

## Accessible communications and assessments

### Tell us what support you need

We want you to feel comfortable, respected and able to take part in your care.

Please tell us if you have:

- a disability
- a sensory need
- a learning need
- a communication need
- any other need that may affect your care

Tell us as early as you can. Our patient support team can talk with you about what would 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.



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

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

Please contact our patient support team as early as you can. This gives us time to talk with you and arrange support where possible.

Tell us:

- what you find difficult
- what support you already use
- what you think may help

You can contact us again if your needs change.

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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