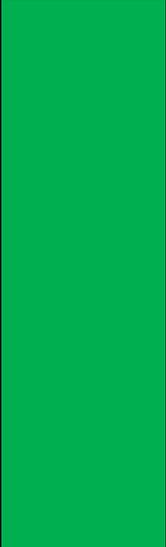
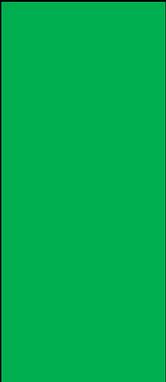


Overview of Responses to HealthWatch Southwark’s Learning Disabilities and Autism Report, 2024-2025.

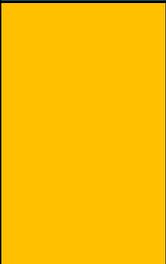
Training.

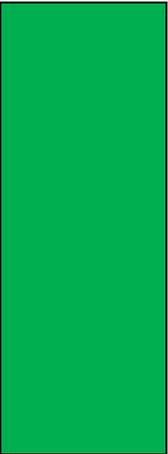
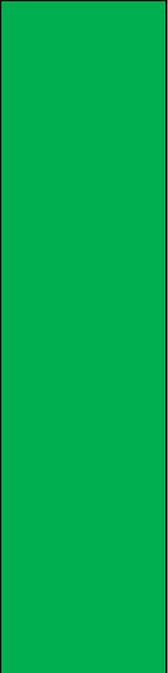
Recommendation 1: Provide and monitor the delivery of training for clinical and non-clinical access towards Autistic people and those with Learning Disabilities. Prioritising the ‘Oliver McGowan Mandatory Training on Learning Disability and Autism’ for all service providers. Considerations of other training guidance for Makaton and Picture Exchange Communication Systems (PECS) to inform better communication also recommended.

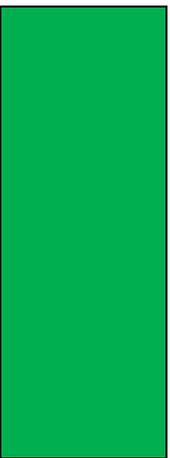
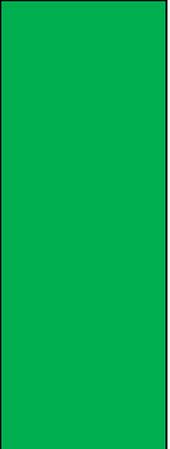
Provider	Initial Response	6-Month Review	12-Month Outcome	Progress
PCN Easy read provided? No.	Uptake increasing across SEL NHS services, requested further information from the ICB.	Oliver McGowan Training has now been offered to staff and uptake is increasing. All PCN staff take annual mandatory training on equality and diversity and the mental health capacity act. Two social prescribers are part of the Disability Network facilitated by Community Southwark. This will connect practices to services available from the VCSE.	No 12-month update received.	
Special care Dentistry MCN. Easy read provided? No.	Received funding from King’s Grant team to create a video preparing patients before they arrive for their visit.	No 6-month update provided.	Video in process.	
South London & Maudsley Easy read Provided? No.	Oliver McGowan Training is now mandatory for all staff.	No 6-month update provided.	No 12-month update received.	

<p>GSTT Easy Read Provided? Yes.</p>	<p>Oliver McGowan Training is now mandatory for all staff. Exceeded compliance target in 2024.</p> <p>Staff are required to implement face-to-face training for both Tier 1 & 2 to follow e-learning.</p> <p>Learning Disability & Autism champions are in place, including acute Learning Disability liaison nurses and community Learning Disability teams.</p> <p>Ad-hoc training is available in services providing care to patients with Learning Disabilities.</p>	<p>Neurodiversity Celebration week (March 2025)</p> <p>Further roll-out of Oliver McGowan training to be expected for 2025/26 by working with SEL ICB.</p>	<p>75% of staff have completed part 1 of the Oliver McGowan training.</p>	
<p>SEL ICB Easy read provided? No.</p>	<p>Oliver McGowan Training is now mandatory for all staff.</p> <p>Uptake is monitored on an annual basis.</p> <p>Delivered a 'Protected Learning Time' event on Learning disabilities and Autism.</p>	<p>No 6-month update provided.</p>	<p>Oliver McGowan Training rolled out across Southeast London NHS. 4,159 staff trained (Tier 1); 7,173 trained (Tier 2). Tier 1 spaces also used by social care staff to maximise uptake. Evaluation is underway to assess impact on patient care. Training booked to September 2025. Plans to extend to March 2026 to meet NHS England targets and secure funding.</p>	

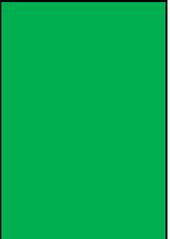
Recommendation 2: Training should take an intersectional approach, acknowledging the overlap between learning disabilities, autism, physical and mental disabilities, as well as health inequalities between people with learning disabilities from ethnic minority backgrounds and those from white ethnic backgrounds.

