

Accessible Choose and Book RCHT

Daniella Rubio-Mayer
Acute Liaison Nurse for
Learning Disabilities
and / or Autistic
Spectrum Disorder.

**Nursing
Times
Awards
2013
Finalist**

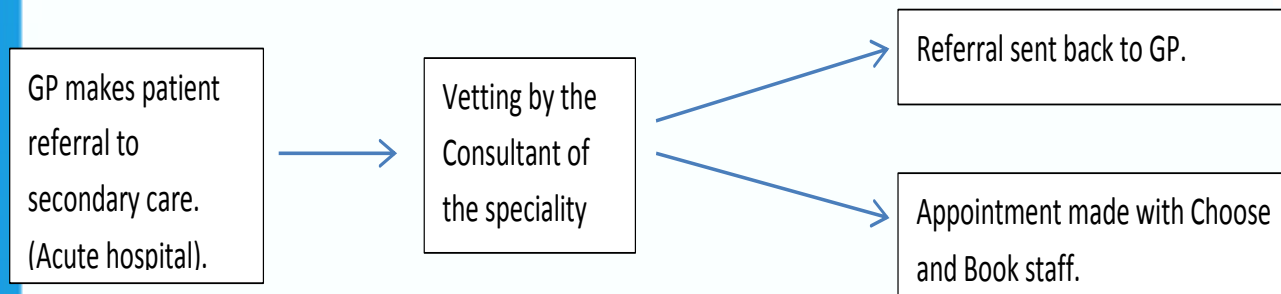
Problems patients with Learning Disabilities may experience in their initial appointment with secondary care

- Comprehension.
- Difficulties in reading.
- Expression.
- Poor attention span – can not wait.
- Limited life experience = different perception to others.
- Can not retain information.
- Intolerance to new situations or excessive stimuli.
- Fear of doctors or hospitals.
- Anxiety = fight or flight response.
- Process driven.
- High demands on staff – not enough time to provide extra support.
- Environment / finding your way.
- Staff are unfamiliar on how best to support the patient with LD.
- Hospital setting / culture – alien to all patients.
- Inappropriate access and lack of equipment.

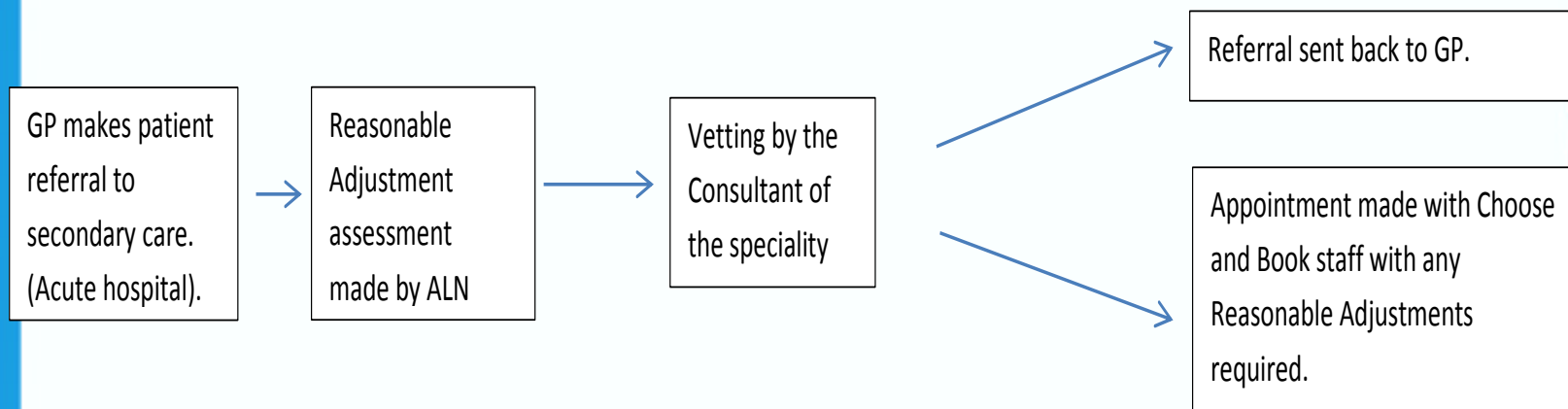
Reasonable Adjustments Made That We Know About

- Double appointments.
- Minimise waiting times.
- First or last appointment.
- Provide quiet waiting areas.
- Consider side rooms.
- Arrange pre-admission visits.
- Appropriate equipment to hand.
- Allow extra of time / staff to support.
- Communicate in a way that the patient, carers and other relevant health professionals can understand.
- Use easy read material, pictures, objects of reference.
- Explain what is happening as a matter of routine.

Regular pathway through Choose and Book.



Accessible pathway through Choose and Book



Benefits of an Accessible Choose and Book – For Patient.

- Reasonable adjustments made before arrival at initial appointment. Individualized for their own personal requirements
- Easy read letter and information sent before the appointment if required.
- Support of the Acute Liaison Nurse Service for Learning Disabilities.
- Patient flagged on hospital system.
- Mental Capacity assessments and best interest decisions made with significant others.
- Accessibility of secondary care.

