

# Annual Health Checks: making them work!

Wednesday 7<sup>th</sup> October:  
2 – 3pm



# Today's webinar

- Hearing from four different organisations about the great work that they are doing to make Annual Health Checks work better for people with learning disabilities

# Doing the practical stuff today



Sam Clark

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Tricia Nicoll

[tricia@tricianicoll.com](mailto:tricia@tricianicoll.com)

If you have questions please use the Q&A bit. The presenters will try to reply to what they can there or we will share answers if we know them afterwards



Health Peer Educators Joel and Steven will be talking to us about the work that Ace Anglia do to with the Learning Disability Annual Health Peer Educator Network, local Learning Disability Primary Care Liaison Nurses and GP surgeries to support annual health checks.



Helen, Anne and Berge from Treat me Right! will tell us about the work that they are doing to help young people with learning disabilities know about and make the most of their Annual Health Check. Treat Me Right! is a Certitude project that supports people with lived experience of learning disability and/or who are autistic to use their experience to provide bespoke awareness training and advice on reasonable adjustments to businesses and organisations.



Xan Brooker is the senior commissioner for integration in Kent and will share her ideas about how they are making Annual Health Checks work better. Xan says, *'We know we need to do better and my role regarding Annual Health Checks is to find innovative ways to make the best use of resources within the framework available, and really get under the skin of what the problem is by working with people to design and implement solutions'*.



Lynn James Jenkinson from Pathways Associates will share personal reflections as a Mum on the Annual Health Checks template and explore issues around capacity that this brings up.

# Presentation one



Health Peer Educators Joel and Steven will be talking to us about the work that Ace Anglia do to with the Learning Disability Annual Health Peer Educator Network, local Learning Disability Primary Care Liaison Nurses and GP surgeries to support annual health checks.

Steven



Joel





## Working in Co-production



Matt

Steven

Simon

Joel

Ian



## Our Aims

Increase the uptake of people getting a LD health check

To educate about how to live a healthy lifestyle

Empower people to have control over their health

To let people know where they can get support and information from

Get more people on their GP's learning disability register

Reduce anxieties some people have about going to their GP surgery

Save CCG time & resource when communicating with surgeries as to why the figures are still so low

Encourage a wider network of people to spread the awareness

Promote the use of Primary Care easy-read information resources

Promote confidence and develop skills for people with learning disabilities



## Annual Health Check Update



Your GP practice is not doing annual health checks at the moment



They need more time to help people that are worried about their health and coronavirus



You will have your annual health check another time

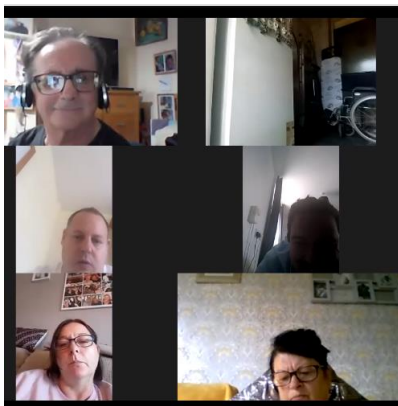


If you feel unwell and need to speak to someone, talk to someone who supports you. They or yourself can then call the GP practice to discuss your health concerns.

### Free Resources



There is lots of useful accessible information on Coronavirus, hand washing, social distancing and looking after your health and wellbeing



## Talk Health and Wellbeing

Virtual online meetings every Wednesday at 2:00PM

What can you come to in **October 2020**?

October  
7



Wednesday 7<sup>th</sup> October 2020

Oral (Mouth) Health with Suffolk  
Community Dental Services

October  
14



Wednesday 14<sup>th</sup> October 2020

Flu and Flu Jabs with Doctor Ben  
Solway

October  
21



Wednesday 21<sup>st</sup> October 2020

Healthy Life with One Life Suffolk

October  
28



Wednesday 28<sup>th</sup> October 2020

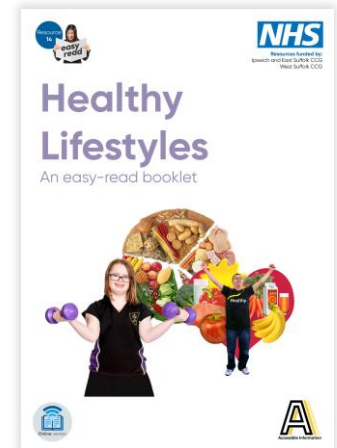
Annual Health Checks and the Health  
Action Plan with the Suffolk Primary  
Learning Disability Liaison Nurses.