Provider	Initial Response	6-Month Review	12-Month Outcome	Progress
<p>PCN Easy read provided? No.</p>	<p>Oliver McGowan training is underway and being promoted regularly, i.e. through social prescribers, member meetings, and bulletins.</p>	<p>No 6-month update provided.</p>	<p>No 12-month update received.</p>	

<p>Special care Dentistry MCN. Easy read provided? No.</p>	<p>Demonstrates clear understanding of intersectional approach.</p> <p>Training themes embedded to improve accessibility for these patient groups.</p> <p>100% of surveyed patients reported a .good. or .excellent. experience.</p> <p>Main issue identified: long waits before appointments.</p>	<p>No 6-month update provided.</p>	<p>No further updates required.</p>	
<p>South London & Maudsley Easy read Provided? No.</p>	<p>Demonstrates understanding of intersectional approach within training and outputs, reviewing training to reflect intersections e.g. recognising gender and cultural needs, families and carers.</p> <p>Recognises variation in autism presentation across demographic groups.</p> <p>Identifies need for specialist training (e.g. children & young people, specific professions).</p>	<p>No 6-month update provided.</p>	<p>No 12-month update provided.</p>	

GSTT Easy Read Provided? Yes.	Not covered.	Neurodiversity celebration week covered ADHD, nutrition, and inclusivity meetings. Partnered with BAME-led group Autism Voice to support future training and development of All-Age Autism strategy.	Partnered with BAME-led group Autism Voice to support future training and development of All-Age Autism strategy.	
SEL ICB Easy read provided? No.	Practice staff are required to complete training on equality & diversity, and safeguarding of vulnerable adults and children.	No 6-month update provided.	No further update required.	

Recommendation 3: Appoint an LDA Champion who has completed or will receive additional training on learning disabilities and autism. The Champion should identify barriers and best practice within their service and represent learning disabilities and autism in patient experience and public participation groups. This could involve establishing a network of Champions across services to promote information-sharing.

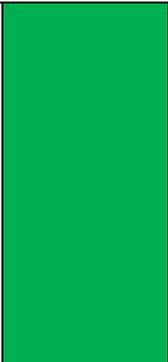
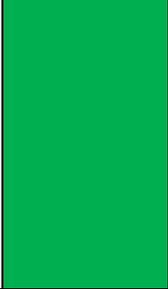
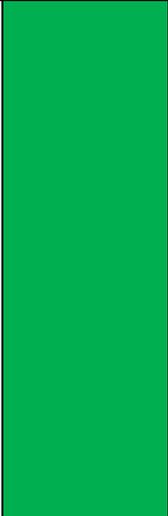
Provider	Initial Response	6-Month Review	12-Month Outcome	Progress
PCN Easy read provided? No.	Two social prescriber champions join the Disability Providers network facilitated by Community Southwark, which involves training exchange.	No further updates required.	No 12-month update provided.	

Special care Dentistry MCN. Easy read provided? No.	No response to this recommendation.	No 6-month update provided.	Dentists with experience in supporting SEND patients provide emergency dental services for special care patients.	
South London & Maudsley Easy read Provided? No.	Learning Disability Champion network where each ward and directorate should have identified champions and hold monthly network meetings + annual education events.	No 6-month update provided.	No 12-month update provided.	
GSTT Easy Read Provided? Yes.	Learning Disabilities Committee brings together champions from across the trust including Evelina, Medics, Allied Health Professionals, nursing staff and specialists such as some acute learning disability liaison nurses and Community Learning Disability teams.	No further updates required.	No further updates required.	
SEL ICB Easy read provided? No.	Committed to discussing the proposal at the senior leadership team for the borough.	No 6-month update provided.	We recognise the value that a champion for LDA could bring. We will continue to support this in our conversations with providers of services.	

Sharing information.

Recommendation 4: Facilitate or join events about learning disabilities and autism to promote information-sharing across services and sectors, including social care and the voluntary and community sector (VCS). Similar information day events should be held for the public in accessible spaces.

