psychiatryUK

Accessible communications and assessments

Tell us what would help

Everyone communicates, understands information and takes part in healthcare differently.

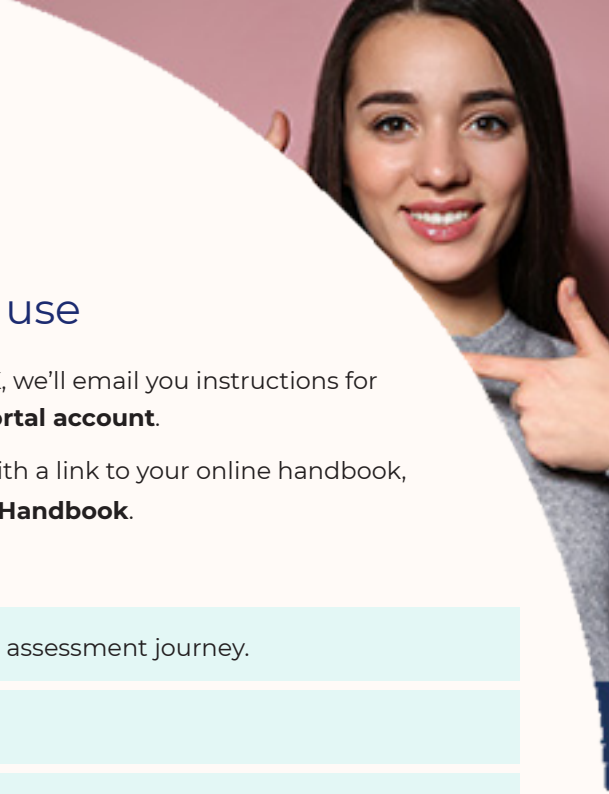
If there's anything that would make it easier for you, your child or young person to use our service or take part in an assessment, please tell us.

This may be because of:

- A disability.
- A sensory need.
- A learning need.
- A communication need.
- Any other need that may affect your care.

You don't need to know exactly what support or adjustment to ask for. Tell us what you or your child find difficult, and we can talk with you about what may help.

You can speak to our patient support team via **Live Chat** or by telephone: **0330 124 1980** (**Mon-Fri 8am-6pm**).



Information you can use

After you register with Psychiatry UK, we'll email you instructions for setting up your **MedQare patient portal account**.

When you log in, you'll find a note with a link to your online handbook, **Your ADHD** or **Autism Assessment Handbook**.

The handbook explains:

- What will happen during your assessment journey.
- What you need to do.
- What you can expect from us.

You can read the handbook a little at a time and return to it whenever you need to.



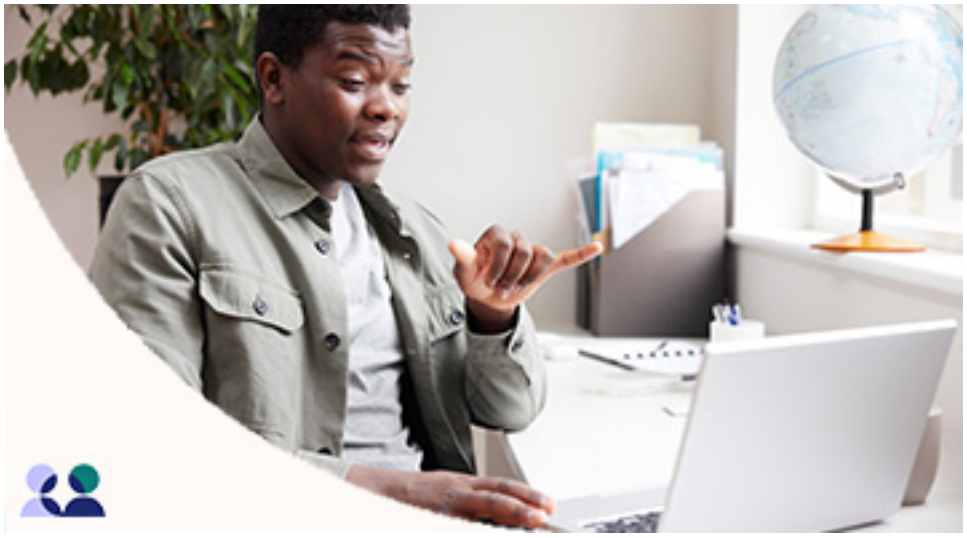
Tools to help you use the handbook

The handbook includes tools that can make it easier to read and use. These may allow you to:

- Use a screen reader.
- Make the text larger.
- Use a keyboard instead of a mouse.
- Move between pages in different ways.
- Search for information.
- Have the text read aloud.

The tools available will depend on your device and settings.

If you cannot log into the portal or use the handbook, please contact our patient support team. Tell us what you find difficult and what would help.



Support during your assessment

We want your assessment to be as comfortable and accessible as possible.

Depending on your needs, we may be able to:

- Give you more time to speak or answer questions.
- Repeat or reword questions.
- Share written questions or key information in the meeting chat.
- Use clear, step-by-step explanations.
- Allow breaks during the appointment.
- Support sensory, learning or communication needs.
- Arrange an interpreter or other communication support where needed.

We'll talk with you about the support that may help and what we can arrange.



Support if you are Deaf or hard of hearing

If you, or your child are Deaf or hard of hearing, please tell us how you prefer to communicate.

Depending on your needs, we may be able to arrange:

- A longer appointment, such as 90 minutes instead of 60 minutes.
- A qualified interpreter.
- A short meeting with the interpreter before your appointment, where possible.
- A second interpreter, if needed.
- Your preferred sign language, such as British Sign Language (BSL) or Signed English.
- Live captions during your appointment, where available and appropriate.
- More time to ask your clinician or interpreter to repeat or explain something.





How to ask for support

You can tell us about accessibility needs or ask for adjustments at any point during your journey.

Tell us:

- What you find difficult.
- What support you already use.
- What you think may help.

If needs change at any point, please tell us. You can contact us again whenever you need to.

With your permission, we can record the support you need. This helps us prepare for future appointments. It also means you will not need to explain your needs each time.

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