

AUCKLAND MEDICAL GROUP

Sharing information about your support needs



Everyone has different support needs. Soon there will be a new way to make sure every part of the NHS knows how you like to be treated.



You will be able to ask your **GP** (your doctor) to put a note on the computer about the kind of support you like. We call this note a **flag**.



Easy read



Extra time



Speak slowly



Whenever you use any NHS service the staff can read this flag – and know how best to look after you.



People thought it would be good to share information about these things :



How to **communicate** with you



Who to **involve** in your healthcare



Things that help with your **treatment**

WE WOULD
LIKE
TO KNOW
WHAT
SUPPORT
YOU NEED



Which doctor or nurse you prefer



Any physical or **access** needs



How you like your **appointments** to be – things like afternoons only or a reminder on the day.



A reminder about being friendly and welcoming.



What you **can** do for yourself (not just what you can't do)



We talked about which staff should see the information :



It would be good if healthcare staff know about your support needs before they meet you.



It is good for **receptionists** to know about your support needs but they don't need to know about your healthcare.



This is really good for people with a learning disability, autism and for other disabled people.



This would be great for children from a young age.