To join a session email [daisy@aceacanglia.com](mailto:daisy@aceacanglia.com) or contact 07961 743 328



# NHS Easy Read Resources

Our local CCGs  
commissioned Ace Anglia  
to create Easy Read  
resources.





## Going to My Annual Health Check at the GP Surgery



The GP surgery will ask you if you would like your annual health check at the surgery or as a video call.



They will discuss with you a date and time for your appointment.



They will ask what support you may need with you at your appointment and any reasonable adjustments that need to be put in place.



They will ask you if you would like the invitation sent to you by post, email or text message.



## Going to My Annual Health Check Online



The GP surgery will ask you if you would like your annual health check at the surgery or as a video call.



They will discuss with you a date and time for your appointment.



They will ask what support you may need with you at your appointment and any reasonable adjustments that need to be put in place.



They will ask you if you would like the invitation and link to join sent to you by email or text message.

<https://suffolkordinarylives.co.uk/information/accessing-annual-health-checks-and-flu-jabs/#>

## Conducting Annual Health Checks at the GP Surgery

1. Make a phone call rather than send a letter from the practice to the patient to establish whether they would like their annual health check at the surgery or as a video call.
2. Practice makes three attempts to contact the patient before referring to the Primary LD Liaison Nurse via [liaison.nurses.LD@nsh.nhs.uk](mailto:liaison.nurses.LD@nsh.nhs.uk)
3. Discuss with patient a time and date for appointment.
4. Check how person intends to travel to appointment.
5. Check what support they may need.
6. Check if patient requires reasonable adjustments.
7. Primary LD Liaison Nurse may be able to advise/support both the practice and patient to encourage attendance at the health check.
8. Ask them to email or bring a filled in pre-health check questionnaire.
9. Explain procedure for attending the surgery, explain how it is different than before.
10. Send an invitation via post, text or email depending on patient preference.
11. The invitation will include the date, time and any special instructions.
12. Send text or email reminder.
13. Practitioners to wear photo id of themselves where possible.
14. Ensure patient/support understands information where practicable.
15. Use accessible information where required.
16. Ensure patient is given a copy of health action plan.

Made by Ace Anglia [info@aceanglia.com](mailto:info@aceanglia.com)

## Supporting someone with their Annual Health Checks at the GP Surgery

1. Support people to understand what attending in person would be like and what doing a video call appointment would be like.
2. Ask what support they would like in or to their appointment.
3. Support person to fill in pre-health check questionnaire and return to GP surgery or bring to appointment. [suffolkordinarylives.co.uk/wp-content/uploads/2019/07/20-Pre-health-check-questionnaire-Editable-Version.pdf](https://www.suffolkordinarylives.co.uk/wp-content/uploads/2019/07/20-Pre-health-check-questionnaire-Editable-Version.pdf)
4. Ensure they have received the invitation with date, time and special instructions for attending appointment.
5. Ensure they know what to expect.
6. Ensure the person is equipped with what to bring to surgery.
7. Support where necessary to collect a urine sample and bring to surgery.
8. Ensure person understands what is being said as is reasonably practicable.
9. Ensure person receives a health action plan after appointment and advice is followed, shared and updated as necessary in support plan.



### Online Resources

[www.aceanglia.com/resource/peer-health-educator-network/](http://www.aceanglia.com/resource/peer-health-educator-network/)

Made by Ace Anglia [info@aceanglia.com](mailto:info@aceanglia.com)

<https://suffolkordinarylives.co.uk/information/accessing-annual-health-checks-and-flu-jabs/#>



# An invite to your Annual Health Check



## An invite to your Annual Health Check



Dear



Please make an appointment with your doctor's surgery. It is for your Annual Health Check.



An Annual Health Check is a yearly check up.



Having a health check every year with the doctor can help you find out if you have any health problems you need help with.

It is a good way of helping you to stay healthy.

