

Changing GP practice to Covid safe Learning Disability Annual Health Checks

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The Behaviour Change Needed

- Delays in Diagnosis is one of the identified reasons for the people with Learning Disabilities dying an average of around 25 years younger than the rest of the population.
- Good Quality Annual Health Checks are essential for reducing this risk.
- GP's have a target to achieve 70% of their LD registers Annual Health Checks
- The template for a good quality annual health check was updated approximately 3 years ago and I have identified that GP's were not openly transitioning from the Cardiff template they previously used to the comprehensive tool which generates a Health Check Action Plan
- All annual health checks were put on hold when COVID struck so alternative means of achieving AHC's was needed to reduce the risk of life impacted diagnostic delays

Capability

- ▶ Created a Pathway – This shares the responsibility between carers, service users and Health professional carrying out the AHC
- ▶ Carer Preparation Tool – Although Health professionals and carers may have the knowledge and skills to support and complete a quality AHC if they don't know what to ask then key health indicators may go unrecorded and actioned – eg Constipation
- ▶ Easyread checklist – If service users don't feel empowered to understand what a good AHC should look like, they won't question a poor one.

Opportunity

- ▶ Carers and Service Users have the opportunity to complete the health tool and where they don't have the family / paid for support hours then can refer for CLDN support
- ▶ GP practices have the opportunity to complete the Covid pathway AHC's but need a team approach to change processes and utilise admin support and LD champions in a pathway.
- ▶ The pathway, once in place, will take less professional time to achieve a higher quality AHC

Motivation

- ▶ **For Carers and Service users** – need to see the positive impact of completing the carer prep tool to become ‘converts’ to the process long term. Outcomes are the motivation and historically the outcomes haven’t reflected their input.
- ▶ **The GP surgeries** – are motivated by time and outcomes and hitting targets and competitiveness! Unfortunately it takes time to embed change to see the benefits of the saved time, increased quality and outcomes and hitting targets.
- ▶ COVID Kick start It takes enforcing to make changes

What are we doing to help?

For Carers and Service Users

- ▶ Offering support to complete carer prep tool for first time.
- ▶ Encouraging GP practices to refuse to book face to face part of AHC until they have received the Carer Prep Tool [sometimes it takes drastic measures to make changes]

For GP practices

- ▶ Hand Holding with direct support in changing their processes [admin level]
- ▶ Hand Holding with practitioner completing the AHC tool to transfer info from carer prep tool to AHC template and creating health check action plan
- ▶ Setting them targets and following up regularly [constant nudging to embed]
- ▶ Creating video training sessions for practices to share with colleagues and ensure changes are embedded