

The below questions formed the scenario for our mystery shopping project exploring what reasonable adjustments GP's were willing to make for a registering patient with Autism.

1. Does the practice have any staff with specialist knowledge or experience of Autism?
2. Have the staff at the practice had or having any training on Autism?
  - a. (If Yes), was that done by the National Autistic Society?

We know that sometimes people with Autism can become quite distressed when visiting the GP and then can feel even more overwhelmed by the noise and crowds in the waiting room.

3. Are you able to offer a quiet space for him to wait?
  - a. (If no), is this because the practice doesn't have space?
  - b. (If yes), what kind of space would this be and when would it be available?
4. Would it be possible for him to have an appointment at the quietest time of the day so he doesn't have to spend much time in the waiting room?
5. Do you have a way of recording my son's Autism on your system?  
[all GP's in Islington are able to record...]
6. Are you able to offer him a longer appointment because he struggles to communicate sometimes?
7. Would he always be able to see the same GP?
  - a. (If no?) Would every GP in the practice have access to adequate information and be aware of my son's needs?
8. Would you be able to offer a home visit, skype or a telephone consultation if he was feeling very distressed?



9. I have heard that some GP practices allow patients to email the practice with an explanation of what's going on, and ask the GP to stick to the structure of the email in the appointment. My son finds structure really helpful, would that be possible?
10. Something that can be really upsetting for him is when plans change. Are you able to take that into consideration? (eg. What would they do if the GP had to cancel, would you contact us and ask for our preference?)
11. How able are you to involve the parent (family carer) more directly? Eg. Could I come to his appointments without him rather than cancel an appointment as a last resort? Or do a telephone consultation?
12. Could I book his appointments online or by email?  
[This is possible at every GP practice in Islington using Patient Access - a website or App]
13. What about repeat prescriptions?  
[As above]