A very good example that I was told only a few weeks ago was of a young person with a learning disability and autism, who had severe sensory processing problems and then linked in with that, some challenging behaviours. And in order for them to go into a new environment, or to an environment where there was a lot of noise and people in the waiting area, to see a person that they didn't really know, caused them a lot of anxiety, and they actually needed a lot of preparation and desensitisation for a visit to the doctor before the actual appointment was due. And carers and family and health professionals worked alongside this young person to actually try and make the appointment with the doctor more successful.

And they actually got him into the GP surgery. He waited for a short while and they got him as far as the GP’s door, but he wouldn't go in through the door and the GP actually wouldn't come out and see that person. A lot of time wasted. And had they maybe thought about the timing of that appointment, perhaps maybe planned it towards the end of the day, and if the GP had have been a bit more willing to, maybe, step out of the office and see the person in an environment where they felt comfortable and less anxious, they may well have had a better result.