

Service User Feedback for ADHD and Autism Assessments during Covid 19

Which service have you used?

- ADHD
- Autism

What was your assessment for?

- Diagnostic Assessment
- Medication Review
- Psychological Intervention

1. Were you pleased to receive a telephone / video appointment during the coronavirus restrictions?

- Yes completely
- Yes to some extent
- No
- Don't know

2. Would you have preferred a face to face appointment?

- Yes
- No
- Don't know

3. Did the appointment letter explain what would happen during the assessment?

- Yes, completely
- Yes, to some extent
- No
- Don't know

4. Did you receive support during your appointment?

- Yes, from a family member
- Yes, from my partner
- Yes, from a carer
- Yes, from someone else
- No

5. How did we contact you? (tick all that apply)

- Telephone Consultation
- Video Consultation

6. If you did not have a video call what was the reason?

- Not given the option
- Did not have the appropriate equipment
- Did not have internet connection
- Other (please provide detail)

7. Were you contacted at the agreed time?

- Yes
- No
- Don't know

8. How would you rate the quality of the telephone / video call? Please circle.

(1 being poor and 5 being excellent)

1 2 3 4 5

9. How well do you think you were able to communicate over the telephone / video call?

- Very well
- Well
- Not very well
- Don't know

10. Were you able to find somewhere appropriate to speak to your clinician during your telephone / video call?

- Yes
- No
- Don't know

11. Did you have enough time to answer the questions?

- Yes completely
- Yes to some extent
- No
- Don't know

12. Do you think you would have been able to explain yourself better if you had been seen face to face?

- Yes completely
- Yes to some extent
- No
- Don't know

13. Do you feel the clinician completed a detailed initial assessment by telephone / video?

- Yes
- No
- Don't know

14. Do you feel it was explained to you what would happen following your assessment?

- Yes
- No
- Don't know

15. Do you think we should continue to offer telephone / video appointments after coronavirus restrictions are lifted?

- Yes
- No
- Don't know

16. Would you tell your friends and family that this is a good service?

- Yes
- Maybe
- No
- Don't know

17. What was good about the service?

18. What could have been better?

In order to ensure that we provide the best service for **all** of our communities, and to ensure that we do not knowingly discriminate against any section of society, it is important for us to gather the following information. *You do not have to answer any of these questions, but we would be very grateful if you would.*

What is the first part of your postcode?

How would you describe yourself?

- A service-user
- A carer/ unpaid carer (relative/friend/neighbor etc.)
- Member of a Voluntary or community group
- A SWYT staff member
- Other please state

How old are you:

What is your ethnicity?

What is your gender?

Are you happy for your comments to be made public? Yes No