Video 7: Example of reasonable adjustments

Professor Baroness Sheila Hollins

A woman with Downs Syndrome who had cataracts and really had very little vision left in her eyes and needed to see an ophthalmologist. And the same request was made in advance, this time by a community nurse – would extra time be given, that she would be very scared, that it would be a good idea to see her at the end of the clinic because it was a morning clinic and she doesn’t get up very early. And could they be sure that she would be seen in a quiet place because with her visual problems it would be very difficult.

And when she arrived, despite Ophthalmology clinics which are incredibly busy places, the nurses had been briefed, she was taken to a quiet room, the doctor came in to see her, spoke to her directly, asked her permission before doing anything, and really treated her with respect.

And so, it just shows that the attitude of the doctor, and an awareness that somebody else who is an expert in communicating with, might have something to share, just seemed to be very important. Part of that’s a generational thing but part of it I think, it’s the humility of a doctor to know that sometimes, they don’t know all the answers.