Resource 3

easy read

NHS

GP Appointments

Frequently asked questions



Accessible Information

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 communcation 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 make a complaint about my GP surgery?



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



Sometimes people with learning disabilities are afraid to complain. It can be hard to know how to make complaints.



There should be an accessible ways to make a complaint. This means it should be easy to make a complaint and there should be lots of ways to make a complaint.



Local Advocacy services can help you make a complaint.

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 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

Project 3: GP Appointments, FAQs

Suffolk Learning Disability Partnership

Made in co-production

This booklet was co-produced by Ace Anglia.

NHS

The resources were originally funded by clinical commissioning groups in Suffolk. They have been amended for use across Essex with the permission from Suffolk clinical commissioning groups.



This booklet is Resource 3 and forms part of a number of projects that help to explain things about primary care services.

Accessible Information

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

For more information, please e-mail:
info@aceanglia.com

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