

Harrow Health Adult ADHD Services Case Study

Disclaimer: Please note that Takeda has provided support to the organisation represented within this write up.

Executive Summary

This service offers a fully integrated, consultant-led ADHD assessment and treatment pathway, delivered exclusively to NHS patients through the NHS Right to Choose framework. The pathway includes initial triage, diagnostic evaluation, medication titration where clinically appropriate, continued prescribing support for patients whose GPs are unable to participate in shared care, and annual reviews.

To maximise accessibility and meet individual preferences, the service provides both virtual and in-person appointments.

Quantitative Outcomes:

- Capacity for up to 2,500 ADHD assessments and 7,500 titrations monthly, with plans to increase
- Clinical team expanded from 6 to over 200, supported by dedicated admin team
- Referral to assessments within 2–6 weeks of returning questionnaires
- HEIDI Health system¹ (NHS-approved AI tool) implemented for clinical note-taking—potentially saving 30 minutes per clinician appointment

Qualitative Outcomes:

- Patients report high satisfaction, praising timely communication, empathetic clinicians, and prompt medication initiation with minimal delays
- Positive feedback from healthcare professionals on shared care protocols, responsive documentation, and highly accessible specialist advice and guidance lines to specialist support
- Quarterly masterclasses in place for primary care on ADHD, mental health, medication, shared care, and co-morbidities
- Strong primary care relationships supported through structured education, collaboration, and shared care engagement
- Telephone system upgrade to manage increased demand
- Integrated digital systems: e-RS (electronic referrals), e-Rx (electronic prescriptions)
- Titration clinics follow NICE guidelines for safe, efficient medication management²

Before vs. After Comparison

Before:

- Patients waiting 5-10 years for an assessment
- Fragmented services
- Limited access and GP support for patients

After:

- Rapid assessments (within weeks)
- Integrated, consultant-led care for patients
- Streamlined integrated pathway with digital support and shared care options
- Reduced GP burden
- Improved patient satisfaction and outcomes

Key contacts

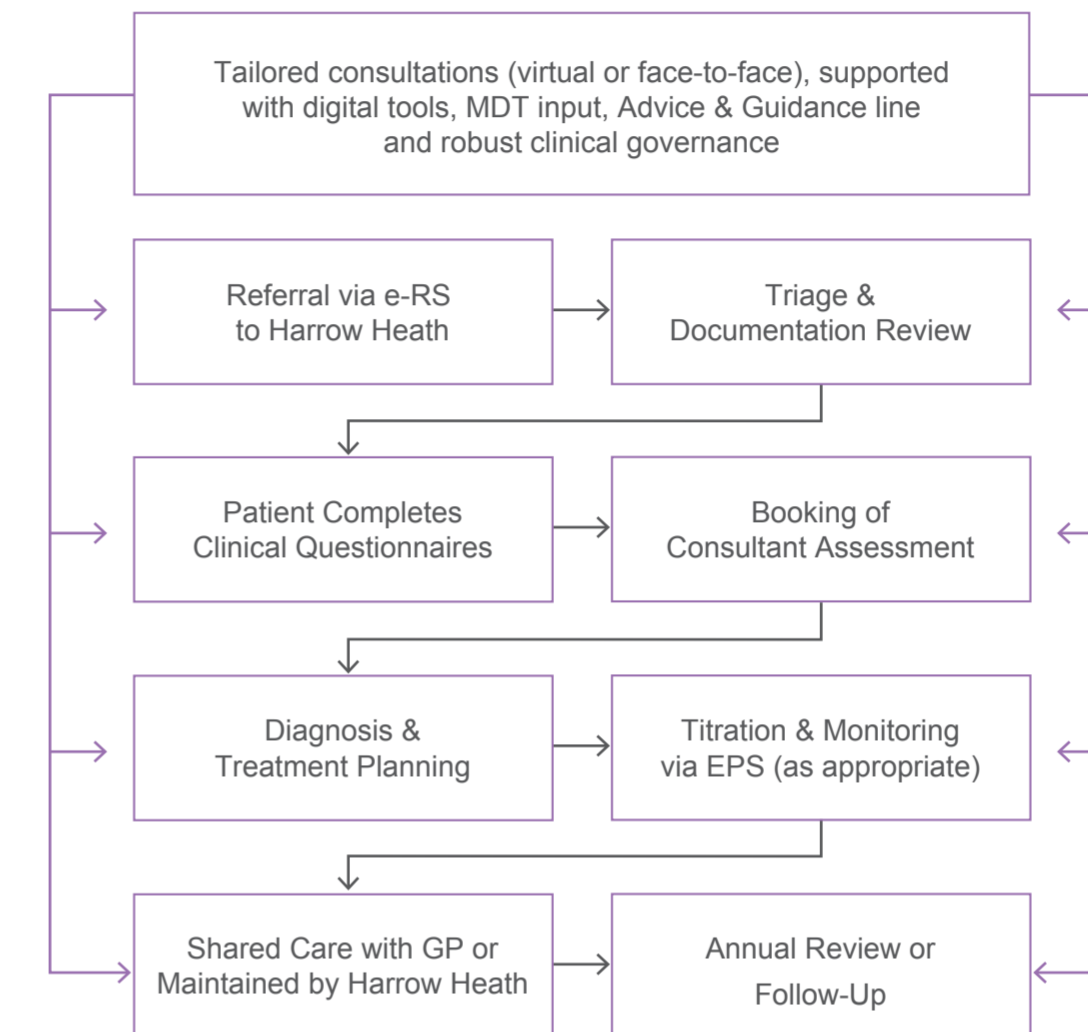
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References:

¹<https://www.heidihealth.com> (please note, this tool is not affiliated to Takeda)

²Recommendations | Attention deficit hyperactivity disorder: diagnosis and management | Guidance | NICE



Harrow Health is commissioned under Right to Choose arrangements with the following Integrated Care Boards (ICBs): Devon, Northwest London, Norfolk & Waveney, Cambridgeshire & Peterborough, and Leicester, Leicestershire & Rutland. They have also submitted applications to Mid and South Essex ICB.