

# Autism Diagnostic Service

## Adult Neurodevelopmental Services

Information for service users



## Introduction

This leaflet provides you with information that you will find useful about the Autism Diagnostic Service. If you are not sure about anything in this leaflet please get in touch with the administrator, Autism Services at Keegan Court, Grassbanks, Gateshead. Contact details are at the back of this leaflet.

## What we do

We assess people over the age of 18 years old, for potential Autism Spectrum Disorder. This includes:

- Adults who find social interaction and communication problematic
- Adults who have longstanding difficulties managing change
- Adults who may have additional sensory differences

The service is available for people who are registered with a GP in the Newcastle, North Tyneside, Northumberland, Sunderland, South Tyneside and Gateshead area.

We are not commissioned to provide assessments or support to those who have an existing diagnosis of Autism.

## How to be seen

We have an open referral system. This means anyone can refer themselves or on behalf of someone else if they have given consent.

Referrals should be made to the Autism Diagnostic Service using the referral form available from the administrator, Autism Services.

## Autism Diagnostic Services

Adult Neurodevelopmental Services

Keegan Court, Grassbanks, Gateshead, NE10 8DX.

**Telephone:** 0191 287 6250

**Email:** [autism@cntw.nhs.uk](mailto:autism@cntw.nhs.uk)

Please note that information sent to the Trust via email is sent at your own risk.

## **The assessment**

Assessments are usually carried out at locations within Newcastle, Northumberland and Gateshead. You will be sent an appointment with the relevant information including directions on how to get to there.

A questionnaire will also be sent with the appointment letter, for you to complete and return to us before the assessment, if possible.

If you have difficulty attending any of the locations, or unable to attend your scheduled appointment, please get in touch as soon as possible.

We encourage you to bring someone with you (perhaps a parent or carer) who can tell us about your early childhood. This is important to collect information about your early developmental milestones.

We are also happy for you to bring a friend or partner for moral support and to provide us with an outside view of how you cope.

It would also be helpful if you could bring with you any school or medical reports.

## **What happens next**

The assessors will decide whether they have enough evidence to make a diagnosis using established diagnostic criteria.

The findings of the assessment may need to be discussed at a multi-disciplinary meeting, and an appointment arranged to provide the outcome over the telephone following this meeting.

In some cases, assessors may be able to provide an outcome on the day of the assessment.

There will be three possible outcomes:

- There is enough evidence to confirm a diagnosis
- We will need to offer more assessments to gain further evidence to determine diagnosis
- You do not meet the criteria for a diagnosis of Autism Spectrum Disorder

### **What support will be offered?**

For those who meet the criteria of Autism Spectrum Disorder, a one hour follow up appointment will be offered.

The follow up appointment is an opportunity for a clinician explain the diagnosis, provide strategies and advice to support any difficulties and signpost to services.

You will then be discharged from the service as we are not commissioned to provide on-going support.

### **How to contact us**

If you want to contact us or have a suggestion which would make the service better, please tell a member of staff or write to:



**Autism Diagnostic Services**  
**Adult Neurodevelopmental Services**  
Keegan Court  
Grassbanks  
Gateshead  
NE10 8DX



Telephone: 0191 287 6250



Email address: [autism@cntw.nhs.uk](mailto:autism@cntw.nhs.uk)

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## **What if I have a comment, suggestion, compliment or complaint about the service?**

If you want to make a comment, suggestion, compliment or complaint you can:

- talk to the people directly involved in your care
- ask a member of staff for a feedback form, or complete a form on the Trust website  
[www.cntw.nhs.uk/contact/complaints](http://www.cntw.nhs.uk/contact/complaints)
- telephone the Complaints Department on 0191 245 6672
- email [complaints@cntw.nhs.uk](mailto:complaints@cntw.nhs.uk) Please note that information sent to the Trust via email is sent at your own risk

We are always looking at ways to improve services. Your feedback allows us to monitor the quality of our services and act upon issues that you bring to our attention.

You can provide feedback in the following ways:

- the quickest way for you to do this is to complete our short online survey at [www.cntw.nhs.uk/yourvoice](http://www.cntw.nhs.uk/yourvoice)
- complete a Your Voice survey, available on wards, reception areas or from staff
- other options for sharing your feedback and experience [www.cntw.nhs.uk/yourfeedback](http://www.cntw.nhs.uk/yourfeedback)

## **Patient Advice and Liaison Service (PALS)**

PALS provide confidential advice and support, helping you to sort out any concerns that you may have about any aspect of your or your loved one's care.

We act independently when handling patient and family concerns, liaising with staff, managers and, where appropriate,

relevant organisations, to negotiate prompt solutions. If necessary, we can also refer patients and families to specific local or national-based support agencies.

### **North of Tyne**

Telephone: 0800 032 0202

Email: [pals@nhct.nhs.uk](mailto:pals@nhct.nhs.uk)

Post: FREEPOST PALS

### **South of Tyne**

Telephone: 0800 328 4397

Text: 07825 061 035

Email: [pals@cntw.nhs.uk](mailto:pals@cntw.nhs.uk)

Post: Patient Advice and Liaison Service, Garden Lodge,  
Hopewood Park, Ryhope, Sunderland, SR2 0NB

9am to 4.30pm, Monday to Friday

An answerphone is always available for you to leave a message. A member of the PALS team will aim to return your call as soon as possible.



Further information about the content, reference sources or production of this leaflet can be obtained from the Patient Information Centre. If you would like to tell us what you think about this leaflet please get in touch.

This information can be made available in a range of formats on request (Braille, audio, larger print, easy read, BSL or other languages). Please contact the Patient Information Centre on 0191 246 7288.

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