Oxford ADHD & Autism Centre
Part of Clinical Partners



Service Guide

Your ADHD and autism journey, our expertise.

About our service

Welcome to the Oxford ADHD & Autism Centre (OAC).

We are a leading provider of ADHD, autism and mental health services in Oxford, offering expert assessments delivered by specialist clinicians.

As part of the Clinical Partners Group, we are connected to a wider network of mental health professionals across the UK, supporting high standards of care and shared clinical expertise.

For over 10 years, we have supported individuals and families from our clinics in Headington and Garsington, as well as online across the UK. This gives you the flexibility to access support in a way that feels right for you.

You may be looking for clarity, guidance, or a next step that feels manageable. We work with adults and children to build a clear understanding of needs and provide personalised recommendations to help you move forward with confidence.

We offer ADHD assessments for adults and children aged 6+ and autism from age 3+.
All treatments and services are designed to help focus on what is truly important - excellent patient care. Our clinicians are all accredited, or members of professional governing bodies, and all treatments and therapies are evidence-based and follow guidance from the **National Institute for Health and Care Excellence (NICE)**.



Accessing our service

How do I access your service?

If you are seeking an assessment or support, there is no referral required and you can self-refer without going through your GP.

We start with a triage conversation, not a booking. You will have the opportunity to speak to a trained member of our team before committing to anything. There is no pressure, and no payment is required until it makes sense to move forward.

You can get in touch with our team by:

- Calling our team on **01865 744144**
- Requesting a call back by completing our online form: **https://www.oxfordadhdcentre.co.uk/contact-us/#call-back**
- Emailing us at **office@oxfordadhdcentre.co.uk** with your details and a suitable time for us to contact you

Before your assessment

Your triage conversation

You will begin with a triage conversation. This is an important first step that allows us to understand your needs, answer your questions, and ensure our service is the right fit for you before moving forward with an assessment.

When you get in touch, we will either carry out this triage conversation straight away or arrange a time that suits you. A triage usually takes around 30 minutes and is led by one of our experienced Assistant Psychologists.

During triage, we will explore your current situation, what you are hoping to gain, and consider any risks that may affect your safety or wellbeing, while guiding you on the most appropriate next steps.

What if I'm not sure about sharing everything?

We understand that some of the questions we ask can feel personal or difficult to talk about, especially if you're not used to discussing them. Triage is not a test, and there is no expectation to have all the answers. It's simply a conversation to help us understand your situation and support you in thinking about your next steps.

It's also important to know that triage does not automatically lead to a full assessment. Our role is to help you explore whether this is the right step for you at this time, based on your individual needs.

There is no obligation to proceed. This is your space to ask questions, feel reassured, and decide what feels right for you, while we consider whether our service is the right fit for your needs.

What happens next?

If you decide to move forward after triage, we will guide you through the assessment process step by step. Our aim is to make this as clear, supportive, and straightforward as possible. We will provide clear information on expected timelines at each stage, including arranging your assessment and receiving your written report, so you know what to expect throughout your journey with us.

Getting prepared

Once your appointment is confirmed and payment has been made, we will provide you with access to your secure patient portal.

In the portal, you will complete a series of questionnaires designed to help us build a clear picture of your experiences over time.

In some cases, we may also ask someone who knows you well to contribute (also referred to as your informant), as this can support a more accurate understanding.

Before your assessment takes place, we will ensure that informed consent is obtained. This means we will explain the process clearly and give you the opportunity to ask questions before proceeding.

Where needed, we will check whether you are able to make decisions about your care and whether you need extra support. If the assessment is for a child or young person, we will involve their parent or guardian as part of this process.

Your assessment

Your assessment will be carried out by an experienced specialist clinician and can take place either in person or online.

The assessment is a structured and supportive conversation, exploring your experiences in both childhood and adulthood. We use established, evidence-based tools and a range of information sources to ensure a thorough and balanced understanding of your needs.

