



My Needs is a set of questions that help you to identify, understand and articulate the different ways you prefer to communicate and interact with people and services.

About me

The first 2 questions ask how you want people to refer to you. This is because sometimes people's preferred name is different from their official name, or people sometimes use the wrong pronouns to talk about them.

You can skip these questions if you're happy with how people normally refer to you.

My name is...

My pronouns are...

☐

She / Her

☐

He / Him

☐

They / Them

☐

Other (please specify)

Or are there any other options?

Who might be with me

These questions asks what happens if someone shares you with someone. For example, they might want to tell you about an appointment or give a test result.

Select as many options as you like. For example, if you sometimes go out by yourself and sometimes need someone with you, tick both.

I go out...

- ☐ By myself
- ☐ With an assistance dog
- ☐ With a companion who is there to help me,
like a carer or family member

If none of the above options apply to you, please add any additional information in the box below.

Talking on the phone

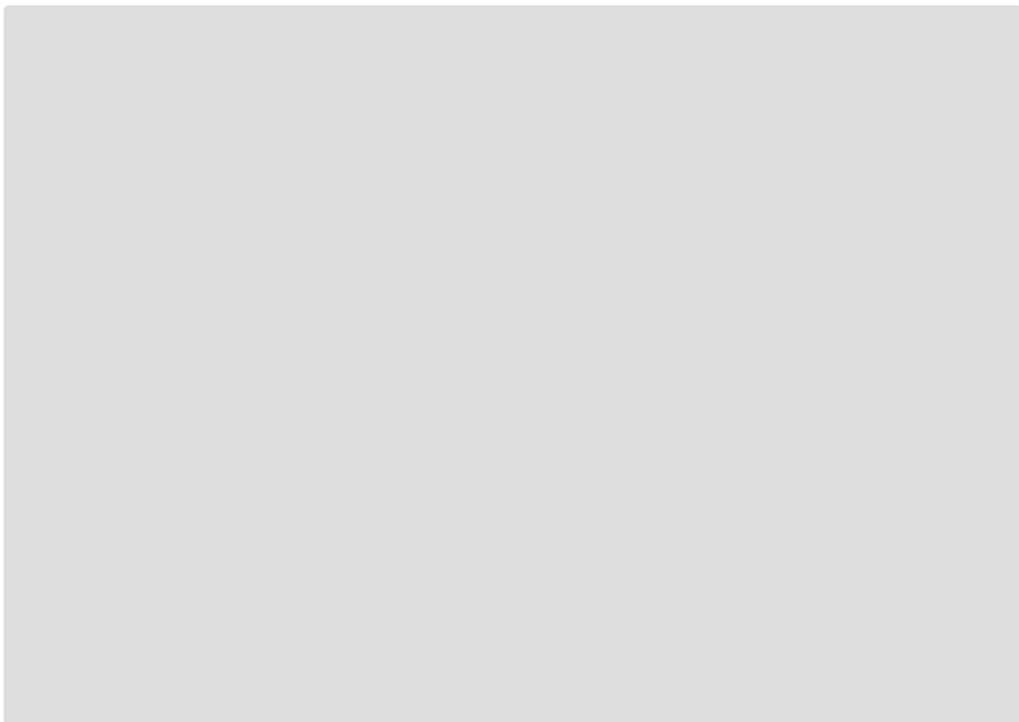
Sometimes, people might want to call you on the phone.

For example, they might want to tell you about an appointment or give a test result.

What happens when someone calls you on the phone?

- | | |
|---|---|
| <input type="checkbox"/> I am normally comfortable talking on the phone | <input type="checkbox"/> I cannot always speak over the phone |
| <input type="checkbox"/> I cannot listen to or access voicemail messages | <input type="checkbox"/> I am sometimes too anxious to answer the phone |
| <input type="checkbox"/> I cannot hear or understand someone talking to me on the phone | <input type="checkbox"/> I might not understand or remember what you tell me over the phone |

If none of the above options apply to you, please add any additional information in the box below.



Written communication

Sometimes, someone might send you a letter about an appointment, or give you a leaflet with some advice.

What are your preferred methods of receiving written communication?

☐ Standard letter or printed information

☐ Text message

☐ Email

If none of the above options apply to you, please add any additional information in the box below.

Do you have any problems with written communication?

☐ I might not understand it

☐ I might not be able to read it

☐ I don't have problems with written communication

☐ I might lose it, meaning I forgot the information

If none of the above options apply to you, please add any additional information in the box below.

