



Making General Practice recalls and reminders more accessible for patients with intellectual disability



1 Review

Review the existing methods you use for recalls and reminders.



2 Consider

Consider how your practice will make sure staff know the different recall and reminder processes for each patient.

For example: place alerts or warnings in electronic health records.



3 Best approach

The best approach is the one that is right for each patient. Have a discussion with the patient and/or their support network.



Form of delivery



Text messages

Is the text message easily understood by your patient?



Physical reminders

Would an appointment card or a letter help your patient remember?



Phone calls

Is your patient comfortable talking and listening over the phone?



Emails

Can your patient regularly access email? Can they open attachments?



Recipients



Patient

Send directly to your patient if they manage appointments independently.



Support network

Consider if your patient needs information shared with their support network.
For example: carers, support workers and group home managers.



Make sure your patient or their legal guardian have given consent to share information.



Content



Clarity

- Ensure the language is easy for your patient to understand.
- Consider if your patient would benefit from Easy Read or plain English formats.
- Use pictures to show what to expect at the appointment.

For example:

Say less show more | Agency for Clinical Innovation.



Relevance

- Determine how much detail is required for your patient.
- Make sure to include necessary information such as the date, time, and purpose of the appointment.



Timing



Discuss

Discuss with your patient when they want to be notified about their next appointment and how many reminders they prefer.



It is the responsibility of the general practice to ensure that recalls and reminders are accessible for all patients.