Clinical review and report

Following your assessment, our clinical team will carefully review all the information gathered.

For ADHD assessments, we usually provide feedback during your appointment. For autism assessments, we will arrange a separate feedback appointment. This is because autism assessments involve more than one component, including ADOS and ADI, which are carried out by different clinicians as part of the overall assessment. Our clinical team then reviews these together before sharing the outcome with you.

You will receive a detailed written report, usually within around 15 working days, outlining the outcome of your assessment along with clear, personalised recommendations.

For more complex cases, our clinicians may review your information together as a multidisciplinary team (MDT). This helps us build a full, balanced understanding of your needs.

Outcomes and next steps

Your assessment may result in:

• A diagnosis

• No diagnosis

• A recommendation for further assessment or support

Whatever the outcome, our aim is to give you clarity and a better understanding of your needs. We will guide you through appropriate next steps and available support options.

Quality and standards

We are committed to delivering safe, high-quality care. Our assessments and recommendations follow guidance from the National Institute for Health and Care Excellence (NICE).

We regularly review and improve our services to maintain high standards of care and ensure you receive the best possible support.

All staff undergo appropriate background checks, including DBS checks, and receive regular training to ensure safe and effective practice.

Fees

Service / appointment	Fee
ADHD Adult	**£1000**
ADHD child	**£1100**
Autism adult	**£2000**
Autism child	**£2000**
New Patient Appointment 60 mins	**£325 Nurse/£450 Consultant**
New Patient Appointment 90 mins	**£495 Nurse/ £600 Consultant**
Follow up / medication review appointment – 30 mins	**£200 Nurse/ £250 Consultant**
Follow up / medication review appointment – 60 mins	**£325 Nurse/ £450 Consultant**
Psychology 60 minute consultations	**£140**
Psychology 90 minute consultations	**£210**
Psychoeducation session (60 minutes)	**£140**
Coaching (60 minutes)	**£120**
Educational Learning Needs (60 minutes)	**£140**
Letters issued outside of a consultation (incl. extra GP letters, travel, etc)	**£50**
Repeat Prescriptions (issued outside of appts)	**£50**
Session overrun charges – per 15 minutes	**Pro rata per cost of appointment**

Payments and cancellations

Fees

Clarity around fees and payments is important. Our team will always explain costs upfront, so you know what to expect before making any decisions. Costs will depend on the type of assessment or appointment you require, and full details will be provided before you proceed. Payment for all assessments or initial appointments must be made within 48 hours of booking, and always before your appointment takes place.

We accept payment via the patient portal or by BACS transfer (details can be found on your invoice).

Cancellations

When you book an appointment, this time is reserved specifically for you with our clinicians.

If you need to cancel or reschedule, we ask that you do so within 48 hours of booking to receive a full refund. Cancellations made after this time will incur a charge of 50% of the appointment fee.

If you cancel with less than 24 hours' notice, the full fee will be charged. This also applies if you do not attend your appointment.

For Monday appointments, we ask that you notify us by 12pm on the Thursday before.

You can find full details of our fees, payment terms, and cancellation policy here: **https://www.oxfordadhdcentre.co.uk/policies/**

Ongoing support

Post-assessment support

In addition to assessments, we offer a range of ongoing support options for both adults and children. This includes specialist coaching, therapy, and guidance for families and schools.

Support is tailored to your individual needs and can help with areas such as understanding behaviour patterns, building routines, improving confidence, and managing day-to-day challenges.

You do not need a diagnosis to access this support. If you are unsure what might be helpful, our team can talk this through with you and guide you towards the right next step.

For full details on the types of support available, please visit our website or speak to a member of our team.

Medication pathway (ADHD)

Medication is one of the possible support options following an ADHD assessment, and will only be recommended where appropriate for your individual needs.

