**Annual Health Checks Conversation for patients on the LD register**

**Introduction – Verify if it’s the patient or carer that requires the information. (1)**

Hello, *verify speaking with correct person.* My name is… I am phoning from the Doctors surgery (Name of Doctors Surgery) . There’s nothing to worry about,Dr (*Name of GP familiar to individual*) has asked me to phone you about the free Annual Health Check. Is it okay to have a chat with you about this? You might have heard that people from 14 years old can have a health check every year to help you stay fit and well and this is what I’d like to talk to you about today.  We are calling lots of people who have a learning disability to tell them about the annual health check which you can have at your doctors surgery.



**Outline further support available**

*Signpost to GP* **(8)**

*Community Learning Disability Team*

Yes – but need support

**Reassurance and Health Awareness (7)**

Remember the Doctor is there to help you so you do not need to feel worried or scared. They see lots of people like you and they want to help you stay healthy.

Ring the doctors surgery or tell a carer, friend or someone in your family if you start to feel unwell. It is important you get help if you feel worried about your health.

**Confirm ability to book and attend**

I can book the appointment for you now and send you an easy read invite letter that explains the check or I can send you a link to watch a video online.



u see blood in your poo

* Your poo is runny for at least 3 weeks and this is not normal for you
* You stop having a poo and this is not normal for you
* You start to get very bad tummy pains
* You can feel lumps in your tummy
* You lose weight quickly without trying to
* You feel tired all the time and this is not normal for you

**Explain signs and symptoms**

You should go to your doctor if:

* You see blood in your poo
* Your poo is runny for at least 3 weeks and this is not normal for you
* You stop having a poo and this is not normal for you
* You start to get very bad tummy pains
* You can feel lumps in your tummy
* You lose weight quickly without trying to
* You feel tired all the time and this is not normal for you



No

Yes

Doesn’t want to participate

**Confirmation (5)**

*Check that the patient address is correct*

*Book the appointment*

*Send invite letter with confirmed date and time of the appointment.*

**Suggest practical tips for the check (6)**

Is there a person you could talk to and ask about the check and who can help you to book an appointment?.

*Discuss common issues. Use easy read booklet to support and talk them through the process*





Yes

Yes

**Arrange a convenient time to call back**

No/Unsure

**Social norm message with positive framing and affect (3)**

Everyday lots of people go for their annual health check. It is a positive thing that you can do to make sure you stay well and give your family peace of mind.

**Familiarise with Annual Health Check (2)**

When you go for the annual health check you will see (Name of Individual conducting the AHC) who will ask you some questions about your health like What food do you eat?, Do you smoke?, Do you have problems with your eyes or ears? They will take measurements like your height and weight and do some tests to check your blood pressure and also do a blood test to check you are fit and well. The check is easy and doesn’t take very long but it is important to find out early if you have any health problems so you can be treated to keep you well. You can take a friend or carer with you if you want.

*Establish that patient understands what an AHC is and are engaged to attend*

*Use easy read booklet to support answering any questions.*

[Need to think about positive framing as easy read mentions death].

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