Provider	Initial Response	6-Month Review	12-Month Outcome	Progress
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<p>PCN Easy read provided? No.</p>	<p>No response to this recommendation.</p>	<p>Participate in the Disabilities Providers' network, social prescribing community outreach event for south Southwark residents included Autism voice, statutory health and social services, and Seeability.</p>	<p>No 12-month update provided.</p>	
<p>Special care Dentistry MCN. Easy read provided? No.</p>	<p>No response to this recommendation.</p>	<p>No 6-month update provided.</p>	<p>No response to this recommendation.</p>	
<p>South London & Maudsley Easy read Provided? No.</p>	<p>Trust-wide Learning Disability and Autism drop-in clinic.</p>	<p>No 6-month update provided.</p>	<p>No 12-month update provided.</p>	
<p>GSTT Easy Read Provided? Yes.</p>	<p>The Trust's Community Services for Adults with Learning Disabilities team and other services regularly support and facilitate public events, such as the Learning Disabilities Awareness Week, Ortus learning disabilities event, GSTT Neurodiversity Celebration Week, Big Health Week, St Thomas' hospital stalls, Southwark showcase event.</p>	<p>No further updates required.</p>	<p>No further updates required.</p>	
<p>SEL ICB Easy read provided? No.</p>	<p>Delivered two events over the past year for health & care professionals supporting adults with Learning Disabilities and autistic adults.</p> <p>Brought together 50+ borough professionals to share information, experiences, and best practice.</p>	<p>No 6-month update provided.</p>	<p>Autism Strategy refresh underway with ICB and Council, co-produced with people with lived experience, parents, and cross-sector professionals (local authority, NHS, VCS).</p> <p>Identifying priority areas and mapping existing borough services against these priorities.</p> <p>Established Community of Practice for Positive Behaviour Support (PBS) in Southwark.</p> <p>Open to health, social care, education, VCS staff and parent carers supporting</p>	

			people with learning disabilities or autism and behaviours of concern.	
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Recommendation 5: Specialist learning disability and autism should liaise with mainstream services to share learnings and help implement adjustments. This could be through direct training or learning resources.

Provider	Initial Response	6-Month Review	12-Month Outcome	Progress
PCN Easy read provided? No.	Noted 'N/A'.	Noted 'N/A'.	No 12-month update provided.	
Special care Dentistry MCN. Easy read provided? No.	No response to this recommendation.	No 6-month response provided.	No response to this recommendation.	
South London & Maudsley Easy read Provided? No.	Gathered patient feedback to inform autism strategy, learnings actioned to improve partnership working.	No 6-month update provided.	No 12-month update provided.	
GSTT Easy Read Provided? Yes.	Using findings from reviews such as the annual learning disability and autism NHSE benchmarking which includes surveys of patients, carers and staff and the Learning from Deaths of adults with learning disability and autistic adults Review (LeDeR).	No response to this recommendation.	Partnering with VCS to engage patients and co-produce All-Age Autism strategy Enhanced advocacy and communication systems co-produced with families and carers	

SEL ICB Easy read provided? No.	Noted N/A	No 6-month update provided.	No 12-update provided.	
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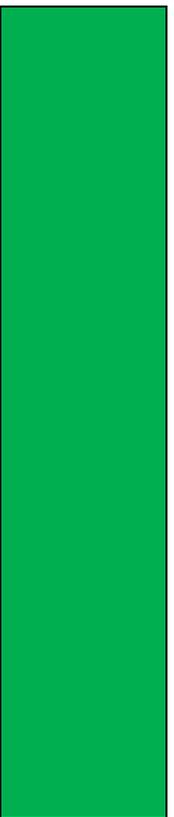
Recommendation 6: Implement a centralised system across services to record gaps in provision. For example, if a patient cannot access home visits at their GP, the case could be flagged for the primary care network to refer that patient to another GP within the network.

Provider	Initial Response	6-Month Review	12-Month Outcome	Progress
PCN Easy read provided? No.	The PCN's operate centralised call and recall. Supporting practices to deliver vaccinations to housebound patients.	SPLW team flag access issues with practices if raised via 1:1 support offered.	No 12-month update provided.	
Special care Dentistry MCN. Easy read provided? No.	Utilising a large theatre to bring down waiting times for patients. Patients are never discharged without a strong follow-up plan. Has a well-established transition pathway for those transitioning from paediatric to adult care. If a patient requires homecare, the GP refers them to the CDS. Emergency appointments are provided for all patients.	No 6-month response provided.	Extra theatre lists have been booked alongside additional patients.	
South London & Maudsley Easy read Provided? No.	No response to this recommendation.	No 6-month update provided.	No 12-month update provided.	
GSTT Easy Read Provided? Yes.	No response to this recommendation.	No response to this recommendation.	No response to this recommendation.	
SEL ICB Easy read provided? No.	Supporting the continued expansion of the London care record, enabling organisations across SEL to identify gaps in provision.	No 6-month update provided.	No further updates provided.	

