

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			

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.