

Implementing CHAP in Practice

Before Appointment – Reception

- Ensure patients with a diagnosed Intellectual disability are identified and flagged in your practice system.
- Phone your patient and offer them a CHAP appointment.
- Explain what a CHAP involves and book a one hour appointment, 30-45mins with practice nurse, 15-30 mins with doctor.
- Ask if there are any helpful strategies or adjustments they need to feel safe and confident.
- Ask if they have a trusted support person to come with them.
- Send out the pre-appointment information pack either by post or email.
 - CHAP Letter
 - CHAP Checklist
- Follow up contact if necessary to ensure attendance.

Upon Arrival – Reception

- Check your patient notes for reasonable adjustments required.
- Arrange any necessary adjustments i.e communication aides, a quiet space, low lighting, clear hallways.
- Phone ahead to let your patient know if you are not running to schedule.
- Greet the patient first when they arrive, then acknowledge their support person.
- Offer any reasonable adjustments as required, encourage use of communication aides to allow the patient to speak for themselves.



Part 1 – Practice Nurse – 30-45 Mins

- Check your patient notes for reasonable adjustments required.
- Pre-fill any known info into assessment.
- Arrange any necessary adjustments i.e communication aides, a quiet space, low lighting, clear hallways.
- Greet your patient first when they arrive, then acknowledge their support person.
- Offer any reasonable adjustments as required, encourage use of communication aides to allow your patient to speak for themselves.
- Ask your patient if they would like their support person to be involved in the appointment.
- Conduct part 2 of assessment, allow your patient to speak for themselves where they can, and encourage use of communication aides such as the CHAP flipbook.
- With consent conduct physical checks such as height, weight and blood pressure.
- Refer to any documents the patient has brought along for further information.
- Allow time for your own consult with GP for any follow up.

Part 2 – General Practitioner – 15-30 mins

- Check your patient notes for reasonable adjustments required.
- Arrange any necessary adjustments i.e communication aides, low lighting, or chair near the door.
- Greet your patient first, then acknowledge their support person.
- Offer any reasonable adjustments as required, encourage use of communication aides to allow your patient to speak for themselves.
- Ask your patient if they would like their support person to be involved in the appointment.
- With consent, conduct any further necessary tests.
- Conduct Part 2 of assessment, allow your patient to speak for themselves where they can, and encourage the use of communication aides.
- Refer to any documents the patient has brought along for further information.



- Listen carefully and observe for concerns of your patients, as some communication can be indirect or non-verbal.
- Explain in simple terms the risk factors for your patient's health and what they can do. Give visual aids and easy-read information to take home.
- Complete the action plan. Ensure to include everything that needs to be done to ensure good health including follow up medical appointments, medication to be taken, and healthy lifestyle habits.
- Identify who will be responsible for following through on each action and ensure that they are informed of their responsibility. It may be your patient, practice nurse, a family member, or key support worker.
- Give a copy of the action plan to your patient and explain it in simple terms.
- Apply the teach-back method to ensure your patient understands each item on the action plan.
- Explain that the clinic staff will call to make another appointment about the outcome of any tests.
- Allow plenty of opportunity for questions.

Follow Up

- After the appointment, review follow up notes, complete referrals, and book in any upcoming visits with your patient before they leave.
- Complete the assessment documentation, and set an annual reminder in the practice system.
- Liaise with practice nurse on any follow-up tests or referrals.