



ADHD 360 Limited  
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## **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 to make changes to the way ADHD services are managed. These changes may affect how long children and young 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 your child?**

- Your child will stay on the waiting list, unless you ask for them 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 child's assessment.

### **Your Right to Choose**

You have a legal Right to Choose which provider your child receives 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 for your child, and
- Tell us so we can remove your child 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 you are concerned about your child's wellbeing while they wait, please speak to your GP, or other supervising healthcare professional, if they are already receiving treatment for any illness or condition. Schools can also provide support and make adjustments without a formal diagnosis.

If anyone feels in crisis call **111** for urgent NHS advice

**If you are concerned about an immediate risk of harm, either to yourself or someone else, then phone 999 immediately.**

Young people can also contact:

- **Childline** – free, confidential support: **0800 1111** (phone), online chat available
- **Shout** – text **YM** to **85258** for free, confidential text support (24/7)
- **Papyrus HOPELINE247** (for under 35s feeling suicidal or worried about someone): **0800 068 4141** or text **07860 039 967**
- **The Mix** (under 25s): **0808 808 4994** or webchat

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 via 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.

### Useful Resources

For Berkshire residents: [Home - Gems4health](#)



NEH only-Emotional  
Wellbeing and Mental

For North East Hampshire residents:



SH and Farnham  
only-Emotional Wellb

For Surrey Heath and Farnham residents:

There are some useful strategies for home and school listed here:

- [How to support with attention, activity, emotions and behaviour | Children Young People and Families Online Resource](#)
- [How to support with communication, sensory needs, emotions and behaviour | Children Young People and Families Online Resource](#)

National:

- Family Lives: Professional, non-judgmental support and advice for all members of the family [Parenting and Family Support | Family Lives](#)

- Speech and Language UK: A communication charity who offer a range of information services that provide help and advice to parents about speech, language and communication [Home - Speech and Language UK: Changing young lives](#)
- AFASIC: This organisation supports parents and represents children and young people with speech, language and communication needs. Resources include books and DVDs and free downloads [Home - Afasic](#)
- ERIC: Information, advice and guides for toilet training and children's bladder and bowel problems [Home - ERIC](#)
- CHADD <https://chadd.org/>
- ADDitude <https://www.additudemag.com/>