## An invite to your Annual Health Check



It is safe to come to your appointment, the surgery is regularly cleaned.



The nurse or doctor will be wearing personal protective equipment (PPE).



The nurse or doctor will wash their hands more frequently, you should too.



You will need to wear a mask at your appointment (unless exempt).

<https://www.mencap.org.uk/sites/default/files/2020-08/All%20about%20face%20coverings.pdf>



Please see Easy Read guide for what to expect, Going To The Surgery For My Annual Health Check: [suffolkordinarylives.co.uk/information/going-to-the-surgery-for-my-annual-health-check/](https://suffolkordinarylives.co.uk/information/going-to-the-surgery-for-my-annual-health-check/)

<https://suffolkordinarylives.co.uk/information/accessing-annual-health-checks-and-flu-jabs/#>



We have been to events and held awareness workshops



# What helps and doesn't help people at GP surgeries

# Promotional Material



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**A**  
Ace Anglia



## Annual Health Checks



Are you on the  
Learning Disability Register?



Make sure you are on your GP's learning disability register!

Talk to someone about getting on the register!

**MAKE YOUR APPOINTMENT HAPPEN!**

To get the best care from your doctor and get an Annual Health Check sign up to the Learning Disability Register.

To make sure you are on the Learning Disability Register email a LD Liaison Nurse: [liaison.nursesLD@nsft.nhs.uk](mailto:liaison.nursesLD@nsft.nhs.uk)

Get Your Free Annual Health Check

Call your surgery [liaison.nursesLD@nsft.nhs.uk](mailto:liaison.nursesLD@nsft.nhs.uk)



Encouraging more people with learning disabilities to get their annual health check

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Encouraging more people with learning disabilities to get their annual health check



Do you want to know more about how you or your organisation can be part of the network?

07961743328 [daisy@aceanglia.com](mailto:daisy@aceanglia.com)



Speak to your doctor to check if you are on the GP learning disabilities register. Get registered



You will then be invited to your free health check once a year



For more information about annual health checks talk to your GP surgery or email [liaison.nursesLD@nsft.nhs.uk](mailto:liaison.nursesLD@nsft.nhs.uk)

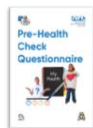
Funded by  
NHS Ipswich and East Suffolk CCG  
NHS West Suffolk CCG

Made by  
**A**  
Ace Anglia

**Top 10 checklist:  
support to attend a LD health check**



1

☐


Support to fill in a **pre-health check questionnaire** and take it with you to the GP surgery

2

☐


Support to consider **reasonable adjustments** and **make sure they are in place** by calling LD Liaison nurses and GP surgery

3

☐


Support to **understand what will happen** on the day of your appointment

4

☐


Support to bring a **urine sample**

5

☐


Support to **bring a medication sheet or MAR sheet** or actual medication if you do not have one

**Make sure you are on the GP learning disability register. You will then be invited to your health check**



**Top 10 checklist:  
support to attend a LD health check**



6

☐


Support to bring **any charts** such as seizure, fluid, dietary or stool

7

☐


Support to use the pre-health check questionnaire to **report** any concerns or changes to the GP or nurse

8

☐


Support to **understand what is being said**

9

☐


If you do not understand **ask for information in another format**

10

☐


Support to ask for a copy of the **health check action plan**

For more **information** please **speak** to a LD liaison nurse at [liaison.nursesLD@nsft.nhs.uk](mailto:liaison.nursesLD@nsft.nhs.uk) or call 01284 733300



