

# AUTISM

Park Surgery



## Summary

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- Diagnosis
- Autism Passport

## Autism Awareness

The practice is autism aware and want to do all we can to help you access the surgery.

We are happy to make adjustments to help you, please feel free to ask or give us feedback. You can email [pm.parksurgery@nhs.net](mailto:pm.parksurgery@nhs.net) for the attention of Katie Marsden.

## E-Consult

Use this link: [www.parksurgery.net](http://www.parksurgery.net) to contact your doctor online

- Fill out the online form
- Include information about your problem or query
- State on the form how you want us to communicate with you- by text/ email or phone call

You can also use the online form for:

- fit (sick) notes
- Other admin queries

## Appointments

You or a friend or family member can call us at 8am to book an appointment for that day or book at the desk at 8am.

We have pre-bookable appointments as well.

You can book on the phone, at the desk or on the NHS App.

If you need a longer appointment please ask.

## Quiet Times/Areas

Lunchtime and evening appointments are available and can be quieter.

We offer phone and face to face appointments — decide with reception which is best for you.

You could write some notes about your problem and read them at the appointment if it is easier for you.

Please feel free to bring fidget/sensory/stim toys, use headphones etc. We hope to have a quiet waiting area soon.

## Repeat Medication

Use the NHS app to:

- Request repeat prescriptions/medication
- Select the pharmacy you want to get your medication from (some will deliver)
- See when the prescription has been authorised by us

Or you can email [kmccg.parksurgeryprescriptions@nhs.net](mailto:kmccg.parksurgeryprescriptions@nhs.net) or drop in a request slip

## Medication Queries

- Email us on [kmccg.parksurgeryprescriptions@nhs.net](mailto:kmccg.parksurgeryprescriptions@nhs.net)
- Call between 10am-12pm and 2-4pm & press option 2 for the prescription team. **Please note we cannot take prescription requests over the phone.**

## How we communicate with you

If we have information for you, we can call, text or email. Let us know which is best for you. We can send you links to book some appointments online.

## How you communicate with us

If communication is difficult for you, you can ask a relative / carer or close friend to book appointments for you. They could also help you to discuss medical matters with us.

But they can only speak for you if you have completed and signed a Consent Form (these can be found at reception).

For some problems, it can be better to speak to you directly so we can hear what is going on in your own words.

Without consent, we can only discuss things with you.

## Tell us how you want to communicate and we will note it on your records

### Parents of autistic children

- Let us know what would help your child
- You can wait in the car (or even be seen in the car) if that helps — ask reception when booking
- A toy doctor's kit can help, also familiarising a child with what might happen with videos (such as Dr Ranj and Operation Ouch). Or come and walk around the surgery when your child is well (ask at reception)

## Autism Diagnosis

If you have a written autism diagnostic report, please give a copy to reception for your patient record.

## Autism Passport

'My Health Passport' is a resource for autistic people who might need hospital treatment.

The passport is designed to help autistic people to communicate their needs to doctors, nurses and other healthcare professionals. Available from National Autistic Society website here <https://www.autism.org.uk/advice-and-guidance/topics/physical-health/my-health-passport>