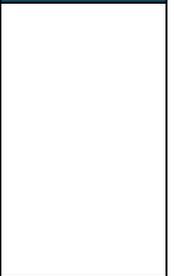
	Home-visits for urgent care are available for many practices, though they are unable to fulfil for routine appts due to capacity and resource reasons.			
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Recommendation 7: Promote and encourage carers to access carer's support and request a Carer's Assessment under the Care Act 2014.

Provider	Initial Response	6-Month Review	12-Month Outcome	Progress
PCN Easy read provided? No.	Social prescribers and clinical staff support centres (for example, when conducting health checks) signpost to support.	Social prescribers mapped carer support in the borough and noticed a gap. As a result, they launched a monthly online carers support group. All SPLW teams are aware of their statutory right to have an assessment when caring for a person with support needs and will support them to access via signposting/ referring directly to social services.	No 12-month update provided.	
Special care Dentistry MCN. Easy read provided? No.	No response to this recommendation.	No 6-month response provided.	No response to this recommendation.	
South London & Maudsley Easy read Provided? No.	Southwark in-patient services have a full-time staff member dedicated to supporting carers. Their role includes signposting to access carers assessments.	No 6-month update provided.	No 12-month update provided.	
GSTT Easy Read Provided? Yes.	Working with carers and community networks to improve access to services.	Feedback from 200 people including carers, led to the co-development of interventions to support access to services and shape the All-Age Autism strategy.	No further updates provided.	

<p>SEL ICB Easy read provided? No.</p>	<p>Working with Southwark Carers and other VCS organisations, NHS SEL has developed information about support available to registered and unregistered carers, and their families.</p>	<p>No 6-month update provided.</p>	<p>Ongoing partnership working with Southwark Council, Southwark Carers, and VCS partners to identify new carers and increase access to support, including Carer's Assessments.</p> <p>New carers' support directory developed by Southwark Council, including information on accessing Carer's Assessments.</p> <p>Monthly meetings established between NHS SEL, Southwark Council, and Southwark Carers to review local carers' needs and improve the Carer's Assessment referral process and resident experience.</p> <p>Co-design underway with carers to develop a new unpaid carers service (launching 1 June 2026).</p> <p>Key focus on improving access to, and experience of, Carer's Assessments and wider support services.</p>	
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Recommendation 8: Southwark Council should expand the Local Offer and Southwark Information and Advice Support Team (SIAS) to include services for adults over 25 with learning disabilities and autistic adults.

Provider	Initial Response	6-Month Review	12-Month Outcome	Progress
<p>PCN Easy read provided? No.</p>	<p>Noted 'N/A'.</p>	<p>Noted 'N/A'.</p>	<p>No further updates provided.</p>	
<p>Special care Dentistry MCN. Easy read provided? No.</p>	<p>Transition team provides follow-up until transfer to adult services is complete.</p>	<p>No 6-month response provided.</p>	<p>No response to this recommendation.</p>	

South London & Maudsley Easy read Provided? No.	No response to this recommendation.	No 6-month update provided.	No 12-month update provided.	
GSTT Easy Read Provided? Yes.	No response to this recommendation.	No response to this recommendation.	No response to this recommendation.	
SEL ICB Easy read provided? No.	No response to this recommendation.	No 6-month update provided.	No 12-month update provided.	

Communications:

Recommendation 9: Carry out a self-audit of service information and contact details to ensure they are up to date and accessible to service users both on and offline, in accordance with the five mandatory actions set out in the Accessible Information Standard 2016.

Provider	Initial Response	6-Month Review	12-Month Outcome	Progress
PCN Easy read provided? No.	Social prescribing team regularly review and update information.	Social Prescribing team map out existing services, informing the services we signpost/refer to. We also provide these guides to patients.	No 12-month update provided.	

