

Conducting Annual Health Checks at the GP Surgery

1. Make a phone call rather than send a letter from the practice to the patient to establish whether they would like their annual health check at the surgery or as a video call.
2. Practice makes three attempts to contact the patient before linking up with Primary LD Liaison Nurses.
3. Discuss with patient a time and date for appointment.
4. Check how person intends to travel to appointment.
5. Check what support they may need.
6. Check if patient requires reasonable adjustments.
7. Primary Care LD Liaison nurses may be able to support someone if needed.
8. Ask them to email or bring a filled in pre-health check questionnaire.
9. Explain procedure for attending the surgery, explain how it is different than before.
10. Send an invitation via post, text or email depending on patient preference.
11. The invitation will include the date, time and any special instructions.
12. Send text or email reminder.
13. Practitioners to wear photo id of themselves where possible.
14. Ensure patient/support understands information where practicable.
15. Use accessible information where required.
16. Ensure patient is given a copy of health action plan.

Conducting Annual Health Checks Online

1. Make a phone call rather than send a letter from the practice to the patient to establish whether they would like their annual health check at the surgery or as a video call.
2. Practice makes three attempts to contact the patient before linking up with Primary LD Liaison Nurses.
3. Check if person has the internet and technology to do the video call.
4. Discuss with patient a time and date for appointment.
5. Check what support they may need.
6. They will ask you to complete a check questionnaire and return it prior to the appointment
7. Explain procedure for joining the video appointment.
8. Send an invitation via text or email depending on patient preference.
9. Ensure the person has a private space for their appointment.
10. The invitation will include the date, time and link to join video call.
11. Send text or email reminder.
12. Ensure doctor or nurse has the filled in pre-health check questionnaire before the appointment.
13. Ask patient to collect a urine sample and get that dropped off at the surgery.
14. Send a copy of the health action plan for the patient at end of appointment.
15. If there are technical issues, the practitioner and patient can try to reconnect.
16. If you cannot, contact patient another way to rearrange appointment.