



Adult ADHD assessment services in Hampshire, Southampton, and Isle of Wight

Frequently asked questions

Why is the service provider changing?

The NHS Hampshire and the Isle of Wight Integrated Care Board (ICB) pays for organisations to deliver services, including adult ADHD assessment services. Some of these contracts are due to end on March 31, 2024. To make sure the service continues, and to provide the most appropriate care for people, the NHS can start a contract with the same or different organisations. Before a contract is agreed, the NHS follows an official process to ensure the organisation will be able to offer an appropriate service.

It is very normal for services to move between organisations and managing the safe transfer of patient records is always a priority.

Who will be providing the service?

From April 1, 2024, Partnering Health Ltd (PHL) will provide NHS ADHD assessment and diagnostic service for adults living in Hampshire, Southampton, and Portsmouth.

PHL offers a flexible service which includes face-to-face and online appointments, depending on patient need.

You can find out more about PHL on their website - <https://phlgroup.co.uk/>

What will happen to my referral?

People on the waiting list will be transferred from the current service provider to the new provider and will honour the date of your original referral. You will not have to start at the bottom of a waiting list.

All patient records will be securely transferred between the old and new providers, according to Information Governance legislation.

Will my care be disrupted?

The organisations currently providing the service will make every effort to complete any assessments and medication they have started with people. However if they are not able to complete it, then the new provider will continue this for you.

Will I still have my medication and annual review?

Medication and Annual reviews will continue to be provided to ensure no gaps in care.

What if I don't want my details to be transferred?

If you do not wish for your details to be transferred to the new providers please contact your existing provider and you will be removed from the waiting list.

How can I contact the new providers?

You should hear from the new providers after 1 April 2024. Until this date, the new organisation will not have access to your details so will not be able to answer your questions. Until March 31, please contact your current provider.

I've been waiting too long. If I pay for a private assessment, can the NHS pay me back for this?

Unfortunately, we cannot pay people back if they choose to pay for a private assessment. Some private services deliver care which is not supported by NHS NICE guidelines. Therefore, it can be difficult for patients to access ongoing treatment/medication through the NHS following a private diagnosis or service.

Who made the decision to change providers?

The NHS Hampshire and Isle of Wight Integrated Care Board (ICB) manages the local NHS budget and plans services across Hampshire and the Isle of Wight. When a service contract is due to end, both existing and new organisations can submit bids to the ICB to provide a service. A strict legal process is followed to ensure public money is spent responsibly and on appropriate patient care.

I've been waiting too long, what else can I do?

You can speak with your GP practice to see if you can choose to be referred to another NHS provider outside of Hampshire and the Isle of Wight, which meets NICE guidelines.

You can find out more information about Right to Choose online [The NHS Choice Framework: what choices are available to me in the NHS? - GOV.UK \(www.gov.uk\)](https://www.gov.uk/government/consultations/the-nhs-choice-framework-what-choices-are-available-to-me-in-the-nhs)

What is the longer-term plan for these services?

We are working to understand and improve autism and ADHD services in Hampshire and the Isle of Wight.

We want to work with people who have experience of ADHD and autism, along with their families and carers, to create a service for all ages, which provides support, assessment, and guidance.