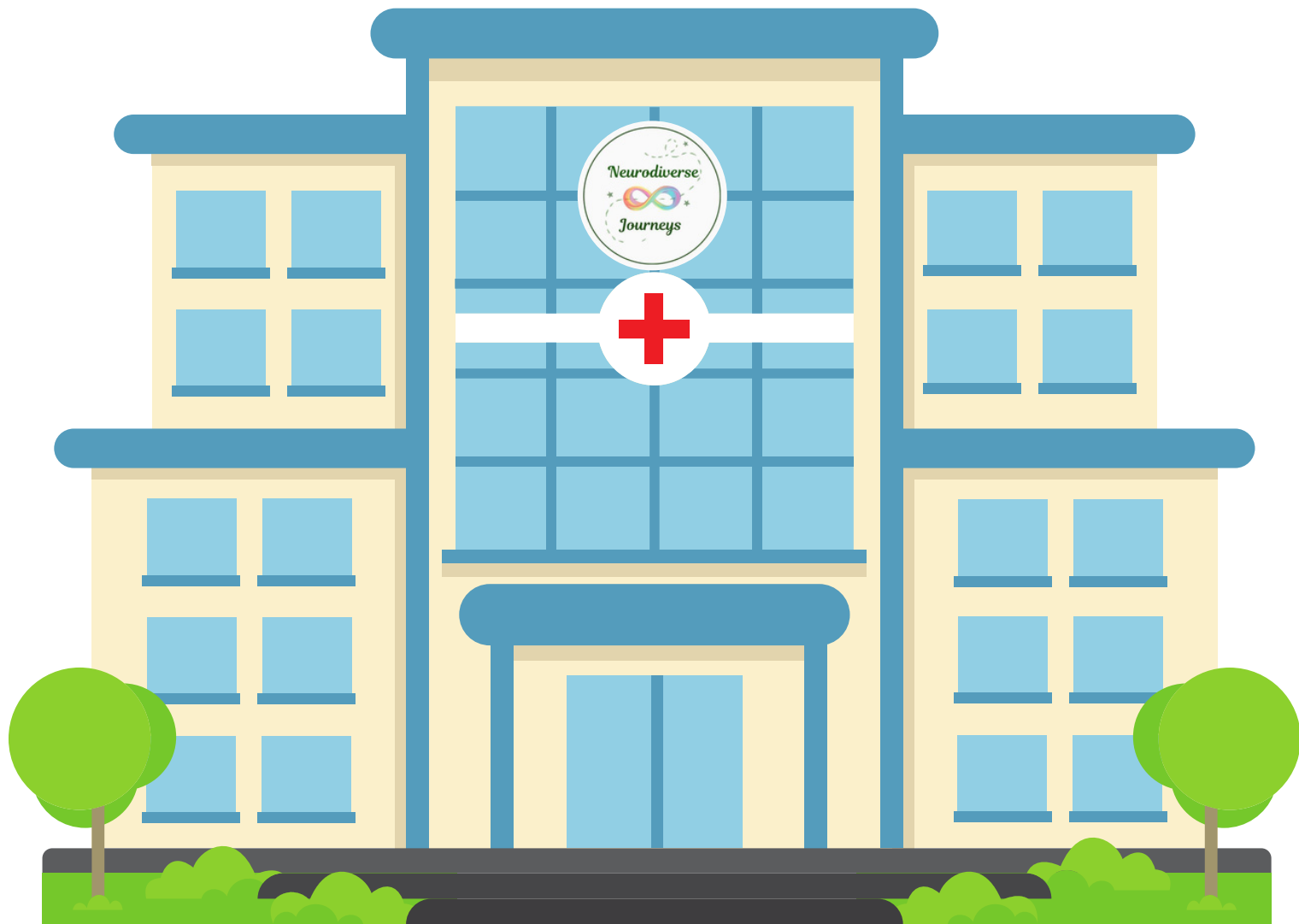


“It’s just a hospital appointment”



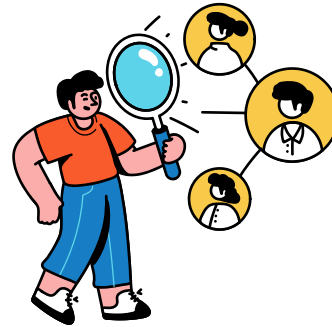
Actually there is so much more going on during, before and after!