Written communication

Here are some ways you can help me
with written communication

☐

Braille

☐

Large Print

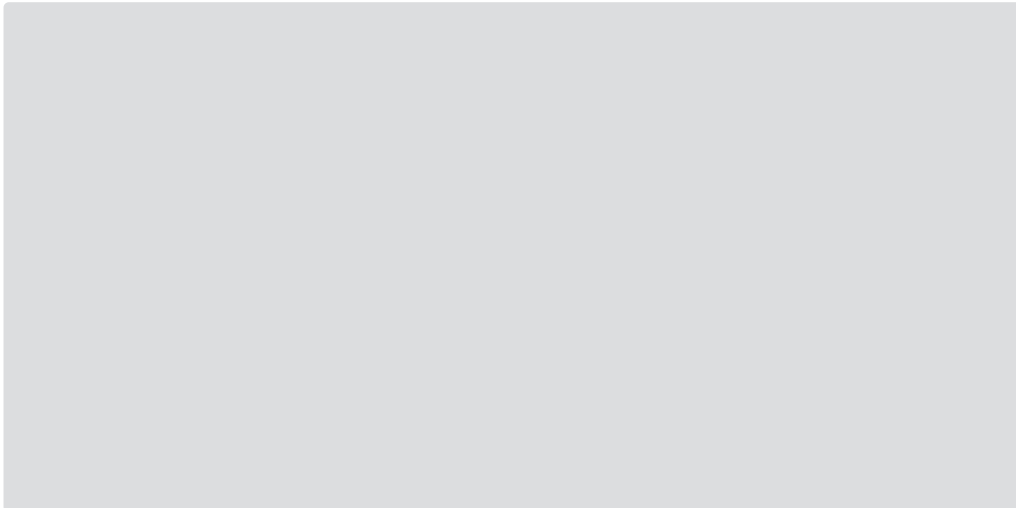
☐

Easy read format

☐

Audio

If none of the above options apply to you, please add any additional
information in the box below.



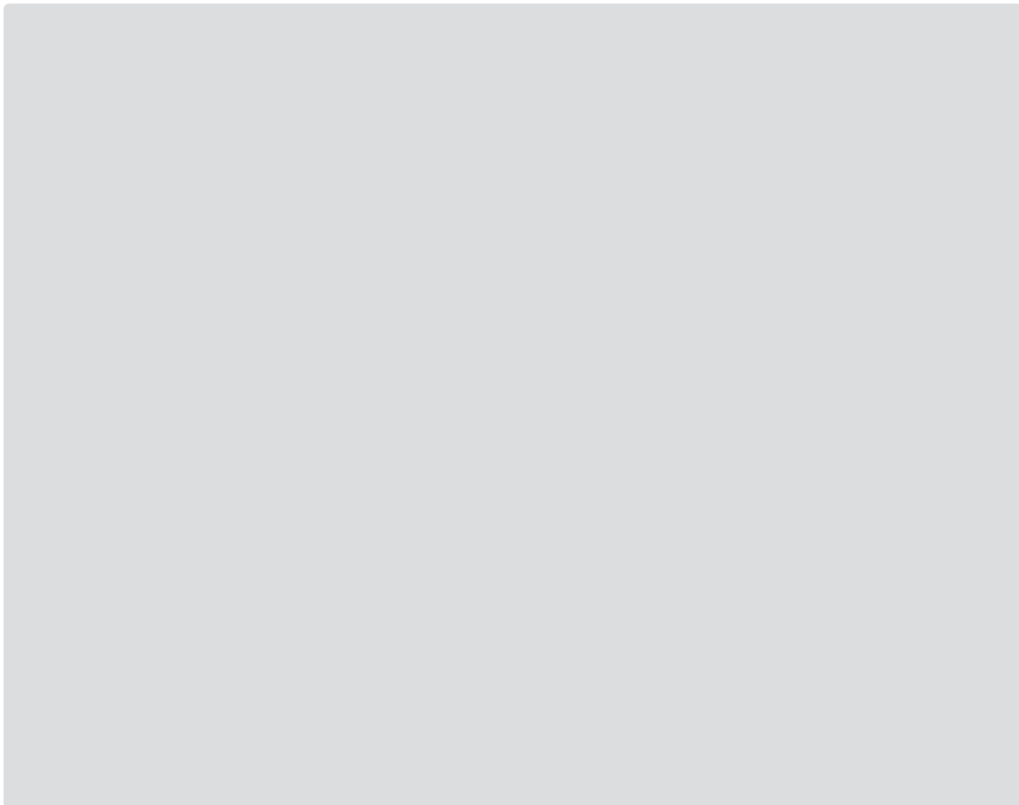
Remembering appointments

If you have an appointment with someone, you need to remember when and where to go.

