to.



If you are feeling nervous or you're not sure of what questions to ask, it may be a good idea to ask someone close to you to support you to your appointment.



Your doctor should always communicate with you directly.



If you are not sure or can't answer questions then it may be a good idea to ask the person who is supporting you.

Can I ask for information in different formats?



Yes. The Accessible Information Standard says that people who have a disability should get information in a way they can access and understand.



It also says that they should get support with communication if they need it.



This includes things like: easy read, audio, a Sign Language interpreter or large print.

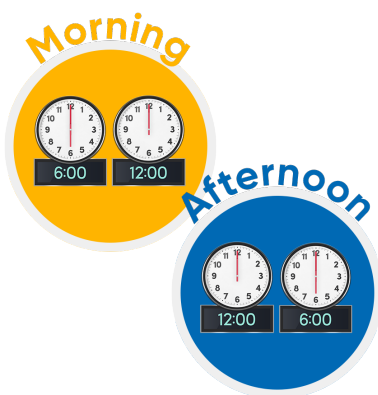


If you need information in a different format or you need communication support, please tell a member of staff at your GP surgery.

Can I ask for longer appointments?



Yes. Appointments are often too short. When making an appointment you can ask for a longer appointment.



You can also ask for an appointment at a certain time. For example, you may find it easier to go to a appointment in the morning or the afternoon.

Can I give my GP surgery feedback?



Complain

Yes, you can give feedback or make a complaint about your GP surgery.



Sometimes people with learning disabilities are afraid to give feedback or complain. It can be hard to know how to give feedback or complain.



There should be an accessible way to give feedback or make a complaint at your GP surgery. Please ask your surgery for more information.

**the
advocacy
people**

Advocacy is available to support you to make a complaint. The provider in Dorset is The Advocacy People. For more information visit:

www.theadvocacypeople.org.uk

What happens if I am early or late?



If you are early for your appointment you may have to wait.



If you are late you may not be able to be seen by a doctor or nurse. If you are late, please let the receptionist know and they may be able to help.

Is there transport available?



No, surgeries do not offer transport to get to a GP appointment.

Primary Care Accessible Resources

GP Appointments, FAQs

Suffolk Learning
Disability Partnership

Made in
c-production



This booklet was co-produced by Ace Anglia and members of the 'Staying Healthy, Safe & Well' Workstream of the Joint Suffolk Learning Disability Strategy 2015-20.



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Accessible Information

Designed by: **Ace Anglia: Accessible Information**

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Made using:



Adobe Stock

