**Facilitator/discussion brief**

# Supporting service user feedback on all-age ADHD and Autism services in Shropshire, Telford and Wrekin

## **Background**

People across Shropshire, Telford and Wrekin are being invited to share their views about ADHD and autism services to help shape improvements for children, young people, adults, and families. They may have received a diagnosis, be waiting for an assessment or self-identify as being autistic, having ADHD or AuDHD (Autism and ADHD).

Whether they have used services themselves, support someone as a parent or carer, or may need them in the future, **their voice matters**. This is an important opportunity to influence how services are designed, delivered and improved to better meet the needs of our communities. We want everyone to feel included and valued across Shopshire, Telford and Wrekin

NHS Shropshire, Telford, and Wrekin is leading this effort with help from local councils, schools, community organisations, and people who have personal experience. The aim is to build a timely and more lasting support system that goes beyond just medical needs. It's important to make sure that the new services are based on what individuals, their caregivers, and service providers have experienced, leading to better care options.

Your support is essential to help the people you support have their voices heard. Their feedback will directly inform how services are developed and delivered in the future.

## **What is included in the review:**

* Autism assessment services
* Autism support (pre or post diagnosis)
* Autism advice and signposting
* ADHD assessment
* ADHD prescribing and medical intervention
* ADHD non-medical interventions
* ADHD support (pre or post diagnosis)
* ADHD advice or signposting

## **The Ask**

As someone working closely with people with ADHD and Autistic people, we are asking for your help to:

* Let service users know about the opportunity to provide feedback
* Support them in completing the survey **Or** facilitate informal conversations to capture key reflections — see suggested questions below.

You know the people you work with best. You can use your professional judgement to adapt this approach in ways that are appropriate, respectful, and empowering.

## **Purpose of the Discussion**

## We want to understand:

* What people found helpful or positive
* What they found challenging or unhelpful
* What changes they would like to see in the future

This feedback will play a central role in shaping ADHD and Autism services across the local area.

## **Facilitator Guidance**

**Before the Discussion**

1. **Familiarise Yourself:**

* Review the survey questions if you are supporting someone to answer the survey **or** review the questions listed below for informal conversations.
* Understand the data protection requirements and the demographic information to be recorded (optional but encouraged as it enables us to check that we have heard from people with a range of demographics).
* Note that participation is **voluntary** and **anonymous.**

1. **Prepare the Environment:**

* Choose a calm, private space if possible.
* Allow time for people to reflect and share openly.
* Let them know they can stop or skip questions at any time.

1. **Be Mindful of Support Needs:**

* Some topics may be sensitive. Have reassurance and support options available if needed.
* Know how to respond if a safeguarding concern arises.

**During the Discussion:**

1. **Introduce the Purpose:**

* Explain the aim: to help improve ADHD and Autism services.
* Reassure the person their views are important and will be used to shape change.
* Confirm they’re happy to take part and remind them it’s optional and anonymous.

1. **Support Completion of the Survey:**

* Assist with reading questions aloud if helpful.
* Encourage them to use their own words in free-text responses.
* Offer to complete the survey on their behalf (with their answers), if preferred.

1. **Facilitate Informal Conversations:**

If you feel the individual or group would respond better to a conversation, please use the guide below, and template in appendix 1, to help you facilitate a discussion.

* Ask questions about their experience of:
* **Referral process and assessment.** Use questions to clarify who referred them, how long they waited, whether the assessment was online or in-person, whether it was easy or if there were challenges, and if this led to a diagnosis.
* **Receiving the diagnosis**. In what way was this helpful or not?
* **Post-diagnosis support.** Use questions to clarify what help they received and from what service/organisation. What worked well and what didn’t? Where would they normally go to look for information or support?
* **Help and support.** What type of support would be most helpful to them now and in the future? The person may talk about the support they need in different aspects of their life e.g. emotional support, education, employment, housing, medication, everyday life activities, family, social, or financial
* **Demographic information -** with their permission, take basic information. First part of their postcode, age, gender, ethnicity, diagnosis or suspected diagnosis.

We understand that conversation time will be limited, and we don’t expect all the above questions to be covered. Focus on the topic areas that are most important to the person or group.

**Encourage Reflections On:** The quality of care they received, whether they felt safe, respected, and supported and suggestions for making the services better

1. **Data Protection Reminder:**

* Avoid recording any personal or identifiable information
* Participation is confidential and voluntary
* Participation can stop at any point

## **Survey Access and Support**

The survey can be accessed online here <https://www.smartsurvey.co.uk/s/STWAUTISMADHD/>

## **Who Should Participate**

* People of all ages who have used ADHD and Autism services
* Family members and carers of those who have used ADHD and Autism services
* Professionals and volunteers who support adults with ADHD and Autism

The survey is anonymous, and responses will help ensure diverse representation, guiding future improvements and decision-making. Only if we have safety concerns about a person or others, the interviewer (you) may need to inform the appropriate designated safeguarding lead. If possible, discuss these concerns with the person and the need to share this information.

If you or the person needs the survey in another language or format, or need help to complete it, please call **01952 580300** or email [stw.communications@nhs.net](mailto:stw.communications@nhs.net)

## **Please note the deadline for all feedback is Friday 31 October 2025.**

Thank you for taking the time to support this important engagement. By helping people share their experiences, you’re making a real contribution to improving future services.

For questions or support with facilitating discussions, please contact: [stw.communications@nhs.net](mailto:stw.communications@nhs.net)

## Appendix 1. Discussion Form

| **Subject of discussion** | **Summary of discussion** |
| --- | --- |
| **Referral process and assessment.** Use questions to clarify who referred them, how long they waited, whether the assessment was online or in-person, whether it was easy or if there were challenges, and if this led to a diagnosis. |  |
| **Receiving the diagnosis**. In what way was this helpful or not? |  |
| **Post-diagnosis support.** Use questions to clarify what help they received and from what service/organisation. What worked well and what didn’t? Where would they normally go to look for information or support? |  |
| **Help and support.** What type of support would be most helpful to them now and in the future? The person may talk about the support they need in different aspects of their life e.g. emotional support, education, employment, housing, medication, everyday life activities, family, social, or financial |  |
| **Demographic information -** with their permission, take basic information. First part of their postcode, age, gender, ethnicity, diagnosis or suspected diagnosis. |  |

Please send completed forms back to [stw.communications@nhs.net](mailto:stw.communications@nhs.net) by Friday 31 October 2025.