<p>Special care Dentistry MCN. Easy read provided? No.</p>	<p>Oral Health Promotion Team delivers outreach and certified training for carers, day centres, residential homes, schools, and other organisations on request.</p> <p>Provides hands-on training and information in multiple accessible formats and communication methods.</p>	<p>No 6-month response provided.</p>	<p>No further updates provided.</p>	
<p>South London & Maudsley Easy read Provided? No.</p>	<p>South London & Maudsley operates an Accessible Communication Standard, with directorate-level compliance monitoring.</p> <p>Autism Strategy sets target for 90% of autistic children, young people, and adults to have AIS need recorded within 1 year.</p> <p>Developing resources to support staff (e.g. alert cards, communication passports) to improve recognition and support for autistic people.</p>	<p>No 6-month update provided.</p>	<p>No 12-month update provided.</p>	
<p>GSTT Easy Read Provided? Yes.</p>	<p>Easy-read questionnaire for easier access to providing feedback</p> <p>Developing a proposal to improve the patient experience of contacting the Trust by telephone.</p>	<p>MyChart team are pursuing production in easy-read communication materials that will allow users to access their data more fairly.</p>	<p>Plan to standardise easy-read formats and visual aids across all Trust documents.</p>	
<p>SEL ICB Easy read provided? No.</p>	<p>Worked with service providers and VCS partners to ensure carers' information and contact details are accurate and up to date.</p> <p>Information audited at each re-print.</p> <p>Will align updates with forthcoming Partnership Southwark frailty workstream priorities.</p>	<p>No 6-month update provided.</p>	<p>Through discussions with providers, the ICB will encourage services to carry out regular audits of service information and contact details where they provide this (e.g., websites, leaflets, posters).</p>	

Recommendation 10: Offer multiple methods of communication for patients to contact services e.g. email/website and telephone. Services should avoid using withheld telephone number systems to contact patients.

Provider	Initial Response	6-Month Review	12-Month Outcome	Progress
<p>PCN Easy read provided? No.</p>	<p>Patients can access primary care services using a variety of channels. Telephone numbers are not withheld. PCNs are supporting practices to improve patient access.</p>	<p>SP operating system enables clear flagging and recording of access requirements.</p> <p>Established links with VCS partners to support patients with communication needs.</p> <p>Offers multiple communication methods (e.g. text, email, video call, face-to-face, telephone).</p> <p>Home visits available where required to support individual needs.</p>	<p>No 12-month update provided.</p>	
<p>Special care Dentistry MCN. Easy read provided? No.</p>	<p>All patient leaflets have been communicated into easy read.</p> <p>Video is in production to support those who have difficulty reading.</p>	<p>No 6-month response provided.</p>	<p>Funding secured from a charity fund application to produce an informative video.</p>	
<p>South London & Maudsley Easy read Provided? No.</p>	<p>The Trust has use of alert cards and communication passports.</p>	<p>No 6-month update provided.</p>	<p>No 12-month update provided.</p>	
<p>GSTT Easy Read Provided? Yes.</p>	<p>MyChart app provides patients and service users with an alternative way of communicating with services. Carers can be added as 'proxy' users.</p> <p>Website has been co-developed with service users for accessibility and digital inclusion framework is in development. Partnered with ClearCommunityWeb to provide digital training and support to patients and carers.</p> <p>Sunflower card scheme for people with hidden disabilities.</p>	<p>Procurement of an accessible chatbot launched in April 2025.</p>	<p>No further updates provided.</p>	

SEL ICB Easy read provided? No.	We will continue to monitor and ensure services provide accessible communications in our role as commissioners.	No 6-month update provided.	No further updates provided.	
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Recommendation 11: Provide information about health promotion initiatives, adjustments and support such as companion services that are available to service users and carers both online and in hard copies such as leaflets. Liaise with VCS groups to ensure that these resources reach service users and carers and have resources about VCS support available at healthcare sites.

Provider	Initial Response	6-Month Review	12-Month Outcome	Progress
PCN Easy read provided? No.	Social prescriber Champion is now the learning disability Care Coordinator in a project supporting practices with annual health check reviews – looking to extend to outreach and support further.	Ongoing piece of work to make resources available online.	No 12-month update provided.	
Special care Dentistry MCN. Easy read provided? No.	Intentions to employ a dentist to sit within the emergency dental services so that a clinician with a special care background and experience in treating patients with a learning disability or who are autistic is always available to assist.	No 6-month response provided.	Still underway.	
South London & Maudsley Easy read Provided? No.	Developing resources to help staff recognise and support autistic people, including autism alert cards, and communication passports.	No 6-month update provided.	No 12-month update provided.	
GSTT Easy Read Provided? Yes.	Co-designed website features to allow better accessibility.	No further updates provided.	Commitment to standardise easy-read formats and visual aids across all Trust documents and services. Reviewing the accessibility of communication methods and will make iterative improvements based on patient feedback.	
SEL ICB Easy read provided? No.	Commissioner doesn't have access to the information needed to compile a resource centre but would welcome a collaborative approach to this with VCS support.	No 6-month update provided.	The ICB will work with service providers and the VCSE sector to promote any initiative it is felt would be beneficial to people with LD and autism in the format that is considered most appropriate.	

