

## Autism Spectrum Conditions

### Questionnaire for people with an Autism Spectrum Condition

Healthwatch Worcestershire gathers feedback from patients and the public about health and social care services in Worcestershire. We use the information to tell those who run services what could be improved or developed in the future.

We want to find out what people with Autism Spectrum Conditions and their carers think about accessing health services.

We do not require names and the information you provide is confidential, except that anonymised quotes may be used.

- I understand the purpose of this survey and consent to the use of the data as described above

## Going to the Doctors

### Making an appointment

#### 1. How easy do you find it to make an appointment at the Doctors?

Very Easy

Fairly Easy

Not Easy

Very Difficult

- Why?

#### 2. What would make it easier for you to make an appointment? (Tick all that apply)

- Booking appointments online
- Being sent a text message with appointment information
- My notes saying that I have Autism (*so the receptionist can see this when you are booking an appointment*)

Other -

## Waiting for your appointment

### 3. How easy do you find waiting to see a Doctor or Nurse?

Very Easy

Fairly Easy

Not Easy

Very Difficult

- Why?

### 4. What would make waiting easier? (Tick all that apply)

- Having a quiet place to wait
- Having an appointment at a quieter time of day
- Something to read or do while you wait

Other -

## Communication

### 5. How easy do you find it to explain to the Doctor or Nurse about the reason for the visit?

Very Easy

Fairly Easy

Not Easy

Very Difficult

- Why?

### 6. What would help to explain things to the Doctor or Nurse? (Tick all that apply)

- Having a longer appointment
- Pictures / visual aids e.g. show me where cards
- Someone to support me

Other -

**7. How easy do you find it to understand what they tell you about treatment, medication or follow on care?**

Very Easy

Fairly Easy

Not Easy

Very Difficult

- Why?

**8. What would help you to understand what they are telling you? (Tick all that apply)**

- Having a longer appointment
- If they used clearer language
- Being given written information
- Being given Easy Read information
- Someone to support me

Other -

**9. Is there anything else that you would like to tell us about going to the Doctors or things they could do to help people with an Autism Spectrum Condition?**

## Going to the Hospital

**10. How easy would you find it to remember an appointment at the hospital?**

Very Easy

Fairly Easy

Not Easy

Very Difficult

- Why?

**11. What would help you to remember an appointment? (Tick all that apply)**

My notes saying that I have Autism (*so they can see this when they send you a reminder about your appointment*)

Text message reminder

Reminder by post

Other -

**12. How easy would it be for you to prepare for and get to an appointment at the hospital?**

Very Easy

Fairly Easy

Not Easy

Very Difficult

- Why?

**13. What would help you to prepare and get to an appointment at the hospital?**

My notes saying that I have Autism (so they can see this when they send you information about your appointment)

Leaflet with map of the hospital and photos

Online map and photos / interactive mobile app

Written information about what the appointment is for and what will happen

Easy Read information about visiting the hospital

Easy Read information about what the appointment is for and what will happen

Other -

## Waiting for your appointment

### 14. How easy do you find waiting for your appointment?

Very Easy

Fairly Easy

Not Easy

Very Difficult

- Why?

### 15. What would make waiting easier? (Tick all that apply)

- Having a quiet place to wait
- Having an appointment at a quieter time of day
- Something to read or do while you wait

Other -

## Communication

### 16. How easy do you find it to explain to the Doctor or Nurse about the reason for the visit?

Very Easy

Fairly Easy

Not Easy

Very Difficult

- Why?

### 17. What would help to explain things to the Doctor or Nurse? (Tick all that apply)

- Having a longer appointment
- Pictures / visual aids e.g. show me where cards
- Someone to support me

Other -

**18. How easy do you find it to understand what they tell you about treatment, medication or follow on care?**

Very Easy

Fairly Easy

Not Easy

Very Difficult

- Why?

**19. What would help you to understand what they are telling you? (Tick all that apply)**

- Having a longer appointment
- If they used clearer language
- Being given written information
- Being given Easy Read information
- Someone to support me

Other -

**20. Is there anything else that you would like to tell us about going to the hospital or things they could do to help people with an Autism Spectrum Condition?**

## Information

21. Do you feel you have enough information about support and other services and groups available for people with an Autism Spectrum Condition?

Yes

No

Unsure

22. What has been most valuable?

23. What other information would you find useful?

24. Which two of these would you find / have you found the most useful way to access information about support and other services for people with Autism Spectrum Conditions?

- Leaflets available at health and community settings
- Leaflets available in schools and colleges
- Website - specific section on local health service website
- Social media - e.g. specific page on Facebook or Twitter
- Local telephone contact number
- Drop in sessions for information
- An information App for your phone or tablet
- Other (please state) -

## Support

**25. Overall, do you feel that you receive the support that you need related to your Autism Spectrum Condition?**

Yes

No

Unsure

**26. What support has been most valuable?**

**27. What other support would you find useful?**

- One-to-one support with day-to-day tasks at home
- One-to-one support with attending appointments e.g. Doctors and Hospital
- On line support group
- Drop in sessions for support and advice
- Local Autism specific support group
- Other (please state) -



## Getting a Diagnosis

### 28. When did you receive an Autism Spectrum diagnosis?

- Within the last year
- Within the last 1 - 2 years
- Within the last 2 - 3 years
- More than 3 years ago - please go to question 34

### 29. Who referred you for a diagnosis?

- GP
- Paediatrician
- Other (please state) -

### 30. Please rate the information they gave you about what would happen next

Excellent                      Good                      OK                      Poor                      Very Poor

Comments -

### 31. Who gave you your diagnosis?

- Umbrella Pathway - for children and young people
- Family Psychologist Service
- Private diagnosis
- Other (please state) -

Please rate -

### 32. The time it took to get a diagnosis

Excellent                      Good                      OK                      Poor                      Very Poor

Comments -

### 33. The information and support you were given to understand your diagnosis

Excellent                      Good                      OK                      Poor                      Very Poor

Comments -

**34. Do you have any other feedback about health and care services for people with Autism Spectrum Conditions and how they can be improved?**

**About You:**

Are you: Male  Female  Other (e.g. Transgender)

How old are you: 13-18 19-24 25-50 51-64 65-74 75 or over

**Where do you live?**

- Worcester City                       Redditch                       Bromsgrove  
 Wyre Forest                       Wychavon                       Malvern Hills

**How would you describe your Ethnic Group?**

White	Mixed ethnic groups	Asian / Asian British	Black / Black British
<input type="checkbox"/> British <input type="checkbox"/> Irish <input type="checkbox"/> Gypsy/Irish Traveller <input type="checkbox"/> White other: _____	<input type="checkbox"/> White and Caribbean <input type="checkbox"/> White and Black African <input type="checkbox"/> White and Asian <input type="checkbox"/> Any other mixed: _____	<input type="checkbox"/> Indian <input type="checkbox"/> Pakistani <input type="checkbox"/> Bangladeshi <input type="checkbox"/> Chinese <input type="checkbox"/> Any other Asian: _____	<input type="checkbox"/> African <input type="checkbox"/> Caribbean <input type="checkbox"/> Any other Black: _____ <input type="checkbox"/> Arab/any other group: _____

**Thank you for taking part!**

**Return to: FREEPOST RTEE-GKAT-SRLR Healthwatch Worcestershire,  
 Civic Centre, Queen Elizabeth Drive, Pershore, Worcestershire,  
 WR10 1PT**