



Public Health
England

Protecting and improving the nation's health

Pharmacy and people with learning disabilities: making reasonable adjustments to services

Easy-read summary

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Lots of people get medicines from pharmacists. Pharmacists are sometimes called chemists. The pharmacist is one of the people who works behind the counter in a pharmacy.

Most pharmacists work in shops and in hospitals. Some work in local doctors' surgeries.



A pharmacist is the person who can get you the medicines your doctor says you should take.

They can tell you about medicines to buy too.



Pharmacists need to know how to talk with people with learning disabilities and families. They will ask questions so they know how to help.

You can ask questions too. You can ask to talk in private.



Pharmacists need up-to-date information from your own doctor or hospital doctor about changes to your health or your medicines.



It is a good idea to show the pharmacist your health action plan or hospital passport. You can ask your doctor to share information with the pharmacist.



You can ask your pharmacist about ways to stay healthy.



You can ask your pharmacist about your medicines.

You can get help to remember when to take medicines and how to take them.



You can ask the pharmacist to check all the medicines you are taking.



The law says public services should put 'reasonable adjustments' in place to help people with learning disabilities use services.

Reasonable adjustments are changes to services so they are easier to use.

This report has examples of easy-read information. They can help people with learning disabilities use pharmacy services.

This report has examples of reasonable adjustments in local services so that people with learning disabilities find pharmacy services easier to use.

Pharmacy teams and learning disability teams should work together.

This will help people with learning disabilities to get the support they need.

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