

## Case Study: Reasonable Adjustments – A Successful Experience

My daughter finds all medical interventions distressing- meaning that often she only receives scant health checks and assessments.

Immunisation against covid required reasonable adjustments, a flexible approach and collaboration between NHS staff and her family carers.

Initially we went to the Covid vaccination which was unsuccessful. Eventually, after finding the right person to ask, reasonable adjustment arrangements were made, and the vaccine was given at home at a time that would cause least distress.

The first and second vaccines were successfully given this way.

The third vaccine was not successful at home, and a new plan was needed.

The yearly health check appointment was a few weeks later, so I contacted the surgery (using the online portal) to ask if the vaccine could be given then. Although I detailed her needs and why this was needed, I received a standard text message referring me back to the vaccination booking line.

As I had her work mobile number, I contacted the nurse who had carried out the first two vaccinations at home and asked if she could ask the GP directly to explain the situation.

As a result of their conversation the GP agreed to do the vaccination at the health check. This involved opening a vial of 7 vaccines, without being sure that the other 6 would be used. The GP said, "It was the right thing to do".

At the same appointment the GP offered 8 weekly desensitisation appointments (double or triple time) for as long as necessary, to support successful health assessments and checks for the future.

None of the reasonable adjustments needed were complicated but required coordination and authority to achieve. The challenges were at the first point of contact with the surgery, showing the need for reception and administrative staff to be given training, and then the authority, to put reasonable adjustments in place.

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