

Terms and Conditions

1. Overview

These Terms & Conditions apply to your use and participation in the **Referral Management Service** operated by Psych-UK Ltd (trading as Psychiatry UK) for patients referred by **GP practices within the North East and North Cumbria area**. This service is for patients referred with possible ADHD-related concerns who are signposted to the most appropriate onward support, assessment route, or local service based on the information provided and the outcome of a clinical triage conversation.

You agree that the service will be delivered to you by purely online means for communication, appointment and records management. Psychiatry UK's broader service model is delivered online and uses digital systems for communication, records, and appointments.

By using this Referral Management Service, you agree to these Terms & Conditions together with any other policies, privacy information, notices, or procedures made available to you by Psychiatry UK.

2. What this service is

The Referral Management Service is a **clinical triage and onward referral support service to an appropriate care pathway for you**. It is **not** a diagnostic assessment service and it is not an emergency or crisis service.

Once a referral is received from your GP practice, you will be invited to:

1. Register or access a secure online platform.
2. Complete an online self-report questionnaire and supporting information.
3. Provide personal details and information about how your symptoms affect day-to-day functioning.
4. Book and attend a remote appointment with a triage nurse.
5. Receive an outcome recommending the most appropriate next step. Depending on the triage outcome, you may:
 - be advised that traits appear low or minimal and be signposted back to your GP
 - be signposted to **local support** within your area
 - be referred onward to a **Right to Choose (RTC) provider** for ADHD assessment and possible treatment
 - be directed to a **local NHS Trust service** or other commissioned pathway

3. What this service is not

This service will not provide you with

- emergency care, urgent mental health intervention, or crisis response
- a guaranteed diagnosis
- a guaranteed acceptance by any onward provider, including Psychiatry UK, another RTC provider, a local NHS Trust, or any commissioned local service
- a guarantee of treatment, medication, titration, or prescribing
- a replacement of your GP or local emergency services
- an automatic route into any commissioned care pathway

Psychiatry UK states publicly that it is an **online service only** and is **not able to offer an emergency service**. If you are in crisis, believe you are at immediate risk, or need urgent support, you should contact **999**, attend **A&E**, contact your **GP**, or use other urgent local NHS mental health support services.

4. Eligibility

To use this service, you must:

- have been referred by a participating **GP practice** in the **North East and North Cumbria** area
- meet any age or pathway criteria applying to the commissioned service
- provide accurate and complete information
- have access to the required online systems, phone, or video appointment arrangements
- engage with the requested self-report and triage process

5. Referral and registration

A referral must be submitted by your GP or other authorised referrer using the approved referral process for this service.

Once your referral has been received and accepted for processing, Psychiatry UK will contact you by **email** or **SMS text message**, with instructions on next steps.

It is your responsibility to ensure that:

- your contact details are correct and kept up to date
- you check your email, text messages, spam/junk folders regularly
- you complete registration promptly when asked

6. Information we ask you to provide

As part of this service, you will be required to complete an online questionnaire or questionnaires including:

- an **ADHD self-report tool** (including Adult self report scale or similar clinically approved self-

report instrument)

- personal and demographic contact information
- information about your symptoms, duration, impact, risk, and how this impacts you
- impairment-based questions about education, work, home life, relationships, or daily living
- relevant medical, mental health, neurodevelopmental, and support history

You must ensure that all information you provide is, to the best of your knowledge, **true, complete, and accurate**.

If someone is helping you complete the forms, the information submitted must still reflect your circumstances accurately unless otherwise stated.

7. Online self-report questionnaires

The online self-report stage is an important part of this service, but questionnaire scores alone do **not** determine your diagnosis, entitlement to treatment, or acceptance into any onward pathway.

Any questionnaires (including ASRS or similar tools):

- are used as a **screening and triage aid**
- will be considered together with the wider information you provide and the triage nurse discussion
- may be reviewed in the context of clinical judgement, service criteria, and onward referral options

8. Triage appointments

If appropriate, you will be invited to book a remote appointment with a triage nurse. During the triage appointment, the nurse may:

- discuss the information you submitted
- ask follow-up questions about symptoms, impairment, functioning, history, risk, and current support
- consider whether assessment appears indicated
- discuss other possible explanations, support options, or more appropriate pathways
- agree the next recommended step

The triage appointment is intended to support clinical service navigation. It is not a full diagnostic assessment by a psychiatrist or specialist ADHD diagnostic team.

9. Outcomes of triage

Following triage, your possible outcomes may include (but are not limited to):

9.1 Return to your GP

You may be discharged back to your GP with advice or signposting.