If you choose to proceed, you will work with one of our clinicians to find the right approach for you. This includes a period of titration, where we gradually adjust the medication over time to find the dose that works best for you, while managing any side effects.

Once a stable plan is in place, your GP may be able to take over prescribing through a shared care arrangement. This is an agreement between your GP and our specialist team, where your GP provides prescriptions through the NHS while we continue to review and oversee your care.

Not all GPs offer shared care, so it may be helpful to check this with your GP in advance. If shared care is not in place, we can continue to support you with prescribing through our service.

Support and safety

Support, safety and urgent help

We are here to support you and ensure your safety and wellbeing.

While we provide ongoing care and guidance, we are not an emergency or crisis service. If you need urgent help, it is important to contact the appropriate services straight away.

- For emergencies, please call **999**
- For urgent medical advice, contact NHS **111**

If you have any safeguarding concerns, you can contact our team directly at **01865 744144**

As part of our service, we consider safety and risk during triage and assessment to ensure appropriate support is in place.

If we are concerned about your safety, or the safety of someone else, we may need to share information with appropriate services to help keep people safe.

You can find more information about how we manage safeguarding and risk on our website.

Your information and access needs

Your privacy and accessibility

We take your privacy and confidentiality seriously and handle all patient information in line with our privacy policy.

We are committed to providing care that is inclusive, respectful, and accessible to all, and do not discriminate based on individual circumstances or background.

With your consent, we may share relevant information or reports with your GP or other professionals involved in your care. This may include details about your assessment outcome (where appropriate) or information needed to support safe, coordinated care, particularly if treatment such as medication is recommended.

We are also committed to making our service as accessible as possible. If you require any reasonable adjustments, please let us know and we will do our best to support you.

For full details on how we manage your data and support accessibility, please visit: **Privacy Policy - Oxford ADHD & Autism Centre**

Sharing your experience

Feedback and complaints

We value your feedback and use it to continually improve the way we support people and shape our service.

After your assessment, we will send you a patient experience survey. You may also choose to share feedback through Google or Trustpilot.

If you have a concern or complaint, please contact our team by calling 01865 744144 or emailing complaints@oxfordadhdcentre.co.uk so we can investigate promptly.

We will acknowledge your concern within 3 working days of receipt and aim to provide a full response within 20 days.

You may also seek independent advice through the Independent Sector Complaints Adjudication Service (ISCAS), which provides independent review of complaints for private healthcare services.

Visiting us in person

If you are attending an appointment in person, we have clinics in Headington and Garsington. Both locations offer parking and disabled access.

You will be told which clinic you will be visiting when your appointment is confirmed.

Below, you'll find helpful guidance on how to locate each clinic and what to expect when you arrive.



Headington Clinic

Oxford ADHD & Autism Centre, Mill Court, 40 Windmill Road, Headington, Oxford OX3 7BX

Our Headington clinic is located on Windmill Road, almost opposite the public car park on the corner of St Leonards Road, and down a private driveway. We are a short 5 minute walk from the central shops.

We are located just down the pathway, behind the dentist.

Limited parking is available directly outside the clinic, so please use the nearby public car park if necessary.

The postcode to use for our Headington clinic is OX3 7BX.



Garsington Clinic

Oxford ADHD & Autism Centre, South Oxford Business Centre, Lower Road, Garsington, Oxford OX44 9DP

Our Garsington clinic is located on the B480 linking the Oxford Ring Road (from the Mini Plant Oxford) to Stadhampton.

The clinic can be found between the "Southend" road to Garsington village and Chiselhampton, on the right hand side if coming from the Oxford ring road.

Ample parking is available at the end of the driveway by the main building. The clinic is located on the ground floor, just behind the Bathroom showroom. Please follow the signposts. The postcode to use for our Garsington clinic is OX44 9DP.

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@oxfordadhdautism @Oxford ADHD & Autism Centre

www.oxfordadhdcentre.co.uk

Regulated by Care Quality Commission