OPTIMISE
Healthcare Group

ASD Assessment

Greater Manchester Patient Information

Please read this booklet carefully and ensure you are familiar with the information prior to booking your assessment

Who We Are

Optimise Healthcare Group is a private outpatient mental health clinic, dedicated to providing high-quality care tailored to individual needs.

We offer a comprehensive range of assessments and treatments for various mental health conditions. In addition, we collaborate with select NHS services to support the assessment and treatment of Autism.

Founded by experienced medical professionals, our mission is to deliver safe, effective, and efficient care in a supportive environment.

As a psychiatry-led service, we bring specialist expertise to every stage of the mental health assessment and treatment process.

If we are not a suitable service for you

In some cases, Optimise Healthcare Group may not be the most suitable service to meet your clinical needs particularly if you require a higher level of care, more intensive support, or ongoing intervention.

If our team feels that we are unable to safely manage your care, we will support you by referring you to a more appropriate service in your local area. This may include your GP, NHS crisis services, or other relevant NHS mental health teams.

For urgent support and safeguarding information, please visit our “Help in a Crisis” page, where you’ll find guidance on how to access NHS and emergency services.



Consent to Share Information

If you would like a parent, partner, or friend to speak with us on your behalf whether to arrange appointments or enquire about your care we will need your written consent first.

To protect your privacy, our admin team cannot discuss your care with anyone without your prior consent.

A consent form can be completed online via the link included in your confirmation email. This process helps us maintain strict confidentiality throughout your care journey.

If you're having trouble locating the link to the consent form, please get in touch with our team and we'll be happy to send it to you directly.

For more information on how your data is handled, please refer to our Privacy Policy on our website at www.optimisehealthcaregroup.co.uk

Please note: All final reports are shared with your GP to support overall risk management and ensure a holistic approach to your ongoing care.

Referrals

Patient's can enter into our service via one of the following routes:

GP referral (NHS & Private services)

Self Referral (Private Services)

Referrals can be sent to:

Referrals@optimisehcg.co.uk (NHS Patients)

Private@optimisehcg.co.uk (Self-funding patients)

Booking your Appointment

Booking Your Assessment

You can book your assessment by:

- Phone **- 01925 691 502**
- Emailing our team at **info@optimisehcg.co.uk**

Assessment Information

The assessment is carried out over several appointments.

- All assessment appointments
- A comprehensive written report
- Includes post diagnostic appointment (if diagnosis is given)

Please note that Greater Manchester Integrated Care Board (ICB) requires all patients referred through the NHS autism assessment pathway to attend at least one face-to-face appointment as part of the assessment process. This is a requirement of the commissioned pathway and applies to all providers delivering the service.

If you choose not to engage with the face-to-face element of the assessment, we may be unable to complete your autism assessment. However, if you have concerns regarding attending in person due to health conditions, disability, anxiety, or other individual circumstances, please contact our team as soon as possible so that we can discuss any reasonable adjustments or support that may assist you.

Please see overleaf a schedule of the assessment

You can contact us on: *01925 691 502*

Appointments:
Appointment 1 - Face to Face Observation and Clinical Interview
Appointment 2 - Clinical Interview
MDT (Both of your practitioners meet without you)
Appointment 3 - Feedback and Outcome

Multidisciplinary Team Meeting (MDT) - the two practitioners will meet after your second appointment to discuss your case and whether a diagnostic conclusion can be drawn based on the information gathered during the assessment.

Assessment Preparation

Informant Requirement

An informant who has known you since before the age of 5 must attend at least one of your assessment appointments, ideally both.

This person should be a parent, grandparent, aunt, uncle, or another close relative who can provide information about your early development.

If you are unable to attend with an informant, please inform the clinic as soon as possible.

Please note: the absence of an informant may limit our ability to reach a diagnostic conclusion.

Questionnaires

You will receive a set of questionnaires in your appointment confirmation email. These must be fully completed at least 72 hours before your appointment. If we do not receive your completed questionnaires within this timeframe, your appointment will be automatically cancelled. If you experience difficulties completing the forms, please contact the clinic so we can offer support.



DNA and Cancellation Policy

- Two DNAs will result in discharge back to your GP.
- Arriving over 10 minutes late or cancelling within 24 hours of your appointment will also be considered a DNA.

Providing Information For Your Assessment

Supporting information

You are welcome to prepare any relevant information in advance that you feel may support your assessment. If you would like to share any supporting documents, please email them to info@optimisehcg.co.uk before your first appointment.

Additional information during your assessment

If you realise during your assessment that there is further information you would like us to consider, please let us know before the end of your second appointment. This allows us to postpone the multidisciplinary team (MDT) discussion and your feedback appointment so that the new information can be properly reviewed.

Information received after feedback

Once your feedback has been given, we are unable to accept any further information. Adding information after an outcome has been shared can compromise the integrity of the assessment and introduce bias into the clinical decision. We therefore, do not accept additional information at this stage however, you are given two weeks to suggset factual amendments to your report prior to finalisation





Tips for your Assessment

Please attend with someone who can provide useful insight into your childhood and make them aware that their attendance is required for the full day. If you find this is not possible, please contact us at your earliest opportunity.

If you need to take a break at any point during the assessment, please let your practitioner know. your comfort is important to us.