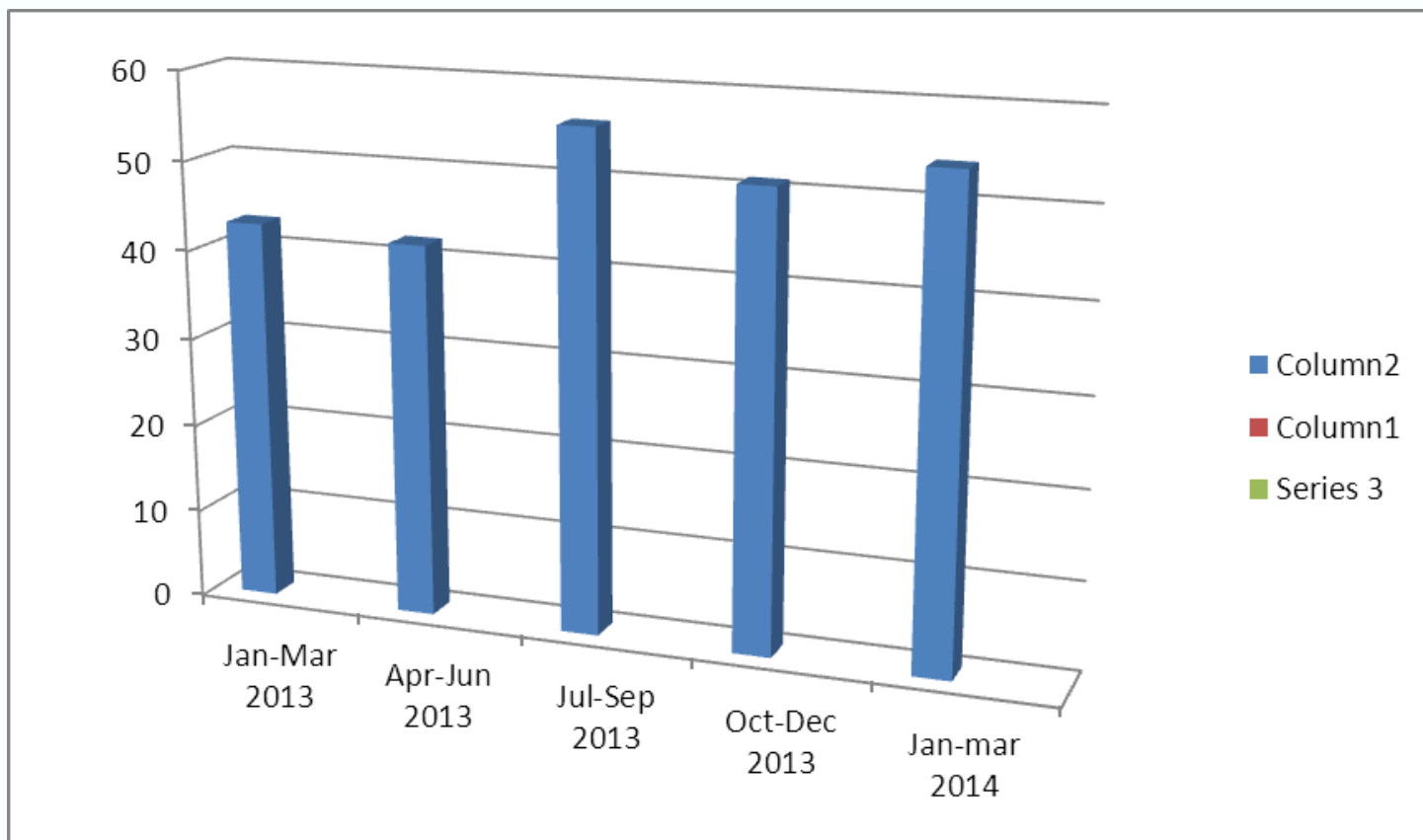
Benefits of an Accessible Choose and Book – For the Hospital.

- Hospital staff aware their “next patient has a Learning Disability”.
- Aware in advance of the reasonable adjustments required.
- Can provide a patient centered service.
- Access the knowledge and skills of the Liaison nurse for the appointment if required.
- Secures the importance and role of the Liaison nurse within secondary care.

Examples of Where Accessible Choose and Book has Worked Well.

- Patients that lack Mental Capacity and require a Best Interest decision.
- Patients where a first or last appointment of the clinic is required.
- Patients that required a home visit.
- Patients that require easy read.
- Patients that require de-sensitization.

RMS Figures



Future Plans

- Disseminate to other Acute Trusts.
- Write an article for a Nursing Times.
- Patient feedback forms (Qualitative), aiming to change and adapt with their feedback.
- Expand to patients with Autistic Spectrum Disorder without a learning disability.
- Working with our Equality and Inclusion Lead to include all disabilities.

Thank you

Any Questions?