# HSP1 – Health and social care professional guidance

## About me and your appointment

*This form aims to serve as a starting point and to spark thought. Use it to help you complete form A1 to share with your autistic patient in advance of their registration, visit or appointment. Ideally, they will also share information about themselves with you using the A1 form (or an alternative toolkit or form).*

*The questions are grouped in three sections about: the environment, yourself and the process of the appointment to share with an autistic patient. You may have different or additional questions that are more relevant to your profession, or the appointment or procedure.*

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| Environment (when you arrive) |
| * Is there a reception desk?
* Are your reception staff familiar with autism and the potential challenges?
* What is the procedure when a patient arrives?
* Do you have a waiting area?
* How many seats are there?
* Do you have information/posters on the walls?
* Is there noise in this area, such as radio or music, machinery, people talking?
* How is the area lit?
* Are the lights bright?
* How long do people usually have to wait in relation to their given appointment time?
 | * Can check-in avoid queuing?
* Is there a half day of the week that you can make autism friendly for appointments?
* Is there an appointment slot or a double slot of the day that you can identify for autistic people when they are less likely to need to wait?
* Is there a quiet place where they can wait?
* Is there a quieter seat or one furthest from sensory distractions or angled or screened that can be reserved?
* Is it possible to dim lights if helpful?
* Is there a member of staff who can be an autism adviser or contact?
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| Health professional specific information |
| * Will you speak directly to them or the person with them?
* Will you use their name?
* Will you smile?
* What is the first question you will ask?
* Do you sometimes speak fast or slow?
* Is your voice loud or quiet?
* Do you wear perfume/scent?
* Will you ask questions one at a time?
* How will they know you have understood?
 | * Does it matter if they don’t look at you?
* Will you allow time in between questions to process?
* Will you say things again if they don’t understand something?
* Will you always explain what you will do before you do it?
* Is it okay for them to say they don’t know the answer?
* Is it okay for them to say stop?
* How close will you be?
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| The plan for the appointment |
| * Will you have a pre-appointment phone call to find out a bit more before they come?
* Where will the appointment or treatment take place?
* Will you dim the lights in the room?
* Who will be in the room?
* Where will we sit?
* How close will we be?
 | * Will you allow time (a minute) to sit quietly before starting to talk?
* What will you do?
* Can they say if they are getting anxious or want to stop?
* How long will it take?
* How will they know when the appointment has finished?
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