



Royal College of
General Practitioners



The RCGP Autism Patient Charter

The RCGP has worked with the Autism Alliance UK to produce this patient charter. It serves to provide a framework for making GP surgeries more 'autism-friendly'.

We want to offer people who have autism the highest quality of care and support. Therefore, if and when you want us to, we will:

- **Staff awareness:** ensure all surgery staff are more 'autism aware' through access to the provision of guidance
- **Environment:** work with people with autism to develop an autism-friendly environment, responding proactively to suggestions people with autism may have
- **Identification/disclosure:** make reasonable adjustments should staff suspect a patient or carer has autism, creating an environment where people feel comfortable disclosing their condition should they wish to
- **Communication and customer service:** ensure staff are aware of the different ways people with autism may choose to communicate, and will try to communicate by the most appropriate means for the individual concerned
- **Challenging behaviour and meltdowns:** make staff aware of the likely causes of challenging behaviour and how to communicate effectively with someone in distress

We also invite your ideas and suggestions as to how we can improve the care and support that we deliver to you, the people who are important to you and others in similar situations.