			The ICB would expect service providers and VCS organisations to liaise directly regarding the provision of information at each other's sites..	
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Recommendation 12: Establish a standard easy-read format to ensure consistency in the appearance of information across documents and services.

Provider	Initial Response	6-Month Review	12-Month Outcome	Progress
PCN Easy read provided? No.	The PCN has developed an easy-read social prescribing leaflet.	The PCN has developed an easy-to-read social prescribing leaflet available in online or written format.	No 12-month update provided.	
Special care Dentistry MCN. Easy read provided? No.	Simple language and non-jargon are always used when sending patient correspondence.	No 6-month response provided.	No further updates provided.	
South London & Maudsley Easy read Provided? No.	Accessible information standard in place and compliance is monitored across communications.	No 6-month update provided.	No 12-month update provided.	
GSTT Easy Read Provided? Yes.	Language and accessible support service is available to meet communication needs. Website includes a separate easy-read section.	The trust continues to use easy-read formats and an accessibility chat bot.	The trust continues to use easy-read formats and are standardising easy-read formats and visual aids across documents and services.	
SEL ICB Easy read provided? No.	Commitment to bring this discussion to the Partnership Southwark Communications and Engagement group meetings to discuss and agree an approach.	No 6-month update provided.	SEL ICB encourages providers of services to use the appropriate format for communication with services users. In some cases, this may be easy read, and through our conversations with providers we would encourage consistency across communications..	

Operational issues.

Recommendation 13: Conduct an equality impact assessment and create an action plan to mitigate disparities for adults with learning disabilities and autistic adults. This should involve implementing internal measures to ensure that reasonable adjustments are consistently available. For example, ask service users and carers if they would prefer a double appointment at the time of booking.

Provider	Initial Response	6-Month Review	12-Month Outcome	Progress
PCN Easy read provided? No.	Noted 'N/A'.	Noted 'N/A'.	No 12-month update provided.	
Special care Dentistry MCN. Easy read provided? No.	Following an audit, we now routinely ask all new patients if they have a hospital passport.	No 6-month response provided.	Extra theatre lists in place and additional patients booked onto lists.	
South London & Maudsley Easy read Provided? No.	Estates audited to ensure services are suitable for autistic people in compliance with standards co-produced by autistic people. Focus on reducing restrictive practice. Reducing wait times for people with learning disabilities.	No 6-month update provided.	No 12-month update provided.	
GSTT Easy Read Provided? Yes.	Conducting equality impact assessments (EQIAs) to identify and mitigate impacts on protected groups and ensure fair, equitable services Redesigning the EQIA process to embed early consideration of equalities in project, policy and service development, informing solutions, engagement and mitigation	Trust developing a reasonable adjustments flag to identify all patients with a learning disability and new admissions to GSTT. Phase 2 requires technical infrastructure to enable two-way sharing of reasonable adjustment details between the NHS Summary Care Record and Epic. Phase 2 delivery delayed due to NHS England-related issues.	Next steps are to implement the 'reasonable adjustments digital flag' across all patient interactions, conduct regular audits to ensure consistent application and visibility of adjustment flags and address gaps in governance or staff awareness regarding the use of these flags..	
SEL ICB Easy read provided? No.	No response provided to this recommendation.	No 6-month update provided.	No response provided to this recommendation.	

Recommendation 14: Configure services to recognise the overlap between learning disabilities and autism, as well as learning disabilities and physical disabilities. This could involve a duty for providers to collaborate on an individual's care and share interventions across services.

