

Accessible & Inclusive Care Charter



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At Psicon, we believe that every person deserves access to and assessment and/or care that works for them.

We are committed to removing barriers, tackling inequalities, and offering flexible, inclusive services that meet the diverse needs of our patients and families.

Our Commitment

We will:

- Make our services accessible to all, regardless of background, location, or circumstance.
- Reduce health inequalities by monitoring and addressing gaps in access.
- We offer appointments at locations suitable to the needs of our clients, where appropriate this can be remote appointments.
- We offer appointments flexibly over seven days a week.
- Adapt pathways for patients with unique needs, providing reasonable adjustments so that nobody is excluded.
- Act on patient and carer feedback to continually improve inclusivity.

How We Will Achieve This:

- **Equity of Access:** We are committed to developing a Health Inequalities Action Plan to identify and address barriers.
- **Flexible Pathways:** Alternative assessment routes for home-schooled children, adults with lack of childhood informant, patients with sensory needs and those requiring interpreters.
- **Patient Choice:** Options for remote or in-person care and flexible appointment scheduling (seven days a week, including evening availability).
- **Rapid Escalation:** Urgent safeguarding or mental health concerns are prioritised for immediate action via our risk liaison team.
- **Feedback in Action:** *"You Said, We Did"* ensures patient voice leads directly to service changes.

Measuring Our Impact

- Inclusion data reviewed quarterly to monitor uptake across diverse groups.
- Reduced lost-to-follow-up rates through proactive caseload management.
- Documented examples of pathway adaptations that enabled access for patients who might otherwise be excluded.
- Visible service changes based on patient and family feedback.



Patient and Family Voice

"Online appointments have made the process so much easier and more accessible - being able to complete everything from the comfort of home took a lot of the stress away."

"Fantastic experience - 85% faster than waiting for CAMHS referral."

"Made the whole process smooth and adjusted as much as they could for my young person as they were turning 18. Having multiple children that are neurodivergent I have made sure to use Psicon to help assess their conditions and determine their needs."

"The whole process was extremely easy from start to finish. Great communication and not just stuck on a list & told to wait. (We'd already been waiting over 3 yrs with CAMHS). With Psicon it was our doctor referral to diagnosis complete in under 6 months. My only regret is we didn't contact them sooner."

Our Vision

To be recognised as a provider that champions accessibility, inclusion, and equity of care - ensuring that every patient and family can receive the help they need, when they need it, in a way that works for them.