

## **Top tips for administration and reception staff supporting people with a learning disability in accessing cervical screening**

Administration and reception staff provide a crucial role in supporting people with a learning disability to access cervical screening. Whilst we realise that all staff are busy, here we list some top tips and ideas that you might like to use.

- **Know your population** – ensure people with a learning disability are flagged on your computer system. The Community Learning Disability Team can help verify lists.
- **Know who is due for invite** - using the prior notification list provided by the screening service you can identify women about to be invited for cervical screening who have a learning disability and may need additional support.
- **Know your community learning disability link** – find out who your community learning disability team link person is for your practice. This person may be able to offer additional support for a woman with a learning disability invited for cervical screening.
- **Know the facts** – All women over 25, whether they are sexually active or not, are entitled to cervical screening. It is then the women’s decision if she takes up the invitation. This decision can only be made by the woman or through a best interest decision.
- **Know where to get more information** – There are some excellent easy to understand materials at: Jo’s Trust including an [easy read booklet](#) on cervical screening and online [video](#). The NHS cancer screening programme also produces an [easy read booklet](#).
- **Know who else in your practice can give you support** – Within your practice find out who performs cervical screening and who you can go to if you have any questions.

### **Further ideas**

- A member of the practice team could contact the learning disabled patient or their carer before they receive their invitation letter using the prior notification list and ask if they require any support.
- If you are sending a third letter, enclose an easy read version of the letter.
- When sending appointment information use a clock face to show time as well as writing in numbers.
- Make sure a double appointment is booked to enable reasonable adjustments.