

# Ask your GP to make your practice ASD friendly

Healthwatch West Sussex, working with Autism Support Crawley and Poundhill Medical Group (Crawley, West Sussex) have, together with families, produced the following guidelines for your GP Practice to help Practice managers understand what could make your visit better for everyone.

Read our full report 'Improving Experiences for Patients with Autism in General Practice' [here](#).

## Parents/Carers told us...

- ✗ The waiting room is stressful. Doctors won't do a home visit when my son has been too ill and distressed to leave the house.
- ✗ Both my children are on [spectrum]. Never was any thought given, i.e. where we are waiting, how long we are waiting, etc
- ✗ No one ever checks that what they say and/or do has been understood. Vulnerabilities only seem to be acknowledged for people with physical difficulties.
- ✗ Other people can't see my son's disability so don't understand why he behaves in this manner, which often leads to disapproving looks or negative comments about 'behaviour'.

## 6 achievable ideas for improving the experience of patients and their carers.

- 💡 A rolling staff training programme for all staff including GPs to understand working with families and carers of those with Autism or other disabilities.
- 💡 Improvements to waiting areas and the waiting experience, and a photo/image guide to the surgery for use with families.
- 💡 Notes on files, flags and markers so families don't have to keep explaining themselves.
- 💡 A programme to support Carers including regular checks/flu jabs.
- 💡 Improved knowledge of referral routes for both patients and staff (including Child Adolescent Mental Health Services).
- 💡 Having a booklet available (like those developed by Thumbs up World) to help patients understand visiting a doctor.

## But we need your help to challenge GPs!



Ask your Practice Manager if they have read the Healthwatch report and recommendations from the Poundhill project. You can download it from the Healthwatch website



Challenge them to take up the recommendations to support their patients.

To find out more, visit [Healthwatchwestsussex.co.uk](http://Healthwatchwestsussex.co.uk) or download our report [here](#).

[Click here](#) to share your stories and experiences to help improve the experiences of others.