

How to support people with learning disabilities

A guide for GP surgery staff

easy
read



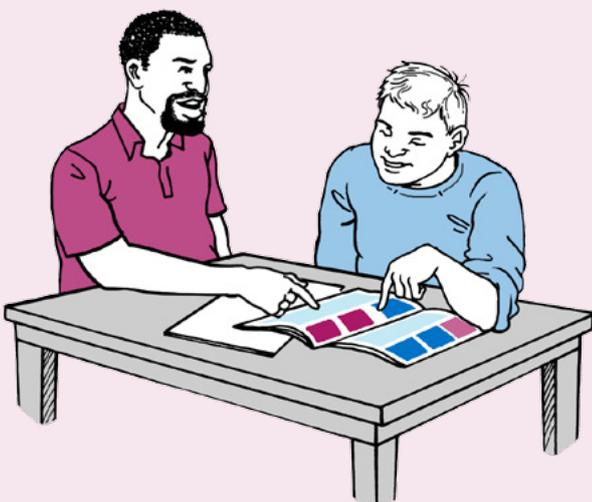
Reading this booklet



This booklet was made by CHANGE, a charity led by people with learning disabilities.



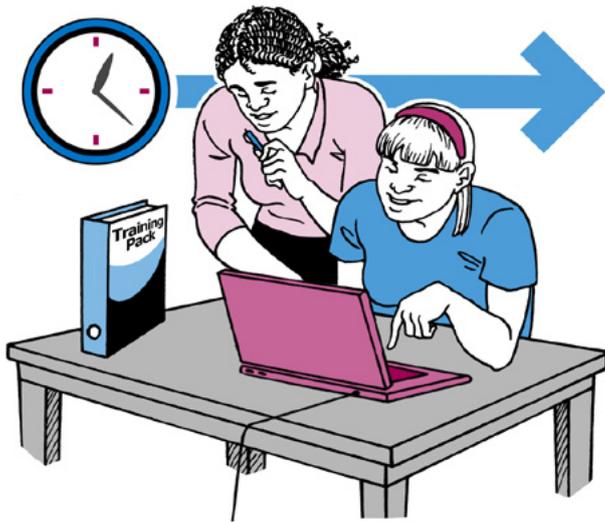
This booklet uses easy words and pictures to help you understand more about access needs for people with learning disabilities.



You might want to read through it with someone else to help you to understand it more.



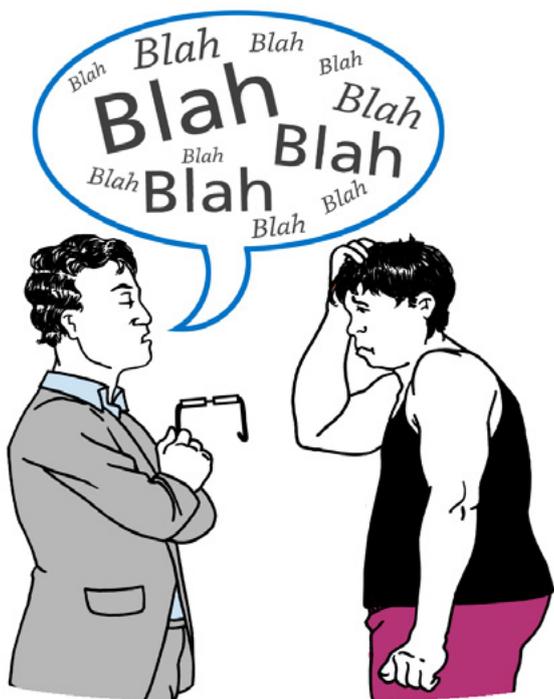
In England there are more than one million people with a learning disability.



A person with a learning disability may:

- Take longer to learn new things
- Need support to learn new skills
- Need help to understand difficult information





- Find it difficult to communicate with other people

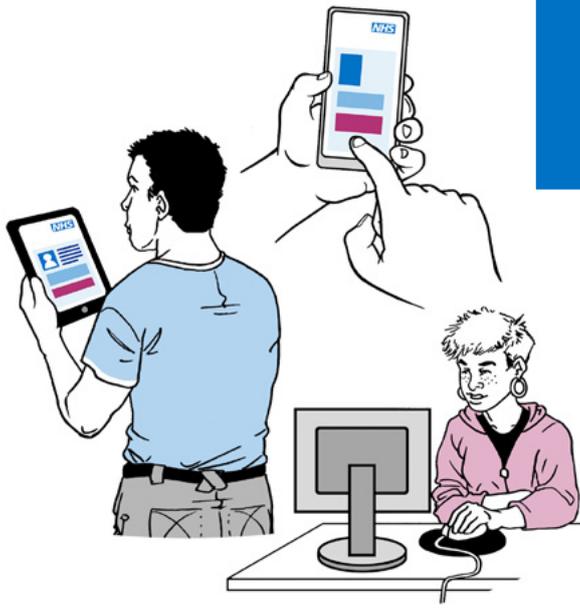


- Find everyday activities difficult



Each person with a learning disability will need a different kind of help. Some people have a learning disability and a physical disability, some may have a visual or hearing impairment.

