



Jubilee Health Centre Learning Disability Toolkit Visit Summary May 2024



ACCESS



- Access throughout the building was very good. The entrance was clear of obstacles and well lit.
- The space inside the building was flat and we were able to move around freely.
- Lots of effort had been made to colour code the GP practices and treatment rooms, however, we still found this hard to understand.
- There were good systems in place for us (or our support) to make appointments via telephone or using the online form. You can offer help if we phone or visit you.
- Room labels were challenging for us to read and understand.

FACILITIES



- We looked at two disabled toilets during our visit both were clean, had grab rails and were large enough for a wheelchair user.
- There were two lifts, both in excellent working order at the time of our visit.
- We also learnt about a public blood pressure machine that may come in useful for us in the future.



- We were also happy to learn that you had an evacuation chair for anyone who is not able to use the staircase in the event of a fire.

STAFF



Our volunteers have attended appointments at Shotfield Medical Practice and Wallington Family Practice and this is what they have reported.



- Staff always try their best to be helpful.
- Staff can be hard to communicate with behind the plastic screens.
- Most staff do really well at talking to us and not to our carers.
- Some GP's are happy to write complicated information down for us.



RESPONDING TO INDIVIDUAL NEEDS



- You told us that everyone is welcome to bring a friend or carer to their appointment. You call this a **chaperone**.
- A quiet space is available if waiting is difficult.
- If a longer appointment time is needed, you can provide this but need to be told ahead of the appointment.
- You recognise and welcome the use of the Sunflower Lanyards.



WHAT COULD MAKE THINGS BETTER?



To get us to our appointment more easily, we would need easy to read signs to understand the colour coding in place at the surgery. We struggled to notice the difference between light and dark blue.



OR a designated person could show us to our appointment waiting area, if we said we needed help.

We were delighted to meet you all at our visit and feel from the answers you gave us, that you are really thinking about how to meet the needs of everyone that visits your surgeries. We think you are doing a really good job and would love to visit you again soon.

