

Better Experiences, Better Health

Giving the best care and support to patients with learning disabilities

7 Steps to Equal Healthcare



Having a Supportive Conversation with a Patient

The key words for patients are **consideration** and **respect**

When speaking with the patient:

- If the patient has a carer or support with them, find out how much the patient wants or needs them to be involved.
- Speak to the patient directly, not the carer.
- At the start, explain what it is you are going to be talking about.
- Go at the patient's own speed and allow extra time for them to process the information.
- Use simple language and short sentences: only one idea, question or instruction at a time.
- Make sure that patient is following and that they understand what you are telling them. If they are unsure, try a different way of explaining.
Is there a way that their carer could help?
- Ask if they need you to go over anything again.

When the patient wants to tell you something or to ask questions:

- Always allow the patient time to say what they want to say and don't try to finish their sentences.
- You can double check with the patient to make sure that you are clear about what it is they have said or what they have asked.

If you need to examine the patient or carry out any kind of procedure:

Always explain what you are going to be doing before you start.



Patient

Written information – If you are giving the patient any written information: about your service or about their health needs, including medication, remember it is their right to have this in a format that suits their needs. All information can be translated into easy read and words and pictures. It does not cost your service any money to make translations.

To request translation of information in easy read and for more details about NHSGGC's interpreting and translation policy contact cleartoall@ggc.scot.nhs.uk



Scan for information about NHSGGC's work to support patients with learning disabilities: Learning Disability - NHSGGC



To find out more about Values Into Action Scotland and the work of The Life I Want group scan here: Values into Action Scotland - supporting people with autism and/or learning difficulties (viascotland.org.uk)