

# Health services and support

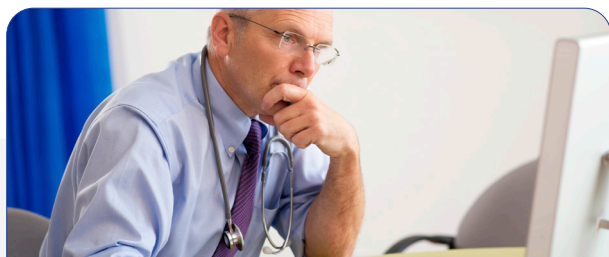


Surrey Autism  
Partnership Board

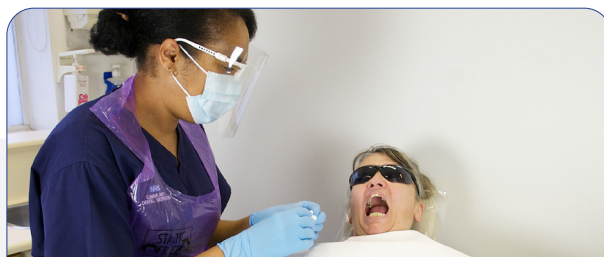
## Primary health care services

Some people with Autism Spectrum Conditions (ASC) have difficulty letting other people know when they are unwell. It is important that people with ASC have the support they need to use primary health care services.

*Primary health care includes these services:*



Your GP - family doctor



Dental care



Eye care



Pharmacy - your local chemist

For helpful information about health in Surrey go to: [www.healthysurrey.org.uk](http://www.healthysurrey.org.uk)

There is information about healthy eating, staying active, stopping smoking and lots of other health subjects.

**Health and  
Wellbeing  
Surrey**

# Your GP – family doctor

*It is important that you are registered with a GP Surgery.*

Talk to your GP about any health concerns you have. They can help you to access specialist health services.

To find a GP Surgery near your home contact The National Health Service (NHS):



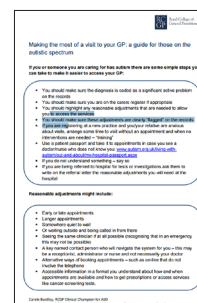
**NHS Website:** [www.nhs.uk](http://www.nhs.uk)

**NHS Phone:** 111 for health information and advice for non urgent problems. In a health emergency always phone 999

The Royal College of General Practitioners have published a factsheet called 'Making the most of a visit to your GP: a guide for those on the autistic spectrum'

You can download the factsheet from:

[www.rcgp.org.uk/clinical-and-research/a-to-z-clinical-resources/~/\\_media/Files/CIRC/Autism/RCGP-Making-the-most-of-a-visit-to-your-GP-March-15.ashx](http://www.rcgp.org.uk/clinical-and-research/a-to-z-clinical-resources/~/_media/Files/CIRC/Autism/RCGP-Making-the-most-of-a-visit-to-your-GP-March-15.ashx)



Free health checks for people aged 40 to 74:



If you're aged between 40 and 74 and have not had a stroke or been diagnosed with heart disease, high blood pressure, kidney disease or diabetes then you're eligible for a free health check.

Having an NHS Health Check will better prepare you for the future and will enable you to take steps to maintain or improve your health.

Many adults with a learning disability, of all ages, can have an annual health check at their GP Surgery.

## Pharmacy – your local chemist

*Your pharmacist offers a range of health information and advice.*

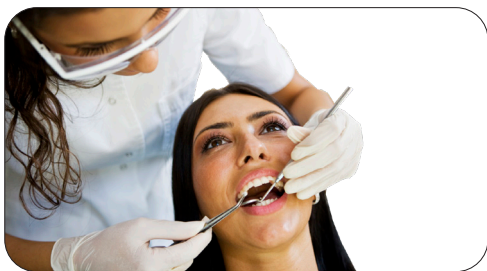


A pharmacist is an expert on medicines and their use.