What happens when you have an appointment booked for the future?

- ☐ I can normally remember when and where I need to go to the appointment
- ☐ I might forget **when** the appointment is
- ☐ I might forget **where** the appointment is

If none of the above options apply to you, please add any additional information in the box below.



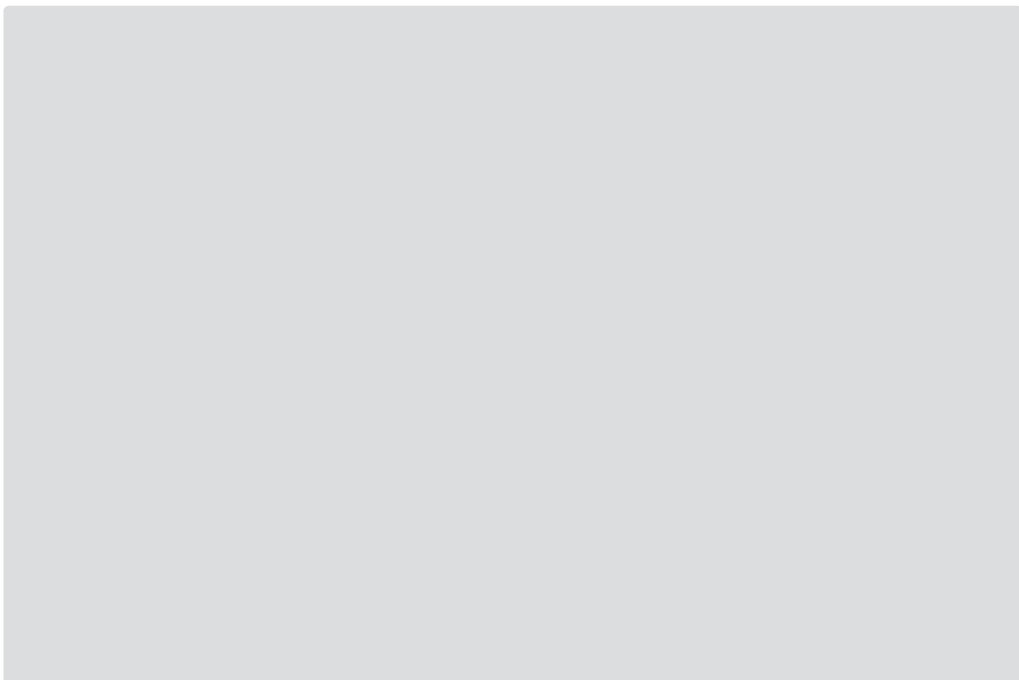
Talking to people

There are lots of times you might need to have a conversation with someone, who you might not know well. For example, you might need to do this to make an appointment, or tell a doctor about your symptoms.

What happens when you're having a spoken conversation with someone

- | | |
|---|---|
| <input type="checkbox"/> I am normally comfortable having a conversation with someone I don't know well | <input type="checkbox"/> I might not be able to hear what they are saying |
| <input type="checkbox"/> I might not understand what they are saying | <input type="checkbox"/> I might not be able to talk out loud |
| <input type="checkbox"/> I might struggle to explain things or answer questions | |

If none of the above options apply to you, please add any additional information in the box below.



Finding my way

Sometimes, you may have to find the right room for an appointment in a large building, with lots of different departments

This question is about finding where you need to be. The question after this one asks about how you get around.

What happens when you need to find your way around?

- | | |
|--|--|
| <input type="checkbox"/> I can find my way using the signs in the hospital | <input type="checkbox"/> It's difficult for me to ask someone for directions |
| <input type="checkbox"/> I can't always follow colour coded directions | <input type="checkbox"/> I can get lost easily |
| <input type="checkbox"/> I cannot read written signs | |

If none of the above options apply to you, please add any additional information in the box below.

Finding my way

Where are the ways you can help me find my way around a building?