Please ensure you join any virtual appointments from a confidential and private location. For privacy and safeguarding reasons, the appointment will not proceed if you are in a public space or somewhere others can overhear you. If you join from an unsuitable location, this will be recorded as a non-attendance





Post-Diagnostic Support

All patients who are given a diagnosis will be invited to attend a 30-minute virtual post-diagnostic session. This session is designed to provide you with personalised, practical strategies to help manage your symptoms.



Important Information

Please note that we do not provide:

- Fit-to-work reports
- Medico-legal reports for court proceedings or legal hearings
- DWP forms or forms related to disability benefits

Our reports are intended for clinical purposes only, to support your ongoing care and treatment planning.

Reports are based solely on information provided before or during your appointments. Any information submitted after your assessment cannot be included in the final report.

Once a report has been completed and issued, it cannot be amended retrospectively.

FAQs

What will I be asked?

During your initial appointment and assessment, you'll be asked about your early history, including your mother's pregnancy, developmental milestones, and childhood experiences.

To help provide accurate information, we encourage you to attend with an informant—ideally someone who knew you well during your early years, such as a parent or older sibling.

What if I am not comfortable discussing past trauma?

As part of your assessment, we may explore past experiences including those that may have been distressing or traumatic. We understand that talking about these topics can be difficult, and you are welcome to share any information in writing before your appointment if that feels more comfortable . Please know that while you are never required to talk about anything you're not ready to, not sharing significant experiences — such as trauma — may affect the outcome of the assessment, as it can limit our ability to fully understand your needs and provide the most appropriate support.

Will I receive an outcome on the day?

If appropriate, you will receive a diagnostic outcome on the day of your feedback appointment which will be confirmed in your full written report.
Patient's are assessed against the DSM-V criteria for Autism diagnosis. Patient's must meet this criteria completely in order to receive a diagnosis.

Do I need to attend with an informant?

It is a requirement of the assessment that you attend with an informant. If you don't- this may impact whether or not a conclusion can be reached if enough information about your early years cannot be gathered.

FAQs

What if I need to cancel?

You can call us on
- 01925 691502
- or email info@optimisehcg.co.uk

Please note, if you cancel within 24 hours of the appointment, this will be considered non-attendance. If you have two non-attendances, you will be discharged back to your GP.

Do I need to attend all appointments?

We understand that the assessment process can be lengthy and tiring. If you're unable to attend all three sessions, we ask that your informant is present for each one, and that you attend at least the face-to -face appointment.

Does my informant need to be in the same location as me?

No, your informant can join from any UK location. We can provide them with a separate link to access the session via their internet browser.

When will I receive my full assessment report?

Reports can take up to 10 working days to be completed. You will first receive a draft copy to review and confirm its accuracy. Once we receive your feedback and any amendments by email, please allow up to 5 additional working days for the final formatted report to be sent.

What happens if I am late or do not attend?

Please ensure you join your appointment promptly. If you arrive more than 10 minutes late, your appointment will be recorded as a Did Not Attend (DNA), and you will need to reschedule. If you have any concerns about accessing the video link, we are happy to arrange a practice call beforehand. Please contact the clinic to set this up.

What support is available if I receive a diagnosis?

You will be offered an optional post-diagnostic appointment with one of your assessing clinicians. This is typically arranged within 6 weeks of your assessment and provides an opportunity to discuss any concerns, ask questions, and receive relevant resources. While this appointment is not mandatory, we do recommend it as a helpful part of your ongoing support.

FAQs

I feel anxious about attending in person.

What support is available?

We understand that attending appointments in person can feel overwhelming or anxiety-provoking for some patients. We will do our best to support reasonable adjustments wherever possible.
Examples of adjustments may include:

- providing appointment information in advance,
- permitting breaks during the appointment,
- reducing sensory stimuli where possible,
- or discussing specific needs with you beforehand.

If there are adjustments that would help you attend, please let us know as early as possible.

What if I am unable to attend due to disability, health, or exceptional circumstances?

Please contact the service to discuss your individual circumstances. We will review any concerns on a case-by-case basis and consider appropriate adjustments or alternative arrangements where possible.

Why do I need to attend a face-to-face appointment?

Greater Manchester Integrated Care Board (ICB), which commissions NHS autism assessment services in your area, now requires that all patients undergoing an autism assessment pathway have at least one face-to-face appointment as part of the assessment process.
This applies to all patients referred through this pathway and is now part of the assessment requirements for providers delivering the service.

Help in Crisis

Emergency Crisis Services

If you feel you are unable to keep yourself safe and require immediate support, please call 999 or attend your local A&E department

Local Crisis Services

Contact 111 for details of crisis services in your local area

You can call any of the following if you feel you need to talk to someone but are not in a crisis:



Samaritans - ***phone:*** **116 123**

Papyrus - phone: 0800 068 41 41

CALM - phone: 0800 58 58 58

SHOUT - ***Text*** **(85258)**

Safeguarding

If you believe that you or someone you care for is vulnerable or at risk of harm, neglect, exploitation, or abuse, it is important to seek help promptly. Anyone can make a referral to their local safeguarding team.



You can find contact details for your local safeguarding services here:

https://safeguarding-guide.nhs.uk/contacts/

If you or a family member are at risk, please reach out for support without delay. You can contact your GP, local safeguarding team, or appropriate authorities who are trained to assist in these situations. Additionally, you can call 111 for crisis support, safeguarding advice, and to be directed to relevant services.

If there is an immediate or imminent risk to you or a loved one, please call 999.

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Ready to book your assessment?

Get in touch today!

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info@optimisehcg.co.uk

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