Getting it right – From the start
Kings Fund
Engaging Communities + Improving Patient Experience
mencap
The voice of learning disability
A 3 year pilot project commissioned by the Department of Health’s Health and Social Care Volunteering Fund

Outcomes for the volunteers involved are a major focus of the project

Partnership working between Mencap and 4 Clinical Commissioning Groups

Working with GP Practices on making ‘Reasonable Adjustments’ to Primary Care services for people who have a learning disability

- Mid Devon + Exeter
- Northamtonshire
- East Surrey
- North Tyneside
The Approach – Why it Works

- The local Steering Groups are multi-agency / sector and a key link is the Lead GP on learning disability in the patch.

- Our volunteers are robustly supported by the Locality Co-ordinator to:
  - be the relationship builders with individual Practices
  - work in a way that is organic NOT “must do”
  - offer ideas and advice that relate to the individual Practice
  - be the action planners with individual Practices
  - be the key players in delivering Workshops to individual Practices
Examples of Activity

Good Things Come Out Of Small Packages!

Overall, the 4 pilots:

- Involve **62** regular and dedicated volunteers
- Work with **72** GP Practices
- Have delivered **50 Practice Workshops** to date
  - that have been attended by approximately **600 Practice staff**

*including a range of individuals, such as:* GPs, Practice Nurses, Registrars, Health Care Assistants, Receptionists, Medical Secretaries and Patient Participation Group members, phlebotomists and Note Summarisers

- The Workshops cover **4 key issues:**
  - Learning Disability Awareness, Communication, Reasonable Adjustments
  - Easy Read / Accessible Information

- Evaluation feedback so far shows that **95%** of those who attended would recommend these Workshops to colleagues
Examples of Workshop Feedback

‘Vitally important for primary care’
Nurse Practitioner, East Surrey

‘This will change my practice’
Practice Nurse, Mid Devon & Exeter

‘All GP surgeries would benefit from this workshop’
Receptionist, North Tyneside

‘Re-iterated that we must think about and adapt our consultation skills as a GP’
GP, East Surrey

‘I will take all I have learnt today and try to implement it when I see people who have a learning disability’
Practice Nurse, Northamptonshire

‘Personally I was humbled, professionally I have a lot of work to do’
Practice Manager, East Surrey
Messages from our volunteers - A short video

For more information, please visit our website: http://www.mencap.org.uk/what-we-do/our-projects/getting-it-right-start