**REALISE  
FUTURES**  
Developing your potential

**United  
Response**

**LeadingLives**  
Your life / Our support

The  
**Befriending**  
Scheme



**dimensions**

**University  
of Suffolk**

**Orwell**

**mencap**  
The voice of  
learning disability

**suffolk  
artlink**

**CHURCHILL  
SCHOOL**

**Suffolk  
Carers  
Matter**

**Papworth  
Trust**



**Cephas Care**  
Your Life Your Choice Your Way

**POPPIES CARE FARM**

**avenues**  
brighter futures, better lives

**SUFFOLK  
PARENT CARER  
NETWORK**

**Suffolk  
Family Carers**  
Living Fuller Lives

**healthwatch**  
Suffolk



**Re-Create**  
Social Enterprises Ltd

**Re-Create**  
Voyager

**ActivLives**  
Growing Stronger People & Communities

**Suffolk  
infoLink**  
www.suffolk.gov.uk/infoLink

**One  
Life  
Suffolk**

**Suffolk  
County Council**

**one**

**A**  
Ace Anglia

Working with  
**27**  
organisations



Training packs produced  
and given to partner  
organisations

# The Annual Health Check and Flu Jab



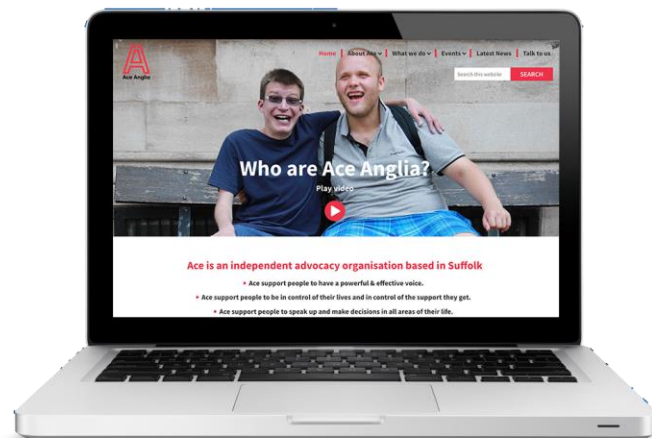
Annual Health Check & Flu Campaign 2020/21





[www.suffolkordinarylives.co.uk](http://www.suffolkordinarylives.co.uk)

[k](#)



[www.aceanglia.com](http://www.aceanglia.com)  
[andrea@aceanglia.com](mailto:andrea@aceanglia.com)

# Presentation two



Helen, Anne and Berge from Treat me Right! will tell us about the work that they are doing to help young people with learning disabilities know about and make the most of their Annual Health Check. Treat Me Right! is a Certitude project that supports people with lived experience of learning disability and/or who are autistic to use their experience to provide bespoke awareness training and advice on reasonable adjustments to businesses and organisations.

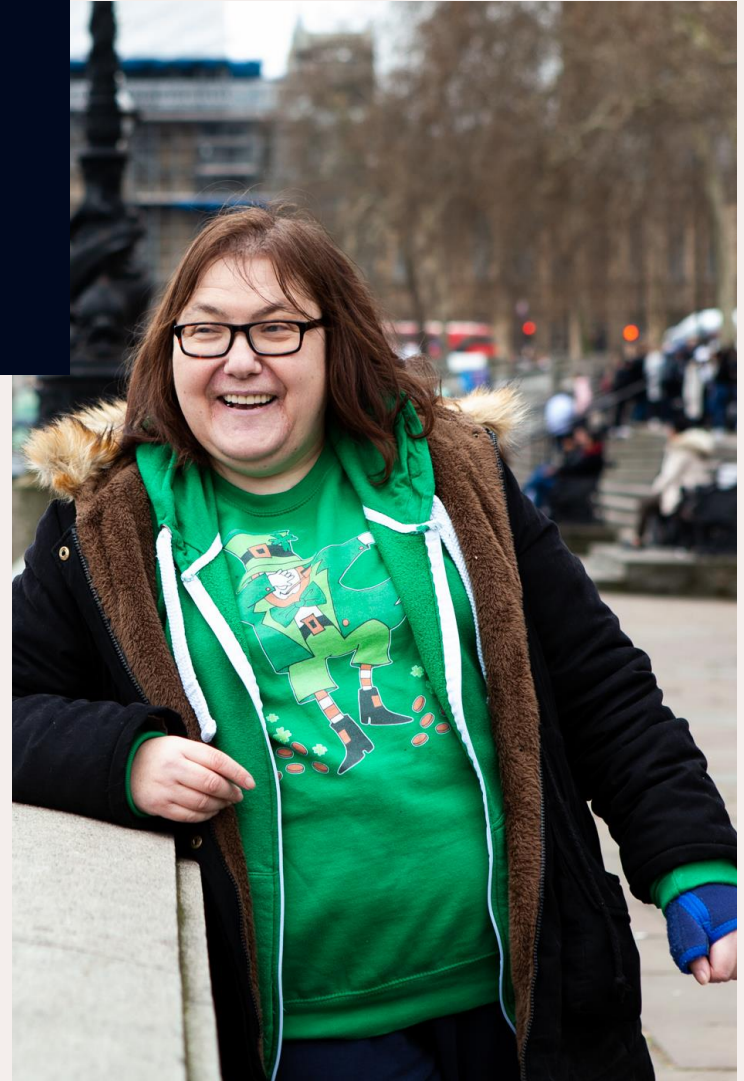
# What is Treat Me Right?