The Appointment letter



Waiting list



Finding a familiar person to support

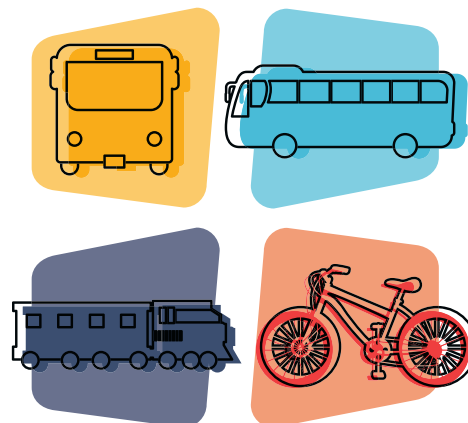


Vague details



Phonecall only contact option

(To gain more information or to rearrange)



Arranging transport

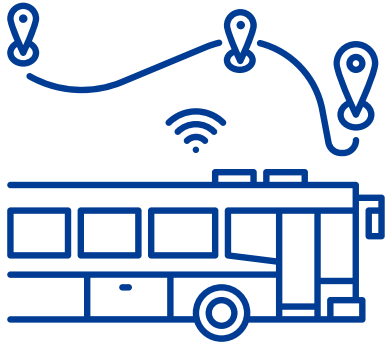


Limited chances to rearrange

(Three chances or you have to re-refer again)