Your local chemist will be able to give you information and advice about medicines and any health conditions you may have.

# Dental care

*It is important that you are registered with a dentist surgery.*



You need a dental check up every year.

Your dentist will check the health of your gums as well as your teeth. Even people without any teeth need a check up every year.

To find an NHS dentist surgery near your home contact:

Website: [www.nhs.uk](http://www.nhs.uk)

Phone: 111 and ask for the Surrey Dental Helpline



## The Surrey Dental Helpline

The helpline will give you information about where to go for out of hours and urgent dental treatment, or to find an NHS dentist.

There are NHS Dental Access Services in Woking, Guildford and Redhill, but they are not walk-in services. Some people with learning disabilities can use the special care dentistry service.

# Eye care

*It is important to have an eye test every 2 years at your local optician.*



An eye test checks the health of your eyes as well as your sight.

You do not have to be able to read to have an eye test. Eye tests are free for many people on benefits.

SeeAbility have a lot of useful Easy Read information about eye care.

Website: [www.seeability.org/myeyecare](http://www.seeability.org/myeyecare)



# Health Action Planning

## A Health Action Plan helps you to stay healthy.

A health action plan lists any health issues you have, what action you are taking, who is supporting you and when the action will happen.

A health action plan also records:



- your family history and health conditions or allergies you have.
- the health professionals who support you and records appointments.
- any medications you take.

## The Surrey Health Action Planning toolkit

This toolkit is free to download and use from [www.surreyhealthaction.org](http://www.surreyhealthaction.org)



The Top To Toe Health Checklist has 21 sections to help you check your health and work out any health actions you need to take.



The Health Action Plan template can be used to record any health actions you agree and other important health information.

*The toolkit is designed for people with a learning disability, but other people may find it useful too.*

It is a good idea to take your health action plan with you to any health appointments. It can help to make communication with health professionals easier.

# Going to hospital

There are many resources on the Surrey Health Action website that can help people when they go to hospital.

Many of the resources are free to download and use from [www.surreyhealthaction.org](http://www.surreyhealthaction.org)



## This is me - My Care Passport



If you have difficulties communicating, your supporters can fill this in and you can take it to hospital with you. It gives hospital staff advice on how to support you and tells them about your needs and likes/dislikes.

## The Hospital Communication Book - version 3



This is an illustrated book to help people to communicate when staying in hospital. There are over 300 pictures covering basic needs, signs and symptoms, food and drink and tests and treatments.

## Easy Read Appointment Letters



There are a range of appointment letters you can create on the website. The date and time are put in automatically. There is even a letter where you can add your own photo.

## Getting Ready - Easy Read Factsheets



There are four factsheets in the series. Getting Ready For My Hospital Visit, Getting Ready for My Stay in Hospital, Getting Ready To Go Home From Hospital and Making Choices About My Health - capacity and consent.

These resources have been developed by The Clear Communication People Ltd.



## Acute Hospital Liaison Nurses

Specialist workers, employed by Surrey and Borders NHS Foundation Trust, work across Surrey's five general hospitals.



- Epsom General Hospital
- Frimley Park Hospital
- St Peter's Hospital
- Royal Surrey County Hospital
- East Surrey Hospital

## Learning Disability Liaison Nurses

They make sure people with a learning disability get the support they need when they visit one of Surrey's five hospitals for an emergency or planned appointment.



How to contact the learning disability acute liaison service.

Phone: 0300 55 55 222

Website: [www.sabp.nhs.uk](http://www.sabp.nhs.uk)

## Mental Health Liaison Service

Specialist mental health workers work in Surrey's five general hospitals to provide extra support to people experiencing mental illness when being treated in hospital for another condition.



The Liaison Psychiatry aims to provide a coherent service and to make mental health care a priority for both acute and mental health trusts.

You can speak to a liaison nurse via the Surrey and Borders switchboard. Phone: 0300 55 55 222.

