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.

Tell your GP what you want written in your flag. Things like:

- 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.
We had an event to find out what people think. These are people’s ideas from the day:

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
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.
We talked about things that worry us:

Everyone is different. You should choose what information to share.

The flag is only useful if staff read the information.

Staff need training- to know about learning disability and autism.

You know best about your support needs - more than health staff.

Keep my information safe - only people who should read it should get it.
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