

We want you to remember
10 KEY POINTS!

What do patients with a learning disability want from their GPs and surgery staff?

- 1. We would like you to smile and ask, “What can I do for you?”**
- 2. We would like you to look at us, and to sit facing us.**
- 3. We would like you to talk to us, not to our relative or supporter.**
- 4. We would like you to show interest in what we are saying.**
- 5. We would like you to say what you think is wrong with us.**
- 6. We would like you to say how you are going to treat us.**
- 7. We would like you to tell us how to take our medication and make sure we are ‘clear’ about how to take it.**
- 8. We would like you to explain things clearly, making sure we understand.**
- 9. We would like you to realise that we sometimes worry and get anxious if we can not do things as planned (for example, if we cannot keep to agreed times for appointments)**
- 10. We would like you to make it easier for us to see our ‘own’ Doctor (s/he will know us and understand our needs and how we communicate).**