



ADHD 360 Limited  
Unit 5 Deepdale Enterprise Park  
Deepdale Lane  
Nettleham  
Lincoln  
LN2 2LL

## **Important Update Regarding Your ADHD Care**

NHS Frimley Integrated Care Board, which is responsible for planning and funding NHS services in your area, has asked us make changes to the way ADHD services are managed. These changes may affect how long people wait for assessment.

### **Why are changes being made?**

Funding for ADHD services within the NHS Frimley area has increased significantly in recent years.

However, demand for services has grown even faster than the NHS financial resources available and this has put the services under a lot of pressure. Under new NHS guidance, ICBs may instruct providers that offer services under Right to Choose to prioritise these resources until further funding becomes available.

### **What does this mean for you?**

- You will stay on the waiting list, unless you ask to be removed.
- When NHS Frimley ICB confirms further funding is available, services will resume, and we will begin booking assessments again.
- At this stage, we cannot give you a specific timeframe for your assessment.

### **Your Right to Choose**

You have a legal Right to Choose which provider you receive NHS ADHD services from. You are advised to contact other providers directly to confirm their current waiting times for patients funded by NHS Frimley ICB before making any request to move.

If you decide to move your referral to another provider, you will need to:

- Ask your GP to make a new referral, and
- Tell us so we can remove you from our waiting list.

Please note that if you leave our list and later return to us, you will join the end of the waiting list, as we cannot keep your previous position. All providers operating within Frimley ICB geography will be working to their own activity plans and managing excess demand by:

- Creating waiting lists, or
- Delaying new assessments when nearing their allocation limits, until the next financial year when further funding becomes available.

### **Support while you wait**

If your symptoms worsen or you feel your mental health is deteriorating, we strongly encourage you to contact your GP or call the NHS on 111 as soon as possible. They will be able to advise on appropriate next steps and alternative support options.

If you feel you are in crisis:

- Call **111** for urgent NHS advice
- Text '**SHOUT**' to **85258** for free, confidential support from Shout
- Call **116 123** to talk to Samaritans, available 24/7
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**If you are concerned about an immediate risk of harm, either to yourself or someone else, then phone 999 immediately.**

A list of other useful websites is at the end of this letter

### **Questions about these changes**

These decisions have been made by NHS Frimley ICB to manage NHS resources.

Unfortunately, our team is not able to provide further information about the changes. If you have questions or concerns, please contact NHS Frimley Patient Advice and Complaints Team directly by any of the following routes:

#### **Patient Advice and Liaison Service (PALs):**

**Phone:** 0300 561 0250

**Email:** [scwcsu.palscomplaints@nhs.net](mailto:scwcsu.palscomplaints@nhs.net)

#### **Post:**

Patient Advice and Complaints Team (PACT)  
Ground Floor, Mallard Court  
Express Park  
Bristol Road  
Bridgwater  
TA6 4RN

**Website:** [www.frimley.icb.nhs.uk/contact-us/complaints-and-compliments](http://www.frimley.icb.nhs.uk/contact-us/complaints-and-compliments)

We will of course update you should circumstances change. Alternatively, ADHD 360 are able to offer private ADHD assessments with a current waiting time of 3-5 weeks.

Thank you for your understanding and for allowing us to be part of your care journey.

Yours sincerely,



Michael Aldridge  
Chief Operating Officer

ADHD 360 is a licensed service provider to the NHS licence number 200207.

ADHD 360 Limited is registered with the CQC under the Health and Social Care Act 2008 reference CRT-6785869383

ADHD 360 provide patient support weekdays (9.00am - 7.00pm) and weekends (Saturday 10.00am - 4.00pm). ADHD 360 cannot provide an emergency or crisis service. If you have a medical emergency you should contact the NHS on 111 or if serious 999.

Organisation	Contact details
NHS Talking Therapies East Berkshire residents	<b>Berkshire Healthcare NHS Foundation Trust</b> <b>Website:</b> <a href="http://talkingtherapies.berkshirehealthcare.nhs.uk">talkingtherapies.berkshirehealthcare.nhs.uk</a> <b>Telephone:</b> 0300 365 2000 <b>Email:</b> <a href="mailto:talkingtherapies@berkshire.nhs.uk">talkingtherapies@berkshire.nhs.uk</a>
NHS Talking Therapies North East Hampshire residents	<b>TalkPlus</b> <b>Website:</b> <a href="http://www.talkplus.org.uk">www.talkplus.org.uk</a> <b>Telephone:</b> 01252 533 355 <b>Email:</b> <a href="mailto:frimleyicb.talkplus@nhs.net">frimleyicb.talkplus@nhs.net</a>
NHS Talking Therapies Surrey Heath and Farnham residents	<b>Talking Therapies</b> <b>Website:</b> <a href="http://www.healthysurrey.org.uk/mental-wellbeing/local-services/talking-therapies">www.healthysurrey.org.uk/mental-wellbeing/local-services/talking-therapies</a>  You can choose from five organisations that provide this service in Surrey.
ADHD UK	<b>Website:</b> <a href="http://adhduk.co.uk/support">adhduk.co.uk/support</a>

<b>ADHD Adult UK</b>	<b>Website:</b> <a href="http://www.adhdadult.uk">www.adhdadult.uk</a>
<b>MIND</b>	<b>Website:</b> <a href="http://www.mind.org.uk">www.mind.org.uk</a>
<b>Rethink</b>	<b>Website:</b> <a href="http://www.rethink.org">www.rethink.org</a>
<b>CHADD</b>	<b>Website:</b> <a href="https://chadd.org/">https://chadd.org/</a>
<b>ADDitude</b>	<b>Website:</b> <a href="https://www.additudemag.com/">https://www.additudemag.com/</a>