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## Summary of responses

### Neurodivergent people's experiences of outpatients in Surrey hospitals

September 2024

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#### Surrey and Sussex NHS Trust

Thank you for sharing this report with us and for the work that has been undertaken to make it happen. The report has been shared and discussed with key colleagues at the Trust and we have agreed the following:

To encompass the recommendations (where feasible) within a current project of work we have in operation which is to ensure compliance with the Accessible Information Standards. We are part of a project group led by Surrey Heartlands who are focussing on this particular area of patient experience, and we also have an internal project plan and working group to facilitate the necessary actions to meet compliance.

**Patient and Public Participation Team**

#### Ashford and St. Peter's Hospitals NHS Trust

The themes from the report will be shared with the divisions and within the teams for comments, reflection and more importantly action. We are proposing that monitoring of such actions are presented at the LfPE (Learning from Patient Experience) meeting in October and this will be built into all divisional templates to provide comment. Progress for something as big as this will need regular review and monitoring and thus we plan to have it as a recurring agenda item at each monthly meeting.

**Patient Experience Team - Ashford and St Peter's Hospital**

#### Royal Surrey NHS Foundation Trust

At the Royal Surrey NHS Foundation Trust we have and continue to work hard on supporting our neurodivergent patients and carers in an

outpatient setting. We acknowledge to date that the experience for our patients and carers needs work and focus and the lived experience in this report truly helps develop this work. We have used this report to develop our commitments in response to the experiences highlighted.

**Professional Director of Nursing and Cancer**