☐

I need a very clear printed map

☐

I need someone to meet me at the main entrance

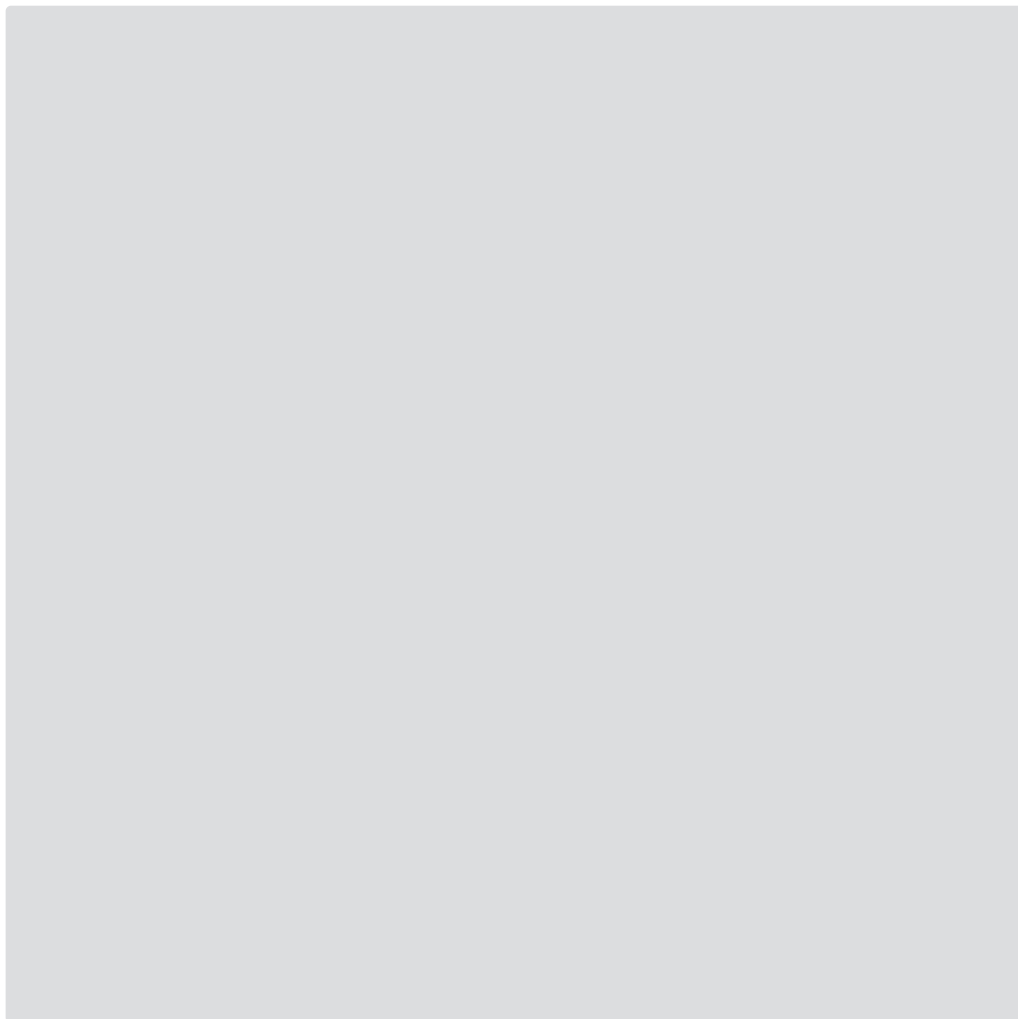
☐

I need to find my way using tactile navigation

☐

I need audio directions

If none of the above options apply to you, please add any additional information in the box below.



Getting around

Sometimes, you need to get into and around a building. This question asks about your physical access when you're not in a vehicle, like a car or train.

We know people's physical needs can change from day to day. Select as many options as you like. For example, if you sometimes use a wheelchair and sometimes use a walking stick, tick both.

What happens when you are moving into and around a building?

☐

I can normally move around comfortably

☐

I often get tired or out of breath or feel pain

☐

I use a walking stick or crutches

☐

I use a wheelchair, powerchair, or mobility scooter

If none of the above options apply to you, please add any additional information in the box below.

Sensory environment

Senses can have a big impact on wellbeing. For example, bright lights might give someone a migraine, or loud noises might make someone very anxious and overwhelmed.

When you're out in public, what kinds of things might be a problem for you?