- Formed 12 years ago by people with a learning disability and their parents and supporters in Ealing
- In response to growing evidence that having a learning disability greatly impacted your experience of health care services
- Provided training to medical professionals alongside resources and advice to people receiving support



# How did we do this?

- We involved people with lived experience in the training
- We held community events to raise awareness of the health issues affecting learning disabled and autistic individuals
- We gave advice to family, medical professionals and supporters on Annual Health Checks, Health Passports and Reasonable adjustments





# How have we grown?

- We have extended beyond raising awareness with medical professionals into advice services, carers groups and non learning disability and autism specific services and businesses.
- We now work all across London
- We have worked in schools to teach pupils about the importance of advocating for their own health
- We are working on creating a Quality Checker programme to provide more employment opportunities



# NDT, Learning Disability England, VOOG + skills for care - Annual Health Checks

Design a training/awareness raising session to be used in schools to help young people 14+ to know about Annual Health Checks + feel OK about going to have one... because we know that young people with learning disabilities are more likely to miss their Annual Health Check than adults are.

- |  |  |  |   |   |
|--|--|--|---|---|
| What do we know about Annual Health Checks?                      | How can we help the young person?            | It's an offer, not a test for humans                   | It's a conversation with a doctor (GP) and/or a nurse   | How have we right to have an Annual Health Check - it's your right to see a healthy |
| What do we want young people to know about Annual Health Checks? | Are you on the Learning Disability register? | What do I need to check if I'm not going to the check? | What happens at an Annual Health Check - what to expect | What is a Health Action Plan?   |
| Why is it important to be + stay healthy?                        |  |  |   |   |

## Ideas

- What does being healthy mean to you?
- Who knows their GP or practice nurse?
- What are 'mums' video?
- What does it mean to be healthy?
- What happens during an Annual Health Check?

give them a list of resources

Invite schools to do this as part of a project in school on Health - how to make health a topic that young people can talk about

Young people in schools taking the role of health champion

Where can we see the doctor or nurse? What do they do? What do they say? What do they do with the doctor/nurse?

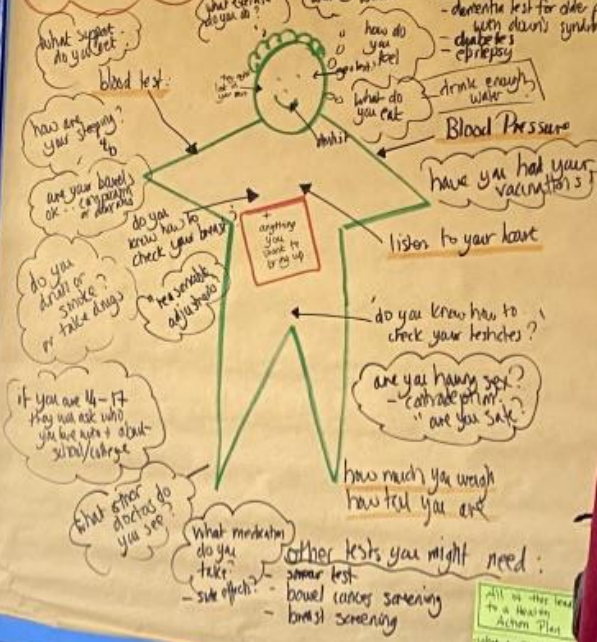
GP, nurse, pharmacist, pharmacist

What do they do for me?

