

Set up and delivery of specific Autism Orthoptic clinic, encompassing reasonable adjustments

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**Manchester Royal Eye
Hospital**



Orthoptic Autism Clinic

- Manchester Royal Eye Hospital (MREH) provision
- Feedback
- Steps to setting up Autism clinic
- What the clinic entails
- Feedback



Aim

Understand and meet the needs of patients with Learning disabilities or Autism



Autism vs MREH

CAN WE IMPROVE THE ORTHOPTIC CLINIC ROOM (H3)?

IF SO HOW CAN WE IMPROVE IT?

Seperate rooms, shorter waiting times. quiet space so everyones needs can be met. The first time we attended was horrific. My son was upset, stressed and scared.

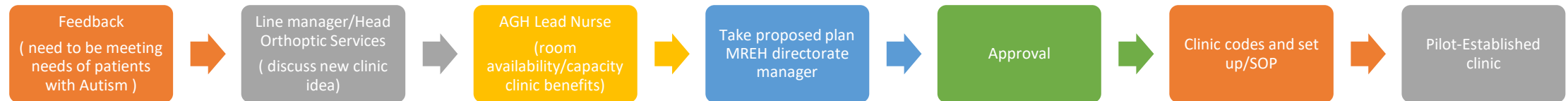
WHAT DO YOU LIKE ABOUT THE ORTHOPTIC CLINIC ROOM?

nothing

WHAT DON'T YOU LIKE ABOUT THE ORTHOPTIC CLINIC ROOM?

It is very busy. The open plan doesn't help. My son has autism and finds the waiting room very hard to be in. And the clinic room.

Autism vs MREH





Identifying patients

- PAS special register
- Chameleon custom lists / specific database
- Communication to paediatric ophthalmology team/wider colleagues
- HIVE flags
- SOP

Orthoptic Autism Clinic Altrincham General Hospital

- First Friday of the month
- 3x 1hour Face to face appointments
- 3 x 1hour Video appointments
- Accommodates extra time for assessment/
questions/letters and referrals to other MDT
- Reasonable adjustments
- MDT approach with correspondence



Reasonable Adjustments



Orthoptist



Rachel the Orthoptist will call your name
Please don't be scared if we are dressed like this. It is to keep you safe

Orthoptic Department 2021

Autism and LD Champions

For appointments in Clinic H at MREH & AGH:
Rachel Clarke
Orthoptic Department: 0161 701 4882
 Autism.ClinicH@mft.nhs.uk

Autism and Learning Disability Nurse:
For appointments elsewhere in MFT:
Rachel Gittons: Rachel.gittons@mft.nhs.uk

Please contact us with any concerns prior to your appointments or to arrange any reasonable adjustments.

Welcome to Altrincham Hospital



Orthoptic Department 2021

My Communication Passport					Reasonable Adjustments		
Name:	DOB:	Hospital Number:	Diagnosis:		Arrangements to help me better in hospital		
					Needed	Not needed	
Communication - To communicate and for understanding information I need							
Pictures/ photos	Sign language	Simple words	Makaton	Interpreter			
Spoken language	Communication aid	Extra time	Symbols	Other:			
Things I like - Things I like that help me							
Drawing/colouring	Television	Books	Computer games				
Sensory play	ipad	Other/My interests:					
Dislikes - Things I find difficult that make me anxious, upset and maybe act differently:							
Changes of routine	Too much noise	Sudden noise	Tone of voice				
Touch/Sensory Overload	Too many people	Waiting	Other:				
Pain - When I am in pain I will							
Not able to tell you	Cry	Hurt others	Tell you	Point to pictures			
Point on body	Scream	Hurt self	Don't know	Other/comment:			
					School: Is this a Special School or a Mainstream School? (please circle)		
					Other helpful information to help you care for me:		

Face to face Feedback

Manchester University
NHS Foundation Trust

Patient Feedback Form

How did you feel before your appointment?

?

Happy Sad

Excited Scared

Did you understand what was going to happen in your eye test?

?

Yes No

How did you feel after your appointment?

?

Happy Sad

Excited Scared

Dear Rachel,
Thanks for your game!
Kind regards,
Rashmi

NHS
Manchester University
NHS Foundation Trust

How was your experience at the Orthoptic Autism clinic at Altrincham today?

Waiting Room

Too busy/noisy Just right Any other comments: _____

Waiting time

On Time waited 0-15mins waited 15-30 minutes

Do you feel that reasonable adjustments were made to meet the needs of your child?
Yes No

Additional comments: _____

Were you offered a communication passport if you have not already filled one in? Yes No

Were you offered a patient storyboard prior to your first visit? Yes No

What did you like about the set up of the new clinic? _____

Is there anything we can do to improve things further for you? _____

Any additional comments: _____

Thank you for taking the time to complete this form. We appreciate your feedback.

