



# Care of People with Learning Difficulties

What we have learnt this year

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# Message from QIST

- ▶ Following this challenging and disrupted year QIST has collated your feedback and learning from your peer support meetings, interactions throughout the year and feedback from the QIST LD Survey
- ▶ Thank you for sharing your learning and the hard work you have all put in this year
- ▶ The following slides summarised what you have shared, and we hope will be a useful starting point for 2021/2022

# Overall Project Management

♥ Named LD Leads - clinical ( GP/Nurse/HCA) and non clinical



Whole team approach - it is everyone's responsibility - delegated roles

☐ MDT approach - liaising with ILDP where needed

☐ Dedicated LD clinics/time for reviews and rooms

☐ Starting early in the year

☐ Building patient relationships with continuity of care

# Reviewing the LD register



Low threshold for considering an LD diagnosis



Use of "May have LD" searches from QOF to identify new patients



List split between usual GPs



Ensure accurate/up to date coding



Reviewing list with ILDP

# BAME Groups & Representation

Ensure it remains focus in all areas to reduce inequalities

Searches for patients on LD register with missing ethnicity data

Checked for accuracy of ethnicity coding during AHC or patient review

Focus on case finding in those from BAME groups

Awareness of need for more training in this area

Appointment of diversity and equality lead in practice

# Annual Health Checks



# Flu Vaccination

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Telephone as first invite rather than text or letter, followed by easy read letter

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Often takes more than one call to book

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Offer individual appointments rather than flu clinic

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Opportunistic approach

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Use of nasal flu vaccine

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Use of ILDP

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Many practices reflected there is still high rate of vaccine hesitancy in this group

# Reasonable Adjustments



Including longer appointments, bigger rooms, care navigator, clear signage, appointments running on time and keeping patients informed



Flexibility of appointment -time, date, type



Encouraging all staff to document



Added to Alerts/Blue bar on EMIS



Proactively calling patients to ask



Including in pre-assessment questionnaire



Ensuring chosen carer documented, able to attend appointment, knowing who to update



# Take Home Messages

Build	Build strong patient - practice relationship to maximise LD care
Allocate	Allocate dedicated roles - fosters ownership and is fulfilling for staff
Empower	Empower the whole practice team to take responsibility for LD patients
Optimise	Optimise AHC to get most out of it for patient and clinician
Train	Train staff to increase confidence in LD care
Overcome	Overcome challenges e.g. vaccine hesitancy through shared learning and patient engagement