## What we need to know

- Learning Disability Register
- Annual Health Check
- Health Action Plan
- Learning Disability Register
- Health Action Plan
- Learning Disability Register
- Health Action Plan

## What happens at an Annual Health Check?



Some things happen if you have a particular condition e.g. asthma - peak flow - dementia test for older people - with dement's syndrome - diabetes - epilepsy

Blood Pressure

have you had your vaccinations

Other tests you might need:

- cancer test
- bowel cancer screening
- breast screening

What do I need to do?

What does my GP need to do?

We have designed a training session in schools to help young people with learning disabilities know about Annual Health Checks and feel OK about going to have one.

- ✓ What do we know about Annual Health Checks
- ✓ What does being healthy mean to you?
- ✓ Who knows their GP? Practice Nurse?
- ✓ What happens:
  - Before an Annual Health Check?
  - During an Annual Health Check?
  - After an Annual Health Check?
- ✓ Words you need to know – learning disability register, health action plan, summary care record, reasonable adjustment

<https://www.certitude.london/what-we-do/treat-me-right/>

# Presentation three



Xan Brooker is the senior commissioner for integration in Kent and will share her ideas about how they are making Annual Health Checks work better. Xan says, *'We know we need to do better and my role regarding Annual Health Checks is to find innovative ways to make the best use of resources within the framework available, and really get under the skin of what the problem is by working with people to design and implement solutions'*.

[Xanten.Brooker@kent.gov.uk](mailto:Xanten.Brooker@kent.gov.uk)

# A commissioner's role in making Annual Health Checks work

- I'm an integrated Commissioner. I work to commission NHS and Social Care Services
- It's really important that people with learning disabilities are healthy so you can live your best life
- Annual Health Checks for people with Learning Disabilities is part of this as it helps people stay healthy, but it's not easy!

# Data



- A big part of commissioning is looking at data. This tells us that not enough people are getting an annual health check..

# Learning disability Partnership Board



- I can't make more annual health checks happen on my own, and we need to understand why people aren't having them. So I work with people through the Learning Disability Partnership Board.

# Staying healthy



- People have told us that they want to be helped to keep well all the time, and not just at a yearly appointment.

# Working in partnership

- It's my job to hear what you say, so I can work with people, the community learning disability teams, social workers, and the Mental Health Trust to help GPs understand the best way to do the annual health check so you can be healthy and well.



# How Annual Health Checks work



- NHS England – commission the Annual Health Checks (the contract is called a DES)

# How Annual Health Checks work



- Clinical Commissioning Groups – monitor and pay for the Annual Health Checks

# How Annual Health Checks work



- GPs - do the Annual Health Check

# How we're trying to make Annual Health Checks work better



- The Clinical Commissioning Group & the Local Authority (me!) - commission the Learning Disabilities Teams to help GPs do it better

# How we're trying to make Annual Health Checks work better



- The Clinical Commissioning Group & Local Authority (me again!)
  - work with people with learning disabilities to understand how the Annual Health Check can be better

# How we're trying to make Annual Health Checks work better



- The Clinical Commissioning Group & the Local Authority report back what people say they need and create the ways to do it

# Presentation four



Lynn James Jenkinson from Pathways Associates will share personal reflections as a Mum on the Annual Health Checks template and explore issues around capacity that this brings up.

Contact Lynn on  
[lynn.james-jenkinson@pathwaysassociates.co.uk](mailto:lynn.james-jenkinson@pathwaysassociates.co.uk)

# Health Inequalities

7th October 2020



**Pathways Associates Community Interest Company**

**North West Training & Development Team**

Suite 2, Waterside, St. James Court West, Accrington, Lancashire, BB5 1NA

Tel: 01254 790220 Fax: 01254 790221

email: [info@nwtdt.com](mailto:info@nwtdt.com)

[www.nwtdt.com](http://www.nwtdt.com)

# Headlines



- Bored with talking and no real action that makes a difference in my house
- Sick of not being seen as part of the solution
- Sick of people breaking the Law and not respecting our voice
- Fed up and annoyed about being seen as 'the problem' - it's actually not us that is.
- Can't talk about Annual Health Checks without also thinking about so what? Health Passports and Health Action Plans.
- Afraid of the culture in health services that make us feel our lives are not valued

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# What have people with a Learning Disability and families said?



Having a good Annual Health Check (AHC) is completely linked to having a useful Health Action Plan (HAP). If the number of AHC's slow down, then HAP's are going to become out of date.