Help with using computers, tablets and mobile phones



Most people with a learning disability can use these things in the same way as everyone else.



People with a learning disability and hearing or sight problems can use special computer apps to help them understand information.



There are special computers, tablets and mobile phones that are easier for people with a disability to use.

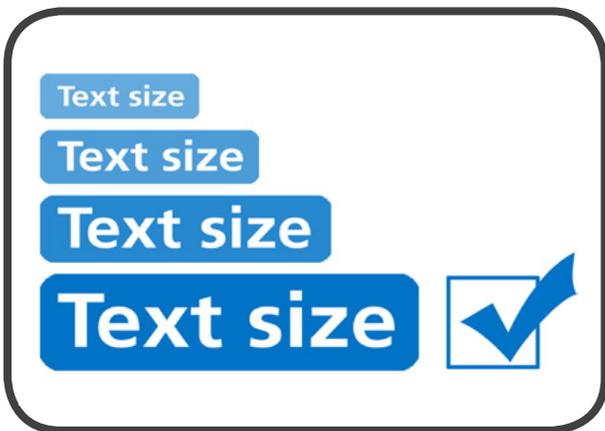


Some websites are made so that people with a learning disability can also use them. The best websites are used by everyone.

How GP surgeries can make information more accessible for people with learning disabilities



GP surgeries should make information accessible for everyone. This will help people remember the information, and help make their experience better.

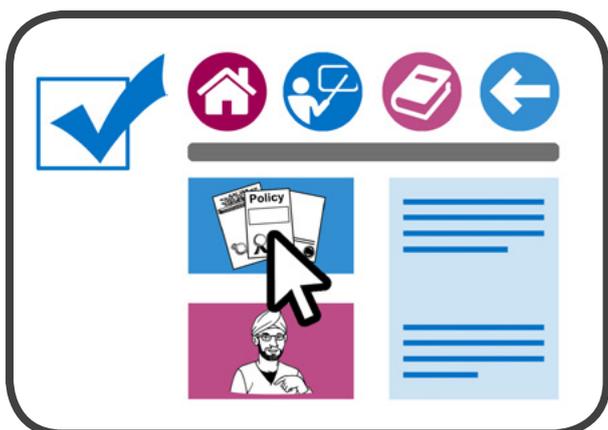
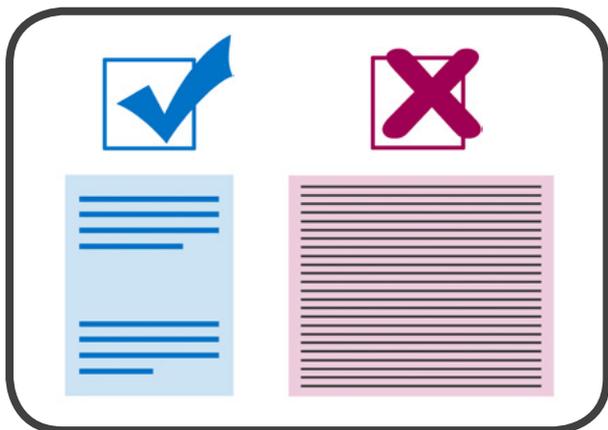


Things to keep in mind to make websites more accessible:

- Large text



- Signs to help people move around the website

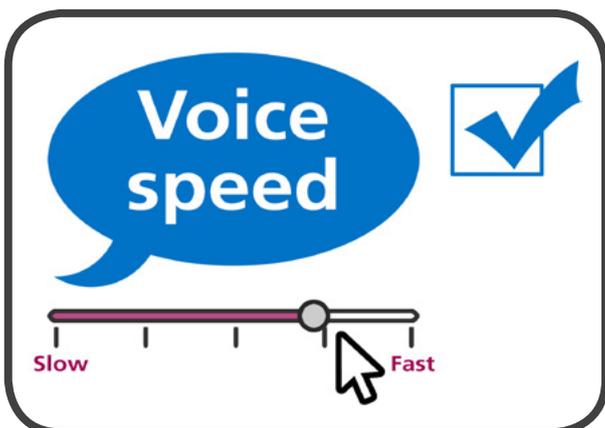
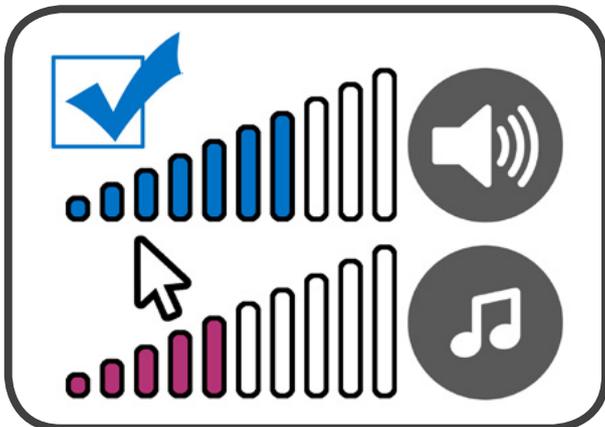
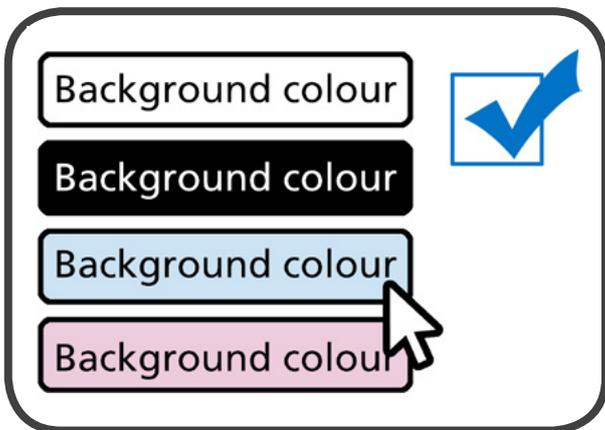
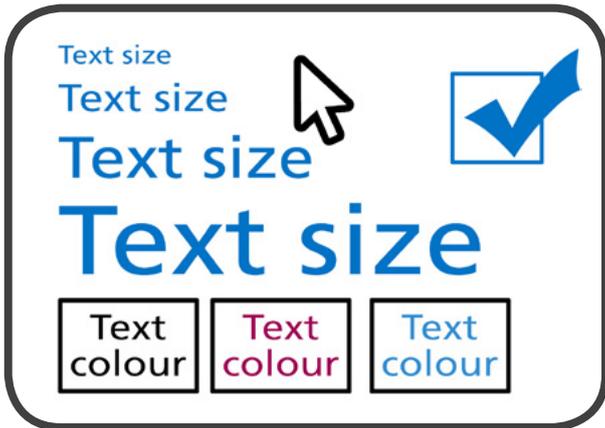


- Simple language

- Clear layout

- Clear buttons

- Use of pictures to describe what is written



Make it possible for people to change:

- Text size and colour
- Background colour
- Volume and tone
- Speed of voice for audio or video information



For more help, see this document:

CHANGE – [How to Make Information Accessible](#)

You can read this here:

<http://bit.ly/2koxkTA>

Support for practice staff:



It is now the law to use the Accessible Information Standard. This shows how you can make information for people with learning disabilities more accessible.

The five actions of the Accessible Information Standard are:



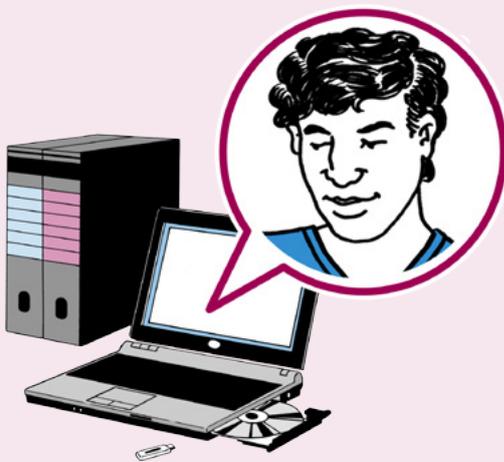
1. ASK

Find out if a person has any communication or information needs because of a disability or sensory loss and if so what they are.



2. RECORD

Record those needs in a clear way that everyone agrees with.



3. HIGHLIGHT

Make sure that a person's needs stand out on their record.



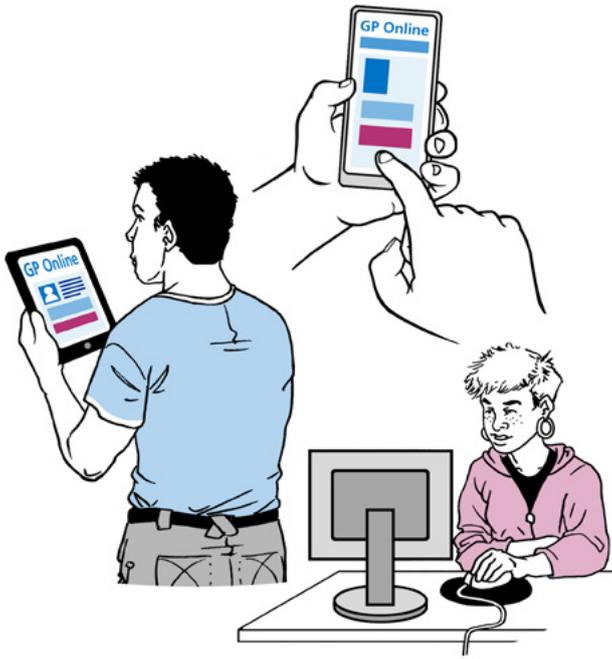
4. SHARE

Include information about a person's needs as part of data sharing and make sure it is in line with other information you have.



5. ACT

Make sure that people get information which they can access and understand, and also help with communication if they need it.



GP surgeries need to make sure that information about GP online services is accessible to everyone.

Information about how people with learning disabilities can access online services is available in Easy Read at:

www.nhs.uk/GPonlineservices





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