Provider	Initial Response	6-Month Review	12-Month Outcome	Progress
PCN Easy read provided? No.	Noted 'N/A'.	Noted 'N/A'.	No 12-month update provided.	
Special care Dentistry MCN. Easy read provided? No.	Uses all available resources to support patient communication and promote informed consent wherever possible. Nurses have received Makaton training. Aim for whole team to be Makaton trained (all staff have basic knowledge).	No 6-month response provided.	No response to this recommendation ..	
South London & Maudsley Easy read Provided? No.	The equalities team to ensure the Reasonable Adjustment Flag is implemented in line with NHSE policy, and a central point to go within the Trust to be identified in case a service user is struggling to have their request heard or implemented..	No 6-month update provided.	No 12-month update provided.	
GSTT Easy Read Provided? Yes.	.Following referrals, we liaise with patients, families, carers, or other forms of guardianship when required to determine the level of support required..	Reasonable adjustment flags will ensure the patient or carer will not need to repeat information each time they encounter a new health worker or social care provider.	No further updates on this recommendation.	
SEL ICB Easy read provided? No.	For specialist learning disability services, this is in place. We would welcome more information to better understand the request to see how NHS South East London can support this in our role as commissioner. Elsewhere, the ICB is supporting the continued expansion of the London Care Record. This will enable organisations across health and care to	No 6-month update provided.	The ICB continues to work closely with providers to support understanding of learning disabilities and autism, and welcome the development of autism strategies across partners to help facilitate that understanding. The ICB welcomes feedback to better understand where there are issues to	

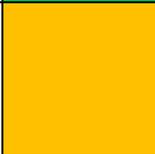
	be able to better identify gaps in provision.		enable us to work with delivery partners to improve where required.	
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Recommendation 15: Register with NHS England for connection to the DAPB4019: Reasonable adjustments digital flag asset to ensure that reasonable adjustments are known across services in line with the Equality Act 2010.

Provider	Initial Response	6-Month Review	12-Month Outcome	Progress
PCN Easy read provided? No.	PCNs will promote to practices.	No response provided to this recommendation.	No 12-month update provided.	
Special care Dentistry MCN. Easy read provided? No.	<p>Providing an accessible ground-floor surgery with adaptable equipment to create a less threatening environment</p> <p>Offering bariatric chairs and wheelchair tippers in primary and secondary care</p> <p>Making reasonable adjustments to appointments, including flexible timing, extended length and accommodating short-notice changes</p> <p>Following up on missed appointments without automatic discharge</p> <p>Delivering outreach through community clinics and occasional home visits</p>	No 6-month response provided.	No further updates on this recommendation.	
South London & Maudsley Easy read Provided? No.	From the Autism Strategy: the Equalities Team to ensure the Reasonable Adjustment flag to be implemented in line with NHSE policy, and a central point to go to within the Trust to be identified, if a service user is struggling to have their request heard or implemented.	No 6-month update provided.	No 12-month update provided.	

<p>GSTT Easy Read Provided? Yes.</p>	<p>Since September 2022, the Trust has been participating in the NHS England Reasonable Adjustment Fast Followers Pilot to ensure that we are in a position to support this initiative. Work is underway to develop the reasonable adjustments digital flag within our new EPIC system.</p> <p>Leads from our electronic health record system are liaising with NHS England to support the build of the flag. Adults with learning disabilities have been involved in piloting this work.</p>	<p>Previously mentioned, the trust implements the use of the Reasonable Adjustments Flag in a consistent way. since 31 March 2024 and are continuing to develop it.</p> <p>Phased approach to implementation.</p>	<p>Reasonable Adjustments Flags being used consistently and will continue to be rolled out.</p>	
<p>SEL ICB Easy read provided? No.</p>	<p>Lead within our the Southeast London Digital team who is taking a proactive approach to ensuring this is in place across our systems.</p>	<p>No 6-month update provided.</p>	<p>No 12-month update provided.</p>	

Recommendation 16: Improve staff continuity and handovers to streamline referrals. Staff should be encouraged to read case notes ahead of appointments to ensure that adjustments are made.

Provider	Initial Response	6-Month Review	12-Month Outcome	Progress
<p>PCN Easy read provided? No.</p>	<p>Team members receive structured supervision and training development.</p> <p>Regular audits are conducted to support quality improvement – including the quality and utilisation of case notes.</p>	<p>Staff are aware of importance of developing a whole picture of the patient before making initial contact – raised in the ‘Part 1’ of the Oliver McGowan training.</p> <p>It is standard practise for all patients to access EMIS and relevant elemental notes in advance of contact.</p>	<p>No 12-month update provided.</p>	
<p>Special care Dentistry MCN. Easy read provided? No.</p>	<p>We now write all aftercare correspondence to patients themselves and copy in the relevant individuals.</p>	<p>No 6-month response provided.</p>	<p>No response to this recommendation.</p>	
<p>South London & Maudsley Easy read Provided? No.</p>	<p>No response to this recommendation ..</p>	<p>No 6-month update provided.</p>	<p>No 12-month update provided.</p>	

GSTT Easy Read Provided? Yes.	In the Adult Community Learning Disability Service, we contact the individual and/or carer and arrange to meet them at their home or another place based on their preferences. We provide a face-to-face interpreter as required.	No further updates on this recommendation.	No further updates on this recommendation.	
SEL ICB Easy read provided? No.	No response to this recommendation ..	No 6-month update provided.	No further updates provided.	