People had some concerns about the AHC taking place online. We know that not everyone with a learning disability is digitally connected, this is rapidly becoming a need rather than a nice add on. People were worried about some of the health checks going online because that may exclude some people. Some people were happy because they were worried about going to the GP practice for a face to face consultation (context: at the height of lockdown)

# What have people with a Learning Disability and families said?



Annual Health Check needs to be linked into the Carer Health Check, there appears to be limited recognition that the health of the person with learning disabilities is sometimes dependent on the health of the carer. Carer's annual health checks can help to maintain good health.

There was a strong view that there is a role for self-advocates and peers to help people to access health checks and health support

Sharing people's views and experiences of AHC's is important to promote awareness and increase attendance

## What have people with a Learning Disability and families said?



People need good support, Local Authorities who commission services should look at how 1:1 support is being prioritised and ensure that it covers health appointments such as Annual Health Checks and good support to write and implement Health Action Plans.

Social work skills- need to be able to discuss health and health action plans and include them as priorities in the support plan.

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[www.nwtdt.com](http://www.nwtdt.com)

# What have people with a Learning Disability and families said?

Very few people had a Health Action Plan



Implementing a health action plan often relies on the skills and experience of staff. Staff are drawn from the general population, some of them will have good levels of health literacy, will know how to promote and maintain good health (including healthy eating, exercise, cancer screening and other preventative measures) others will not and their own health may suffer as a consequence. Any public health campaigns should focus on raising awareness and improving the skill level of people with learning disabilities, carers, paid staff, and families

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# Health Passports



Most people in the North West Staying Healthy Group had a hospital/health passport. This would be expected given the high level of knowledge about health that this group has. However, in a more generic group of people with learning disabilities who attended a coffee and chat session, less than half of the people had a health passport or knew about them. There was also some confusion about what they are. One person thought that the Education, Health and Care plan was a hospital passport.

One cause of confusion around the passports is that the language used is different across the NW, some are called Health Passports, some Hospital passports.

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## Must do better.....



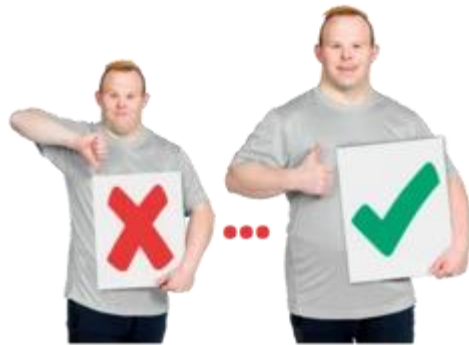
One person was told that health passports were only for people supported by staff and he therefore could not have one.

Another person was told that they were "too able to have a health passport", they did not need it because they could communicate well. The person was concerned because although they can communicate their needs, they were worried about missing some of the more complex health information which would have been included in a passport.

One provider rep at the meeting said that staff completed a health passport for every person that they supported.

**Generally, people did not know where to go or who to ask to help them to obtain and fill in a passport.**

## Must do better.....



The Health Passport and Health Action Plans do not appear to be used effectively in hospital or Assessment & Treatment Unit settings. One person said they had done 11 virtual Care and Treatment Reviews to date and that Health Passports and Health Action Plans were non-existent for the majority.

Another person said that in all but one Care and Treatment Review they had attended Health Action Plans and passports were not available

People who had one and who had used it felt that they had been particularly useful, they had received better care and improved outcomes because of the passport being used by health professionals. This appeared to be because of the communication section being used well to inform practice.

## What do we want - action not talking



More information about what the new normal will be for Annual Health Checks. **Evidence** that CCG's have plans to increase uptake, not targets and numbers EVIDENCE of action. Members of the North West Staying Healthy Group and people that we spoke to at the coffee and chat are willing to support CCG's to raise awareness of the importance of Annual Health Checks's. One suggestion was to produce a video to share people's views and experiences and what to expect during 2020 and into 2021.

Merseyside People First have been doing some work on annual health checks and will be producing something that a person can take to their GP to ask for one. They hope that this will create a demand from people themselves.