- | | |
|--|---|
| <input type="checkbox"/> I am not bothered by anything sensory | <input type="checkbox"/> When it is too loud, or there are specific sounds |
| <input type="checkbox"/> When the lights are too bright, or are flashing | <input type="checkbox"/> When the lights are too dim and I can't see clearly |
| <input type="checkbox"/> Strong smells, or specific smells | <input type="checkbox"/> When it is too hot |
| <input type="checkbox"/> When it is too cold | <input type="checkbox"/> When people talk to me about a specific subject |
| <input type="checkbox"/> When there are too many people around me | <input type="checkbox"/> When I have to swallow something or have something in my mouth |
| <input type="checkbox"/> When people touch me, or I am touched by a particular thing | |

If none of the above options apply to you, please add any additional information in the box below.

Physical examinations

Sometimes, professionals like doctors or nurses might need to touch you, or look closely at parts of your body.

This question is about general examinations, like listening to your chest or looking in your ears. The question after this one asks about more intimate procedures.

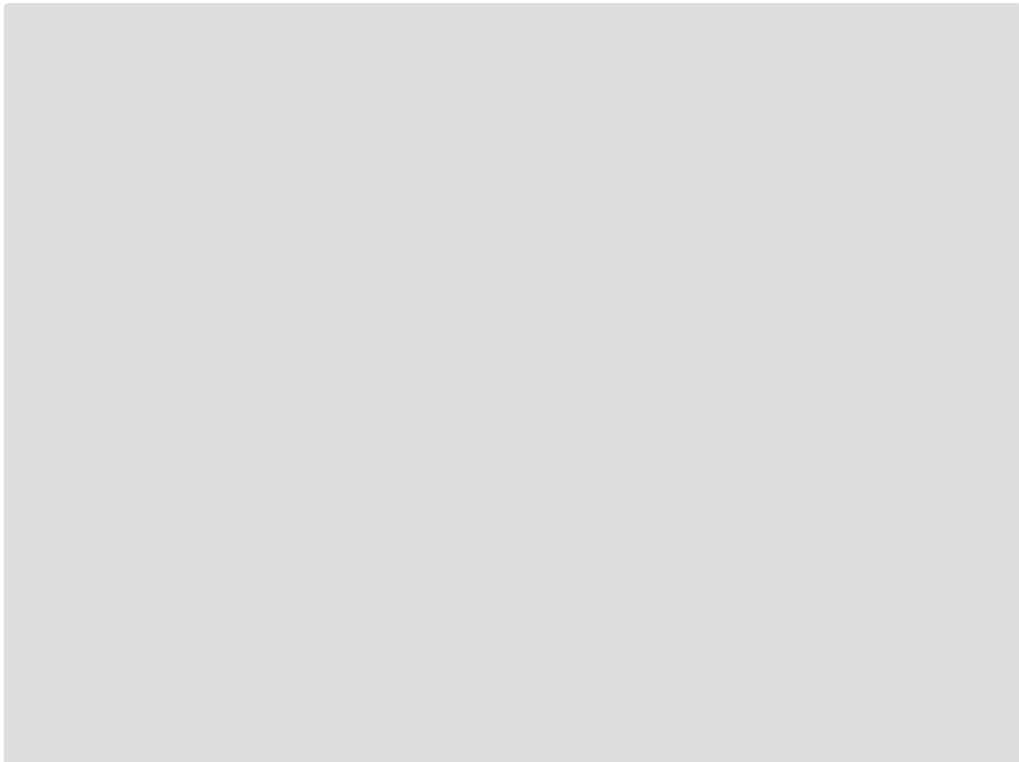
What happens when someone needs to examine you?

☐ I'm normally okay with it

☐ I might get anxious or overwhelmed

☐ I won't know what you're saying if I can't see your face

If none of the above options apply to you, please add any additional information in the box below.



Intimate procedures

Sometimes, doctors or nurses need to look at more private parts of your body. For example, they need to do a cervical smear test or a prostate examination.

What happens when you need to have an examination looking at intimate parts of your body?

- | | |
|---|--|
| <input type="checkbox"/> I can normally cope ok, even though I might feel awkward | <input type="checkbox"/> I might get very anxious or overwhelmed |
| <input type="checkbox"/> I might not let you do it | |

If none of the above options apply to you, please add any additional information in the box below.

Needles

Sometimes a health professional needs to use a needle. For example, they might need to take a sample of blood, or give you a vaccination.

