



National Neurodiversity Assessments
Expert Multidisciplinary Diagnostic Services

Accessibility & Communication Support Statement

Date of policy:	March 2025
Last policy review date:	March 2026
Next Policy review:	March 2027
Person/s responsible:	Company Directors

This policy is under regular review. Updates will be made to reflect developments in procedures and best practice

National Neurodiversity Assessments is committed to ensuring that our services are accessible, inclusive and responsive to the needs of all patients.

We recognise that some individuals may require additional support, alternative communication methods, or reasonable adjustments to access our services effectively.

Communication

We primarily communicate with patients through:

- Email
- Telephone
- Video consultation (where appropriate)
- Post (where required)

We will work with patients to understand and accommodate their communication preferences wherever reasonably practicable.

Support and Reasonable Adjustments

We are committed to meeting our responsibilities under the Equality Act 2010 and the NHS Accessible Information Standard.

Examples of support and reasonable adjustments may include:

- Communication by email rather than telephone
- Clear and structured written information
- Additional time to process information
- Support with completing forms and questionnaires
- Alternative formats for documents where available
- Involvement of a parent, carer, advocate or support person where appropriate
- Consideration of sensory and communication needs during appointments

Accessible Information

You can find some easy read documents on our website

<https://www.nationalneurodiversityassessments.co.uk/resources>

If you require information in a different format or need communication support, please let us know as early as possible.

We will make reasonable efforts to provide information and support in a way that meets your needs.

Contact Us

If you have any accessibility requirements, communication needs, or would like to request reasonable adjustments, please contact us:

Email: support@nationalneurodiversityassessments.co.uk

Telephone: 07877645123

We welcome feedback and are committed to continually improving the accessibility of our services.