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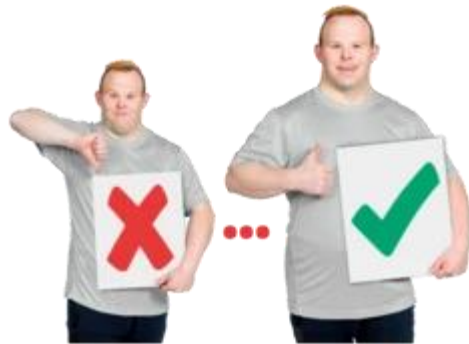
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# What do we want - action not talking



- Public health and awareness raising campaigns on a range of topics including Annual Health Checkss, Health Action Plans, Health passports and Flu vaccinations will be more effective if they are carefully planned and co-produced. People with lived experience have lots of ideas and are willing to help but we need professionals to identify a lead to coordinate each campaign. Advertising campaigns might include accessible letters, posters, newspaper, videos, and radio.
- Clarity of information about who can receive a flu vaccination and what to do if you are refused one.

Pathways Associates Community Interest Company

North West Training & Development Team

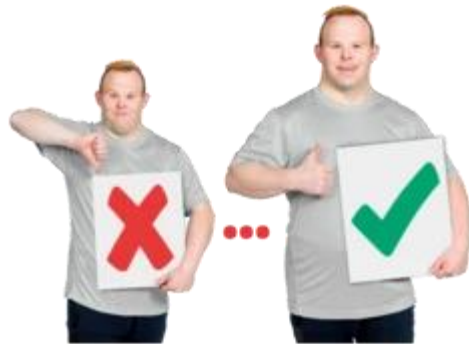
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# What do we want - action not talking



- Increased awareness about the role of families and carers and the importance of them in promoting and maintaining the good health of their family member.
- Improved commissioning and training within social care to meet health needs. Several things will help this. There is a North West ADASS task and finish group with the remit of identifying ways that Local Authorities can support the health agenda and tackle health inequalities. There is also a clear role for the North West Joint Training Partnerships and the Oliver McGowen Mandatory Training Trial which will take place across GM and Lancashire and South Cumbria.
- Some standards for health passports alongside an awareness raising campaign to increase take up and use of the passport.

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## What do we want - action not talking



Digital connections and access to Smart technology has become essential but lots of people with learning disabilities are not connected. We would like to see a better understanding about the current situation across the North West and some targeted investment to support people most at risk of being excluded. There are some simple things that may help. Commissioners could include a clause in social care contracts to ensure that all people are supported to have access to broadband/wifi, help to purchase their own or shared kit and staff with the skills to support them to access online resources safely. This will not help everyone but is a start.

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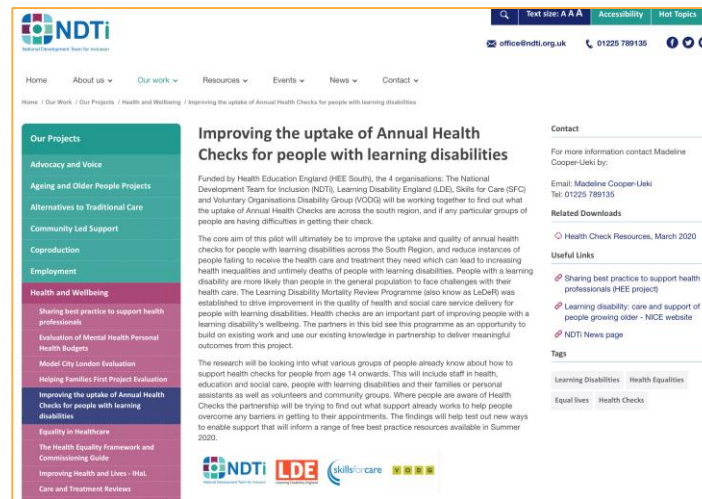
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# What next

There is a webpage for this project on the NDTi website:

<https://www.ndti.org.uk/resources/useful-tools/health-check-resources>

There is information and resources there and we will add to it as the project finishes in October





Learning Disability England

<https://www.learningdisabilityengland.org.uk>



National Development Team for Inclusion

<https://www.ndti.org.uk>



<https://www.skillsforcare.org.uk>

Voluntary  
Organisations  
Disability Group

V O D G

<https://www.vodg.org.uk>