Top tips for admin and reception staff supporting people with learning disability to access cervical screening

Administration and reception staff are crucial in supporting people with a learning disability to access cervical screening. Here are some tips and ideas.

- **Reasonable adjustments –** ensure you flag the reasonable adjustments people need to access services. Reasonable Adjustment Flag - NHS England Digital
- **Know your population –** ensure people with a learning disability can be identified on your computer system.
- **Know who is due screening -** using the prior notification list provided by the Cervical screening administration service and reasonable adjustments flag. Identify women about to be invited for screening who have a learning disability and may need additional support.
- **Know your community learning disability team –** find out who your community learning disability team link is for your practice. They may be able to offer additional support for women invited for screening.
- **Think about using an easy read third invite letter –** There is an easy read invite letter available and Cervical screening: an easy guide - GOV.UK.
- **Know the facts –** All eligible people with a cervix 25 to 64, whether they are sexually active or not, are entitled to cervical screening. It is the women's decision if they take up the invite. The decision can only be made by the woman or a best interest decision.
- **Know where to get more information –** Additional information is available at: https://www.gov.uk/guidance/cervical-screening-programme-overview
- **Know who else in your practice can give you support –** Within your practice know who performs cervical screening and who you can go to if you have questions.

Further ideas

- 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.
- Book a double appointment to enable time for reasonable adjustments.