

New All-Age Autism and ADHD Single Point of Access (SPoA) and Triage Hub

Important Information for Education, Social Care, SEND Services and Other Referring Professionals

NHS Hampshire and Isle of Wight Integrated Care Board (HIOW ICB) is introducing a new All-Age Autism and ADHD Single Point of Access (SPoA) and Triage Hub to provide a single, consistent route for autism and ADHD referrals across Hampshire and the Isle of Wight, including North East Hampshire.

The Hub will provide a single referral route to assessment for people who may be autistic, may have ADHD, or both. It will help ensure referrals are directed to the most appropriate local service or approved Right to Choose provider for assessment, support and, where applicable, medication.

From 1st October 2026, the pilot will support adult ADHD referrals only, across NHS and independent sector-commissioned and Right to Choose arrangements for assessment and medication.

From 1st November 2026, the service will expand to include children's ADHD referrals, together with adult and children's autism referrals.

Single Point of Access and Triage Hub email: Pohl.phl-hiow-spoa@nhs.net

What is changing?

The introduction of the Single Point of Access and Triage Hub means that the referral process for autism and ADHD diagnostic services will change.

Once the relevant services are live:

- New referrals for diagnosis should no longer be sent directly to autism or ADHD assessment providers.
- Referrals for diagnosis should be submitted through the Autism and ADHD Single Point of Access and Triage Hub.
- Referrals for diagnosis will be clinically reviewed to identify the most appropriate service, taking into account the individual's needs, circumstances and applicable patient choice arrangements. Where appropriate, referrals will be allocated to an NHS or independent sector-commissioned provider or an approved Right to Choose provider, in line with local commissioning arrangements and national Right to Choose requirements.
- Referrers will receive information about the outcome of the triage process, including whether normal or urgent prioritisation applies, and any next steps.

The Single Point of Access and Triage Hub will provide a consistent and equitable approach to managing referrals for diagnosis across Hampshire and the Isle of Wight, while signposting individuals access the service that best meets their needs.

Implementation Timeline

From 1st October 2026, the Single Point of Access and Triage Hub will support:

- Adult ADHD referrals for NHS and independent sector-commissioned assessments
- Adult ADHD referrals for assessments with approved Right to Choose providers

From 1st November 2026, the service will expand to include:

- Adult autism assessment referrals
- Children's autism assessment referrals
- Children's ADHD assessment referrals
- Referrals relating to ADHD medication, where appropriate

What do education, social care and other professional referrers need to do?

When the relevant services become operational:

- Submit new referrals (via a new standardised referral form) for assessment through the Single Point of Access and Triage Hub rather than directly to providers.
- Ensure referrals include all required information to support an effective clinical review and triage.
- Continue to provide professional information and supporting evidence where requested.
- Help individuals and families understand the role of the Single Point of Access and Triage Hub, including that it is a referral and triage service and does not undertake assessments or provide ongoing treatment.

What happens to people already waiting?

Individuals who were referred for an autism or ADHD assessment, or who were already on a waiting list, before 1st October 2026 will remain with their existing service and will continue to be supported by their current provider.

Children and young people who are already known to a Neurodiversity Team within their local area should remain within their existing service and continue to be supported through the established local arrangements. Parents and carers should continue to contact their local Neurodiversity Team for advice and guidance. The team will be able to consider the individual needs and circumstances of the child or young person and advise on the most appropriate route for assessment and support.

Children and young people who remain with their existing Neurodiversity Team do not need to be re-referred through the Single Point of Access and Triage Hub.

If new information becomes available, or if the needs or urgency of the referral change, parents and carers should continue to contact the Neurodiversity Team for advice.

What support is available while people are waiting?

We recognise that waiting for an assessment or treatment can sometimes feel challenging and individuals, families and carers may find additional information and support helpful during this time.

Although the Single Point of Access and Triage Hub does not provide diagnostic assessments, treatment or ongoing clinical care, it can help individuals, families and carers access information, advice and sources of support that may be helpful while they are waiting. This may include:

- Information and guidance about autism and ADHD.
- Local community and voluntary sector organisations.
- Peer support groups and family support networks.
- Parent and carer support services.
- Wellbeing and self-help resources.
- Education, employment and community-based support, where appropriate.

Information about local autism and ADHD support services, community resources and sources of advice can also be found on the Hampshire and Isle of Wight Autism and ADHD webpage.

Visit: <https://www.hantsiow.icb.nhs.uk/your-health/mental-health-services/autism-and-adhd-assessment-services>

Referrer and individual journey