Reasonable Adjustments

100% felt reasonable adjustments of child were met

Additional comments:

Tests tailored to my child's needs

Time and care taken to attend to my child

Separate consulting room

Amazing communication prior to and including appointment

Picture boards to help visualise and calm

Continuity of care

Allowing my son to explore environment

Face to Face



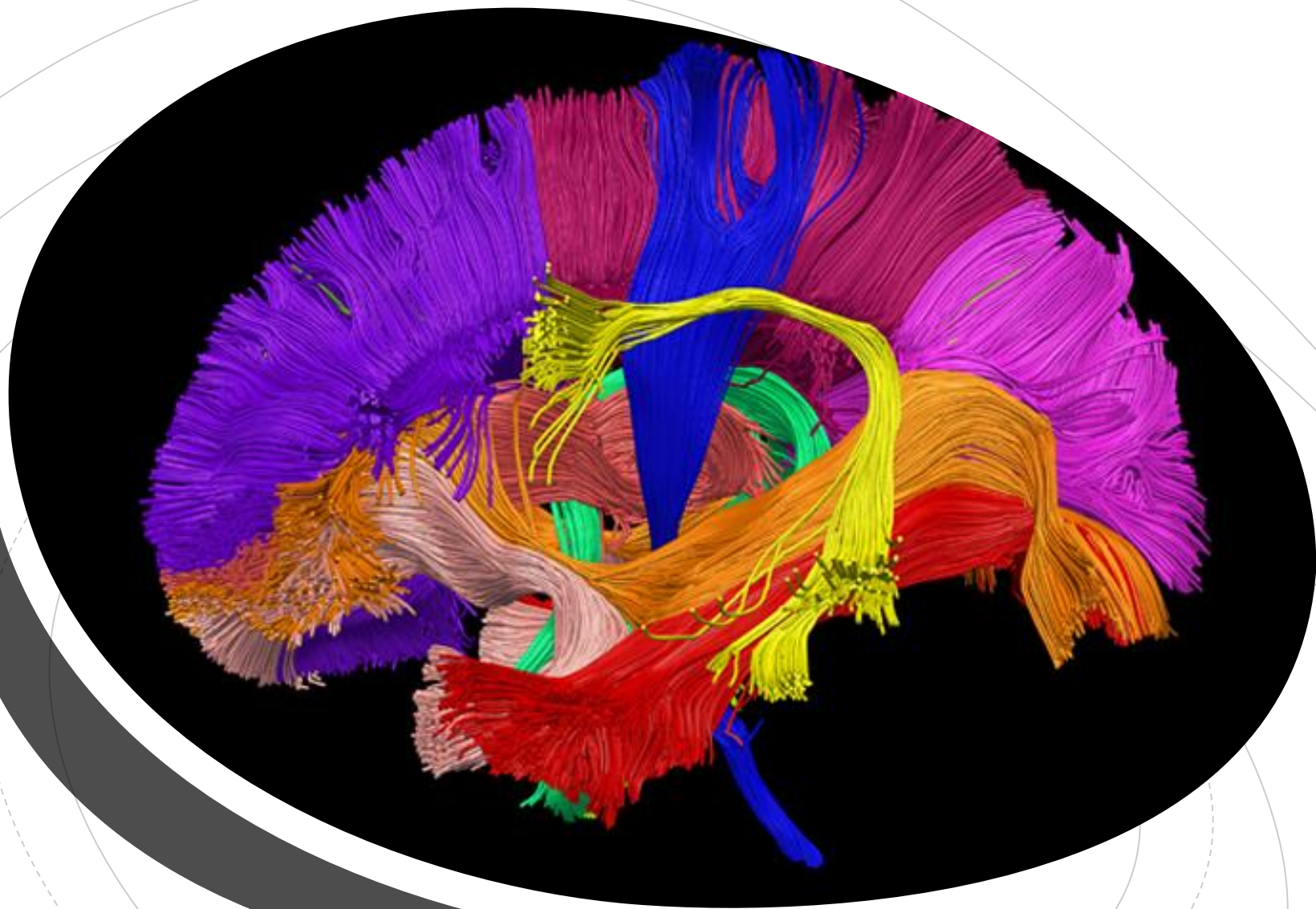
Virtual





Next Steps

- Clinics to be booked 8 weeks in advance as reasonable adjustment so parents have more notice / can plan
- F2F demand exceeding 3 slots per month currently so having to use virtual slots as and when
- However video calls often can be required last minute due to certain issues that may crop up
- Sharing good practice – presented at national orthoptic conference and other hospitals have been in touch to replicate clinic
- Look at joint clinic with optometry
- Audit



Thank you

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