



TOOLKIT 15 · PRIMARY HEALTH CLINIC · TOOL 4 OF 6

Age-Friendly Primary Care — Checklist

Access, communication, environment, and clinical care for older people: thirty checks, from the WHO age-friendly PHC toolkit

Check	Yes	No
Access		
Step-free entrance or ramp; handrails on any steps	☐	☐
Seating near the entrance and in every waiting area, with arms	☐	☐
Accessible toilet with rails and space for a walker or wheelchair	☐	☐
Clear, large, high-contrast signs (ASF signage set); lighting without glare	☐	☐
Appointments possible by phone with a person, not only online	☐	☐
Home visits available for those who cannot come	☐	☐
Communication		
Reception speaks slowly and clearly, faces the patient, allows time	☐	☐
Written information in large print; read aloud if needed	☐	☐
Hearing loop or quiet room available	☐	☐
Family or carer welcome in the consultation if the patient wishes	☐	☐
Teach-back used for every medicine change (Toolkit 13)	☐	☐
Clinical care		
Falls risk asked at every visit; falls prevention advice given (Toolkit 3)	☐	☐
Medicines reviewed yearly — fewer where possible; "brown bag" review	☐	☐
Cognitive screening offered when memory concern raised	☐	☐
Depression and loneliness asked about	☐	☐
Nutrition, weight and dental state checked	☐	☐
Vaccination up to date (influenza, pneumococcal, Td, shingles where available)	☐	☐
Continence, vision and hearing asked about	☐	☐
Advance care wishes discussed and recorded when the patient wishes	☐	☐
Staff and links		
All staff trained in the needs of older people and in dementia awareness	☐	☐
Links to social services, home care, day centres and the Patient Council	☐	☐
Carers identified and offered support information	☐	☐

Adapted from WHO, Age-friendly primary health care centres toolkit (2008) and Integrated Care for Older People (ICOPE) guidance.

ASF standards: PHC Standard 2 — access; Standard 3 — environment; Standard 4 — care of older people