Recommendation 17: Conduct an NHS Equality Delivery system (EDS2) review of areas that are utilised by patients, where service users, carers and VCS groups can review and recommend improvements.

Provider	Initial Response	6-Month Review	12-Month Outcome	Progress
PCN Easy read provided? No.	.The PCNs would be pleased to contribute to this – which is required at a system level..	No response to this recommendation ..	No 12-month update provided.	
Special care Dentistry MCN. Easy read provided? No.	.Patients are given time to adjust and understanding given from a sensory perspective. Our communication styles and practices are adapted and adjusted to everyone..	No 6-month response provided.	No further updates provided.	
South London & Maudsley Easy read Provided? No.	Reasonable adjustments flags are used to ensure adjustments are made.	No 6-month update provided.	No 12-month update provided.	
GSTT Easy Read Provided? Yes.	Striving to ensure services are delivered in accordance with the Equality Act 2010. Commitment to modernising infrastructure to improve user-experience of our existing physical estates, making sure we get the basics right for patients, visitors and staff.	Developing a timeline to begin our updates to the Trust Board on the strategic priorities through a rolling cycle of spotlight sessions.	No further updates on this recommendation.	
SEL ICB Easy read provided? No.	No response to this recommendation.	No 6-month update provided.	.Equality Impact Assessments are undertaken by NHS Southeast London when considering any changes to commissioned services. These include an assessment of the impact on service	

			users from different backgrounds, including those with LDAs and from ethnic minority backgrounds..	
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Recommendation 18: Provide suitable patient environments that are accessible to people with physical disabilities and reduce the impact of sensory activities, e.g., a quiet waiting area. Home visits and visits to day centres should be facilitated where possible to reduce disruption to routine.

Provider	Initial Response	6-Month Review	12-Month Outcome	Progress
PCN Easy read provided? No.	The PCNs represent practices at the local estates forum which includes the prioritisation of estate improvement to improve the patient environment.	No further updates provided.	No 12-month update provided.	
Special care Dentistry MCN. Easy read provided? No.	Offers a quiet waiting area and rooms painted with softer colours to prevent sensory overload. They also supply sensory boxes that contain stim toys to the clients, so they can further self-regulate.	No 6-month response provided.	No further updates on this recommendation.	
South London & Maudsley Easy read Provided? No.	Estates are audited to ensure services are autism friendly, and autistic people co-produce the standards.	No 6-month update provided.	No 12-month update provided.	
GSTT Easy Read Provided? Yes.	Ongoing commitment to modernising infrastructure in existing physical estates.	Ongoing commitment to modernising infrastructure in existing physical estates.	Ongoing commitment to modernising infrastructure in existing physical estates.	

SEL ICB Easy read provided? No.	We don't currently receive feedback at a borough or southeast London level on our work against the accessible information standard. To address this, we commit to discussing the best way of doing this with the southeast London engagement team and the Partnership Southwark engagement group..	No 6-month update provided.	No 12-month update provided.	
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Recommendation 19: Health and adult social care services should collect feedback from service users and carers to evaluate quality against the accessible information standard 2016. This could involve facilitating focus groups, which would serve a double function of preventing social isolation and may encourage more people to access support before crisis point.

Provider	Initial Response	6-Month Review	12-Month Outcome	Progress
PCN Easy read provided? No.	Noted N/A	Noted N/A	No 12-month update provided.	
Special care Dentistry MCN. Easy read provided? No.	No response to this recommendation.	No 6-month response provided.	No response to this recommendation.	
South London & Maudsley Easy read Provided? No.	The reasonable adjustments flag is a point of access when a service user is struggling to have their request heard or implemented.	No 6-month update provided.	No 12-month update provided.	
GSTT Easy Read Provided? Yes.	Carer's strategy signposts carers to information and supports them to assist the service user better. 'anchor' organisation supporting the community in several ways, including employment and training. Participating in the local multi-agency safeguarding board.	Commitment to prioritising autistic people and people with learning disabilities' safety through prevention.	No further updates.	
SEL ICB Easy read provided? No.	Equality impact assessments are undertaken at NHS SEL when considering changes to commissioned services. These include an assessment of the impact on service users from different backgrounds, including those from with learning disabilities, and from differing ethnic minority backgrounds.	No 6-month update provided.	We recognise the importance of these recommendations and will work with providers to gather current practice information and identify areas for improvement.	