What happens when a doctor or nurse needs to use a needle?

- | | |
|--|--|
| <input type="checkbox"/> I am normally ok with needles | <input type="checkbox"/> I can get very anxious or overwhelmed |
| <input type="checkbox"/> I might not let them do it | |

If none of the above options apply to you, please add any additional information in the box below.

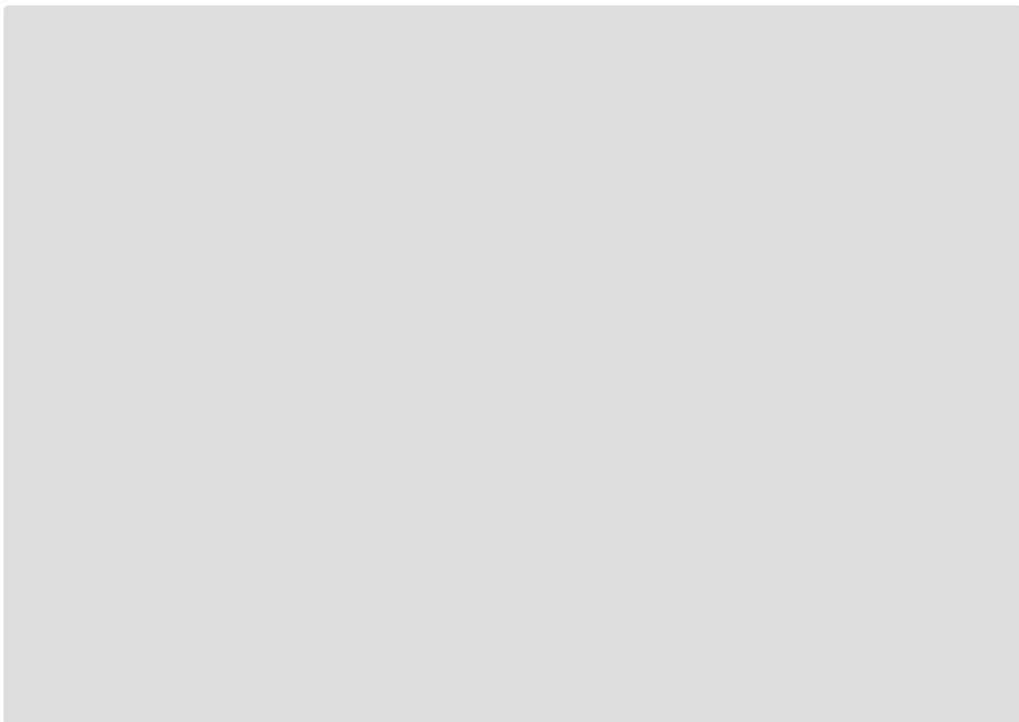
When things are too much

By helping you explain your needs, we hope you will have a calm experience. But sometimes, things go wrong, and we'd like to understand how to help you when you get overwhelmed. This is sometimes called having a 'meltdown' or 'shutdown'.

What happens when you get overwhelmed by the world around you?

- | | |
|--|---|
| <input type="checkbox"/> I don't normally get overwhelmed | <input type="checkbox"/> I can normally carry on, although I might be upset |
| <input type="checkbox"/> I shut down completely — I can't talk or move | <input type="checkbox"/> I stop being able to talk, but I can still move |
| <input type="checkbox"/> I get angry or start shouting | <input type="checkbox"/> I get upset or cry |

If none of the above options apply to you, please add any additional information in the box below.



When things change last minute

By helping you explain your needs, we hope that everything can go according to plan.

But we know that things can go wrong on the day, for example you are feeling too overwhelmed to come to an appointment, or you miss a bus.

What can happen for you on the day of an appointment?

- | | |
|---|--|
| <input type="checkbox"/> I might feel unwell, or anxious, on the day, so get in touch to cancel the appointment | <input type="checkbox"/> I might show up to the appointment, but feel too anxious to go through with it |
| <input type="checkbox"/> I might arrive late, but otherwise feel ready for the appointment | <input type="checkbox"/> I might be too unwell, or anxious, to cancel, so just won't show up. |
| <input type="checkbox"/> I might show up to the appointment, but my companion isn't there | <input type="checkbox"/> I might not rebook the appointment because I am too anxious, or worry I might be judged |

If none of the above options apply to you, please add any additional information in the box below.