9.2 Local support in your area

You may be directed to services available in your local ICB, local authority, voluntary sector, social prescribing, talking therapies, or other local support pathways where these appear suitable.

9.3 Referral to a Right to Choose provider

You may be referred onward to an RTC provider for ADHD assessment and possible treatment. RTC arrangements are subject to NHS rules, local commissioner arrangements, provider acceptance criteria, and pathway availability. Psychiatry UK publicly confirms that RTC pathways operate within NHS arrangements and that waiting times and availability may vary.

9.4 Referral to local NHS Trust services

You may be directed or referred to local NHS Trust services or other secondary care/community pathways.

9.5 Other support or advice

Where relevant, you may be offered information about self-help, psychoeducation, primary care review, local support organisations, or other non-diagnostic pathways.

Psychiatry UK does not guarantee that any onward provider will accept a referral or that a specific waiting time or treatment outcome will apply.

10. No guarantee of diagnosis, treatment, or ongoing care

This service does not provide or guarantee:

- a diagnosis
- acceptance by any assessment provider
- access to medication or prescribing
- shared care arrangements with a GP
- acceptance into local NHS services
- a particular timeframe for onward care

11. Appointments, cancellations and non-attendance

Where your digital triage appointment is offered:

- You must attend on time and be in an appropriate environment.
- If you need to cancel or rearrange, you should do so as soon as possible using the instructed method.

- Repeated cancellations, late attendance, non-attendance, or failure to engage may result in discharge back to your GP or closure of your referral.

12. Communication methods

Psychiatry UK will communicate with you using:

- email
- SMS/text
- telephone
- video consultation systems (these appointments will not be recorded)

You are responsible for ensuring that:

- your device, internet connection, and contact details are suitable
- you can access appointment links
- only you or those that you expressly provide permission to can access your messages or account

13. Your responsibilities

By taking part in this service you are agreeing to

- provide complete, accurate, and honest information
- engage with the service respectfully and appropriately
- complete required forms within the stated deadlines
- attend booked appointments or notify Psychiatry UK if you cannot
- inform Psychiatry UK if your contact details change
- contact your GP or emergency services where urgent help is needed
- not misuse the platform, communications systems, or staff time

14. Safeguarding, risk and urgent concerns

If Psychiatry UK identifies information suggesting a serious concern about your safety or the safety of others, it may take appropriate action in line with safeguarding, clinical governance or legal obligations. This may include sharing information with your GP, emergency services, crisis teams, social services, or other relevant agencies where necessary.

Because this is an appointment-based remote triage and referral service, it is not suitable for patients requiring urgent, intensive, or crisis-based support.

15. Use of your personal information

Psychiatry UK will process your personal data and special category health information for the purposes of:

- receiving and managing referrals
- identity verification
- clinical triage and review
- direct care
- onward referral, signposting, and communication with relevant care providers
- service administration, quality assurance, reporting, and legal/regulatory compliance

Your personal and medical information is needed to provide this service to you and we will share the information we collect and create with your GP as a condition of service under UK GDPR Article 6(1)e and 9(2)(h) – public task and the provision of a healthcare service to you..

Dependant on your onward clinical journey, your information may be shared, where necessary and lawful, with:

- commissioned NHS organisations
- local NHS Trusts
- relevant onward providers, including RTC providers
- safeguarding or emergency agencies where required

You should also read the referral management service [Privacy Notice](#) and any service-specific data protection information made available to you.

16. Clinical records

Psychiatry UK will create and maintain an electronic record of your referral, submitted forms, communications, triage contact and outcome. Psychiatry UK's published terms expressly refer to the use of electronic medical records and digital systems as part of service delivery.

These records form part of your healthcare record that we retain and will be shared for direct care purposes where appropriate and lawful.

17. Service limitations

Psychiatry UK will use reasonable care and skill in delivering this service, but the service is subject to practical and clinical limitations, including:

- reliance on information provided by referrers and patients
- suitability of remote triage
- technology, connectivity, and platform availability
- local pathway availability and commissioner rules
- acceptance criteria and capacity of onward providers
- service demand and waiting times

18. Complaints

If you are unhappy with the service, you can raise a complaint by completing our [Complaint Form](#).

19. Changes to these terms

Psychiatry UK may update these Terms & Conditions from time to time to reflect changes in law, regulation, clinical practice, commissioner requirements or service design. The latest version will apply from the date published.

20. Governing law

These Terms & Conditions are governed by the laws of England and Wales, and any dispute shall be subject to the jurisdiction of the courts of England and Wales.