# Mental Health Services

## Community Mental Health Recovery Services (CMHRS)

Surrey and Borders Partnership NHS Foundation Trust provide community mental health services in Surrey.



These are community teams of health and social care professionals.

Teams include doctors, nurses, psychologists, social workers and therapists - including arts therapists, physiotherapists and psychotherapists.

The teams work with a host of different community organisations to provide people with a package of treatment and support. If you would like to be referred to this service, please contact your GP.

## Improved Access to Psychological Therapies (IAPT)

If your mental health difficulty is not severe enough to benefit from CMHRS support, your GP can refer you to other sources of help such as IAPT.

IAPT is a service that aims to improve accessibility to therapy for the public.



IAPT is a tiered service offering people different levels of support. The focus is on promoting self help.

Below are brief summaries of the first three levels of support IAPT offers. Talk to your GP about how you could benefit from IAPT.

### Step 1 - Self help

The aim is to raise awareness of Mental Health and provide self-help materials based on Cognitive Behavioural Therapy (CBT) for people to use themselves.

### Step 2 - Guided self help

The aim is to teach and support people using CBT self-help materials. All step 2 services have a set number of sessions (usually four 45 minute sessions) where people are taught CBT self-help.

### Step 3/3+ - High Intensity Therapy

High Intensity Therapy manages severe and enduring depression and anxiety, as well as people with personality disorders, difficulties with self-harming behaviours, alcohol/drug misuse, and violence.

# Learning Disability Services

Surrey and Borders Partnership NHS Foundation Trust provide community learning disability services in Surrey.

## Community Learning Disability Teams (CTPLD's)

Community Teams carry out assessments of people's health and social needs.



They help plan and arrange care and support for adults with learning disabilities and their carers.

They also provide specialist health services such as: Occupational therapy, Physiotherapy, Speech and language therapy, Community nursing, Psychology and Psychiatry.

If you would like to be referred to this service, please contact your GP who will assess your suitability and refer you to us if it is appropriate.

## Making it easier to access health services



The law says that health services must make 'reasonable adjustments' to make it easier for people with autism to use their service.

It can help to take someone with you to your appointment.

### Examples of reasonable adjustments include:

- Using a pager so you can wait in a quieter area before your appointment.
- Being given the first appointment of the day if you find waiting stressful.
- Using Easy Read information or social stories to help you understand what will happen.
- Pre visits to the clinic to help you understand what will happen.
- Having an individual session rather than being part of a group.



# Useful websites

[www.autism.org.uk](http://www.autism.org.uk)

- The website of the National Autistic Society.

[www.sabp.nhs.uk](http://www.sabp.nhs.uk)

- The website of Surrey and Borders Partnership NHS Foundation Trust.

[www.NHS.uk](http://www.NHS.uk)

- The website of NHS Choices.

[www.surreyhealthaction.org](http://www.surreyhealthaction.org)

- A Surrey website will Easy Read health information.

[www.easyhealth.org.uk](http://www.easyhealth.org.uk)

- Free Easy Read health information and films.



*There are seven factsheets in our series about Autism Spectrum Conditions.*

You can download our factsheets from [www.surreypb.org.uk/autism.html](http://www.surreypb.org.uk/autism.html)

This is the website of the Surrey Autism Partnership Board



1. Autism Spectrum Conditions (ASC) - An Introduction
2. Diagnosis
3. Communication
4. Useful strategies for life
5. Social care and community life
6. Health services and support
7. Our stories - three stories from people with ASC

## Credits

This factsheet was developed by Howard Childs, Tom Moore and Mike Leat.

The developers would like to thank The Surrey Autism Partnership Board, Surrey County Council, Surrey & Borders Partnership NHS Foundation Trust, Assist through the National Autistic Society and The Smart Enterprise.

Design by Mike Leat of The Clear Communication People Ltd

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