



## **ADHD Direct – Results of our Patient Participation Process**

**October 2023**

Patient Participation is a vital process for healthcare services to gather detailed feedback on the quality of care they provide. At ADHD Direct, this involved using surveys and feedback groups to gain a comprehensive understanding of the service from a patient's perspective. The goal was to actively involve patients in shaping the future of ADHD Direct, improving service for upcoming patients, and using the feedback to enhance overall care delivery. The process started in March 2023, following Health Improvement Scotland guidelines. A key part was creating a feedback survey on SurveyMonkey, allowing both anonymous and identified responses, covering all stages of care to provide valuable insights into the patient journey.

Following the survey, a virtual patient participation group met on October 4th via Zoom to further engage with patients. We greatly appreciate all patients who took the time to participate in our Patient Participation Process, as your input is invaluable in improving our services.

This document presents a summary of our findings, focussing on the relevant action points that have been developed from patient feedback.

### **Average rating of our service based on the Patient Feedback Survey:**

4.7★  
average rating



|   | 1          | 2          | 3          | 4           | 5            | TOTAL | WEIGHTED AVERAGE |
|---|------------|------------|------------|-------------|--------------|-------|------------------|
| ☆ | 0.00%<br>0 | 0.00%<br>0 | 6.38%<br>3 | 17.02%<br>8 | 76.60%<br>36 | 47    | 4.70             |

## Feedback and Response

This table details the actions we intend to take in response to the Patient Participation Process.

|   |   |
|---|---|
| <b>YOU SAID:</b><br>Requested more information as to what to expect in a consultation | <b>WE DID</b><br>Created a friendly and easy-to-read ADHD Assessment FAQ  |
| Greater accessibility.  | Our health care assistant is available to complete forms over the Phone for patients who struggle to complete them by themselves  |
| A clear explanation of what the shared care system is                                 | A section on the website explaining prescribing and shared care together with medication costs  |
| Awareness of sensory issues in the waiting room                                       | Add a sign to our reception desk to let people know they can make a sensory request to turn the radio off.<br><br>This in turn may make our service more accessible to neurodivergent individuals |
| Post diagnostic support   | Creating of Post diagnostic information sent to all patients  |

The next table will detail the actions we have already taken in response to the Patient Participation Process.

|   |   |
|---|---|
| <b>YOU SAID:</b>  | <b>WE HAVE:</b>   |
| awareness of how long it would take to complete my assessment forms       | Added time estimations to our assessment welcome letter so that people have an idea of how long the forms will take them. We have also added a progress bar to the forms themselves, as well as an option to save and continue later. |
| The pre-assessment forms are long   | They have been shortened and now digitalised. Any duplications have been removed  |
| How to manage technical difficulties when trying to complete online forms | The welcome email explains who to contact if the forms cannot be completed and the help that we can offer, together with tips to reduce any loss of data  |

**Forward Plan:**

- We aim to have completed all the above actions by January 2024.
- Once we have completed all the above actions, we will begin the second round of our patient participation process.
- The next patient participation process is estimated to begin in February of 2024.

*Thank you for taking the time to read this ADHD Direct report. If you would like to offer further feedback about our service, please email us at: [enquiries@adhdirect.co.uk](mailto:enquiries@adhdirect.co.uk)*