

A photograph of two men sitting at a long wooden table in a modern, brightly lit interior. The man on the left is wearing a dark blue patterned shirt and is smiling while looking at a smartphone. The man on the right is bald, wearing glasses and a light blue shirt, and is looking towards the first man. The background features a gold-colored railing and a patterned chair.

Neurodiversity Assessment and Support

Areas supported by the new Neurodiversity service

Neurodiversity is an all-inclusive term that refers to the different ways a person's brain functions, processes information, and interacts with the world around them. It is often used as an umbrella term to describe alternative thinking styles such as Autism and ADHD and learning styles such as Dyslexia, Dysgraphia and Dyscalculia.

Autism (ASC)

Challenges can include rigid thinking, restrictive and repetitive behaviours, social communication challenges, and sensory sensitivity.

Often excellent problem-solvers, analytical thinkers, with highly specific interests and technical abilities.

Hyperactivity Disorder (ADHD)

Challenges can include inattention, hyperactivity and impulsivity.

Often comfortable taking calculated risks, being at ease with uncertainty and pushing boundaries.

Dyslexia

Challenges can include phonological processing, rapid naming, working memory, and processing speed.

Famed for general inventiveness and creativity.

Dysgraphia

Challenges can include slow or confused writing and copying information accurately.

Dyscalculia

Challenges can include arithmetic calculations such as sizing, ordering, and reading and writing numbers.

Available to members of the BNP Paribas Healthcare Trust (private medical benefit):

- Employees and family members covered
- Requires email account, internet, and computer
- Children 7 years and over
- There may other reasons why other support is more suitable at a point in time

Member journey

1 GP referral

Via the NHS or any company provided private / online GP service.

2 Call our team

To get started, your employee just needs their GP referral to hand when they call us.

3 Register and book

Our specialist clinical-customer-care team will register your employee (or their family member) and set them up on the ProblemShared platform. They'll be invited to upload any GP notes and book a convenient time and date for their initial needs assessment.

4 Initial needs assessment

The individual will have a 45-minute online video appointment with an expert practitioner to discuss their challenges, answer questions and map out a potential care plan.

5 Questionnaires

Your employee then downloads and completes some questionnaires via the ProblemShared dashboard. They'll also be asked for more information from someone who knows them well.

6 Assessments and diagnosis

They have their online video-call assessment or assessments, one for each potential condition. Children can have a parent or guardian with them.

7 Post-assessment support

Our service includes early online post-assessment support. This might include group sessions for ADHD or autism, medication reviews for ADHD, or sessions with an education expert (education navigator) who can help the individual understand their needs and offer guidance on how to access support.

Post assessment support



Post assessment feedback

Outcome Meeting: 45-90 min
Report circa 4 weeks later



Group sessions for ADHD and autism

**Aims: Increase understanding,
overall acceptance, advocacy**

Welcome call
4 x 90min sessions over 4 weeks
Grouped by age; with/out parents
Access to webinars, reading,
signposting



Medication service for ADHD

**Aim: find the best medication and
dosage plan**

Treatment planning
Treatment plan agreed
Up to 8 review session in 6 months
Discharged to GP under shared care



Education Navigator

**Aim: Provide guidance on
accessing support from educational
settings**

Welcome call
Online forms
Session 1: 2-3 hours
Research
Outcome Meeting: 45-60 min
Report

Who are ProblemShared?



ProblemShared is a clinician-led, CQC-regulated online mind-health provider, working with a community of expert practitioners to deliver remote Neurodevelopmental assessments and post-assessment care and support.