

Example Script to Invite someone to a Learning Disability Annual Health Check

Hello, my name is [insert] and I work as a [insert], I am phoning on behalf of Dr [insert]. We are calling all our patients who can have a learning disability annual health check. Am I speaking to [insert name of patient or main carer]? Is this a convenient time to talk to you about arranging to have a learning disability annual health check? The health check is for [insert name of patient]

We can arrange some of this health check via:

- A phone call,
- A video chat, online via [insert].

This would be followed up with a face to face health check if necessary.

Just to let you know that there is nothing to worry about – the health check is to for you/the person you care for to help you/ them stay as health as possible and will only include checks that you/ they are happy to have done.

We can also arrange a face to face health check with [insert]

I need to ask you a couple of questions to ensure that we choose the correct option for you.

| Question | Yes | No | Action |
|---|-----|----|--------|
| What is the patients preferred method for the annual health check? | | | |
| Does the patient have a smart phone, tablet, computer with webcam which can be used for a video call? | | | |
| Is the patient able to use the technology without support? | | | |
| Does the patient have any communication, sensory or physical needs that would make it difficult for them to have a remote consultation? | | | |
| Do they have a carer, support worker/family member who can support them and be present on the call? If yes, who will be present? | | | |
| Does the patient or their carer have access to measure weight and height and a blood pressure machine – are these working, and do they know how to use it? | | | |
| Is the patient and their carer happy to do it this way? | | | |
| Has the patient had their flu jab? | | | |
| What would help the patient to attend the appointment (reasonable adjustments) e.g. what is a good time of day, do they need a longer appointment time, do they find it | | | |

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| difficult to wait in the waiting area? | | | |
| Let the patient know that you will be sending a pre-health check questionnaire for them [and their carer] to complete, and can send it via email or in the post. We would like you to bring the pre-health check questionnaire to your appointment | | | |
| Does the patient have other issues which we could help you with or ask someone to contact you? | | | |

We will send you an easy read letter with your appointment time and date.