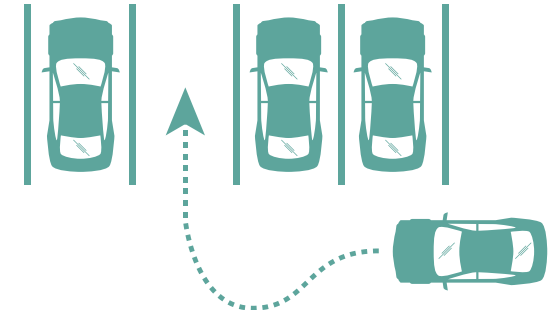


Appointment Day



Navigating transport

Bus/Train/Car/Walking routes



Finding a car parking space

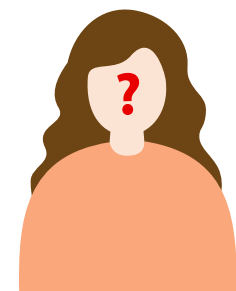


Fear of the unknown

Might just be a scan or might also be a biopsy



Visiting a unfamiliar place



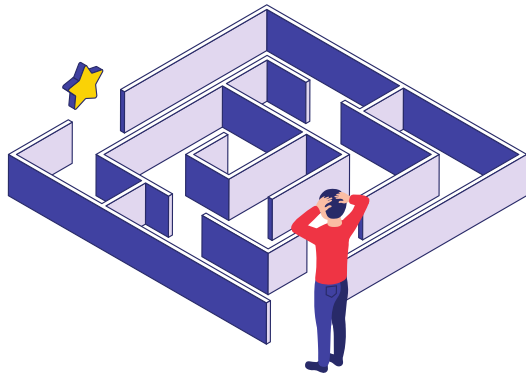
Meeting new people



Cost to and from hospital



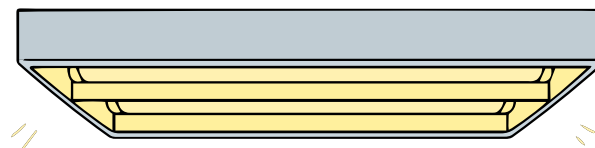
At the Hospital



Locating the ward



Check in process



Harsh clinical lighting



Clinical smells



Unfamiliar ward



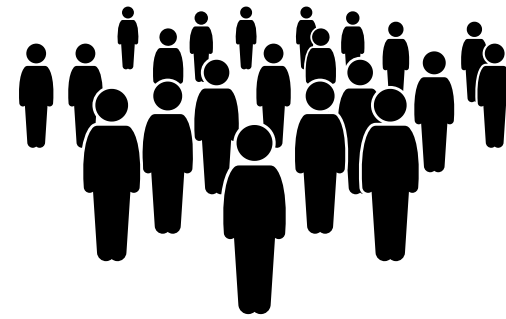
Unfamiliar People



Waiting Room



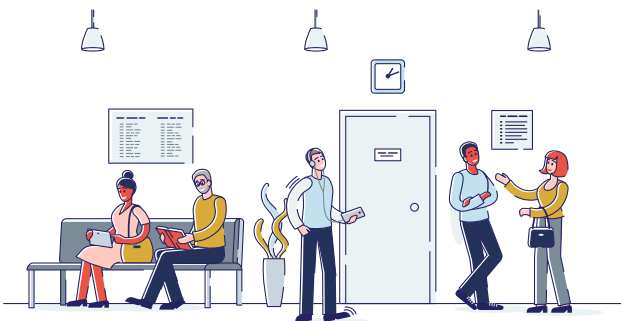
**Delay in
start time**



**Busy &
Crowded**



**Uncomfortable
seating**



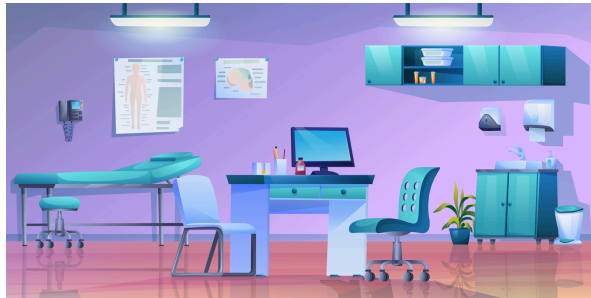
**Noisy
Environment**



**Seeing unwell
patients**
Potentially Triggering



In the Appointment



**Unfamiliar
room**



**Clinical
wording**



**Staff without lived
experience
of ND**
(Neurodivergence)



**Trying to explain
symptoms**

Alexithymia



**Having to
repeat ourselves**

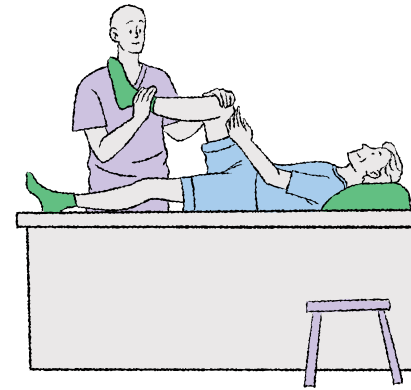
GP, Hospital staff



In the Appointment



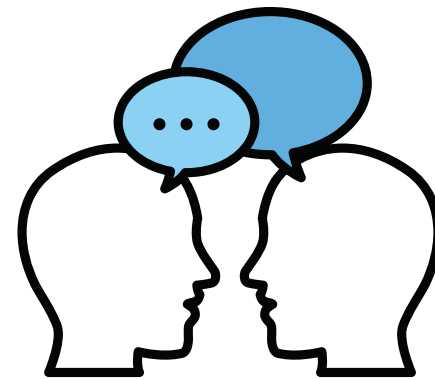
**Not getting answers
at the appointment**



**Unexpected
Examination/Procedure**



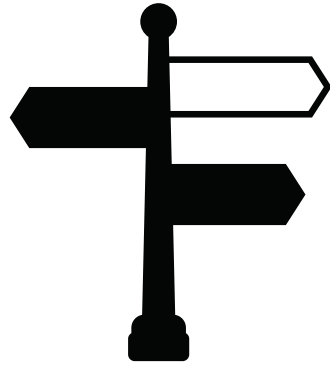
**Sensory
overwhelm**



**Double Empathy
Problem-
Communication**



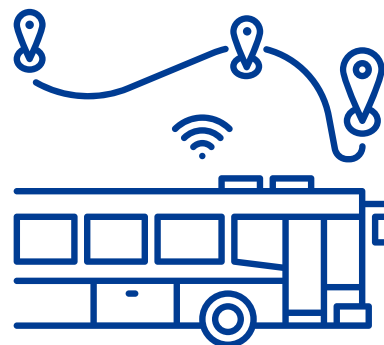
After the appointment



Finding the way back



Paying for parking
Complex machines/Cost



Navigating transport home

Possible delays and accidents causing routes to change



**Low energy/
Fatigue**



Waiting for test results



After the appointment



Ruminating



Worrying



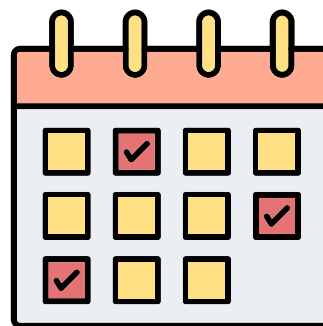
Shutdown



Meltdown



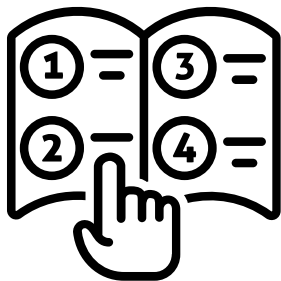
Needing deep rest



Possible further appointments needed



Possible supports



Step by step directions



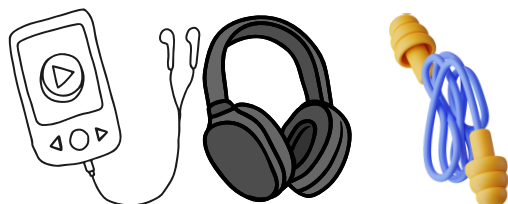
Sunflower lanyard



Someone to accompany



Rest time
Before and after



Headphones, ear defenders, earplugs



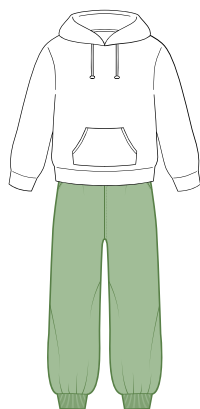
Visuals of Hospital, Staff, procedures



Possible supports



**Blue light/
Sun glasses**



Comfort clothes



Stimming toys



Quiet space?



Health passport



Comfort items

What other barriers do you experience attending hospital appointments?



What supports would help you?

