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Adhddiagnosis

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[Mental Health Services](#)

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Breach of guidelines

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We use technology to protect platform integrity, but we don't fact-check reviews

See what reviewers are saying



Anthony

Jun 4, 2026



Our daughter needed to get the diagnosis and medication prescription asap due to being under 18 so this has been a deal changer. Team always friendly and polite Not full five because some explanat... [See more](#)

[Useful](#) [Share](#) [Flag](#)



Julia Ogilvie

Jun 9, 2026



Communication has ben shocking. In fact id say from an ADHD brain it creates more stress. You have constantly to chase updates and prescriptions. No welfare checks despite me emailing in my blood pres... [See more](#)

[Useful 3](#) [Share](#) [Flag](#)



jani bhatti

Jun 2, 2026



I had my assesment, titrations and eventually got shared care with my NHS GP thanks to the adhd diagnosis team. The team has been amazing through out and has literally helped me get my life back on t... [See more](#)

[Useful](#) [Share](#) [Flag](#)



Stella

15 hours ago



The company has very poor administration, not adequate for those who require support and treatment for learning disabilities. The organisation of the company is a mess and causes significant stress t... [See more](#)

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Company details

[Mental Health Services](#)

[Psychologist](#)

Contact info

[United Kingdom](#)

adhddiagnosis.co.uk

All reviews (67)

67 reviews in the last 12 months

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EM Emily Updated 6 days ago
GB • 1 review



AVOID AVOID AVIOD!!!

AVOID AVOID AVIOD!!!! If I could give 0 I would. I promise anyone who had ADHD do not use this provider. It may seem cheap and like the best solution... ITS THE WORST SOLUTION. I'm beyond stressed because of this company. I chase them every month. I've left so many voice messages and emails. No response. I'm going out my mind. They have happily took my money and I have not received my prescription. I've begged them and nothing. I'm 2 weeks without meds and if they understood the impact adhd has on a person they would not do this. Safe to say I'm done!!!!!!

I beg anyone reading this to avoid them for your own mental health

If you have had the same experience pls report them. I will be and I hope they get shut down because it's a disgrace. The 1* reviews are probably the most consistent thing about this place!

13 July 2026 Unprompted review

Useful Share

IC Independent Customer Jul 9, 2026
GB • 1 review



Poor Communication and Aftercare

I rarely leave reviews, but I feel other patients should be aware of my experience.

My biggest concern has been the lack of communication. I have had to repeatedly chase for responses, updates and outstanding issues, including refunds that I was told would be processed. The overall experience has been frustrating and has left me with little confidence in the service.

When you're paying privately for healthcare, you expect good communication, reliable support and prompt resolution of issues. Unfortunately, that was not my experience, and I have decided to transfer my care to another provider.

When I looked for details of how to make a formal complaint, I couldn't find a clear complaints process.

Based on my experience, I would not recommend this provider.

9 July 2026 Unprompted review

Useful Share

G Graham Hollick Jun 29, 2026
GB • 3 reviews



STAY WELL CLEAR IF THIS COMPANY!!!!!!

STAY WELL CLEAR IF THIS COMPANY!!!!!!
I would give it -5 stars if I could

- expect to run out of medication every month as there are continuous delays
- if you finally find the medication that works for you expect it to change if another Dr reviews it and you pretty much have no say
- the pharmacy they use if probably owned by them and double the cost almost on medication
- If you request the prescription to be sent to your address expect it to be sent with a second class stamp untracked
- expect 1 week minimum delay to be sent to your address
- if you use your own pharmacy expect errors to be made on prescription as it has to be word then you will have to wait another week for a new one
- when having consultations don't expect 5 stars treatment, drs are quite rude and just want to hurry you on to next patient
- as a paying customer/ patient when your not happy with the service expect to be told your wrong and be condescended to

This company is cheep for a reason with an extremely poor service..... if your going to go private don't go cheap

Everything about this company is a mess even physically, I went to their pharmacy in person because I run out of medication because they took so long and and they were meant to deliver to my address instead they sent to the pharmacy and their pharmacy looks like a shop from a worn torn country as it looked like no money has been spent on it for about 30 years and very run down.... Don't expect it to look like Boots pharmacy

I will be reporting this company to the relevant authorities Care Quality Commission... unfortunately they can't help with individual cases but if it can help shutting this company down they why not... more complaints they get the more chances they will do something about this dreadful company

If you had same treatment then let s get this company shut down Report it to Care Quality Commission

29 June 2026

Unprompted review

Useful 2 Share

Reply from Adhddiagnosis
Jun 30, 2026

We are sorry to read this review and disappointed that you feel this way about your experience.

Patient safety, continuity of care, and respectful communication are extremely important to us. ADHD prescribing and titration can sometimes involve clinical reviews, medication availability issues, prescribing regulations, and safety considerations. Where changes or delays occur, we always aim to communicate clearly and support patients appropriately.

We are proud that many patients have appreciated our service and that we have helped people access ADHD assessments and treatment at a more affordable price. However, we also understand that affordability must be matched with safe, professional, and reliable care, and we take feedback seriously where a patient feels their experience has not met expectations.

Due to patient confidentiality, we cannot discuss individual medical details or prescriptions publicly. We do not agree with some of the way this review has been presented, particularly comments that are personal or unrelated to clinical care, but we would welcome the opportunity to investigate the concerns raised properly.

Please contact our complaints team directly with your full name and appointment details so we can review your case, including any concerns about prescription processing, medication supply, consultation experience, and pharmacy communication.

We remain committed to learning from feedback, improving our processes where needed, and ensuring that patients receive safe, professional, and appropriate care.



Claire
GB • 2 reviews

Updated Jul 3, 2026



Avoid.....go elsewhere

It went from questionable service to beyond appalling resulting in a lot of distress and upset to my son. I requested a repeat prescription as I have done a couple of times, instantly taken the money and am emailed a phone appointment time for 7.30pm that day (never received that in the past). 7.30pm arrives-no call so I assume it's an admin error. I get a missed call later that evening from a withheld number, no message or email from them. I call the following day (Friday) and speak to Elizabeth who told me she has sent the prescription over to the pharmacy, I chased it up again on Wednesday as I've usually heard from the pharmacy within 24hrs, I get told I didn't fill in 7 forms for the doctor (never received or told previously that I need to do that), and the doctor wants to review my son before issuing a prescription...fair enough, I ask why I wasn't told about this, and this person talks over me and tells me in a rude and patronising way they couldn't get through to me on the phone because I was working (I was off work and had my phone with me at most times). I get given an appointment for Fri 9am a video call, no one attends, I call up repeatedly and eventually they give me a 10am appointment, again no one turns up, same at 11.30 and 11.45 (I called 27 times to get through to them). I finally get to see a person at 5pm who says he won't issue a prescription without my son having a blood test. I try to arrange that on Monday morning but am asked a blood test for what....I don't know as he didn't tell me, I try to get hold of the doctor to ask him and after 18 phone calls I can't get a response. The paediatric phlebotomist is off for two weeks after this week meaning that my son won't have any medication for over a month (if we are lucky) and this has caused massive disruption to him. I asked for the manager Christine to contact me and radio silence, I wrote a complaint email and again, nothing. I've wasted so many hours chasing up people who cannot do their jobs properly and I'm exasperated. To save yourselves a whole lot of hassle, frustration and despair go with literally anyone else.

Additional information 3/7/26

I did email the complaints team and two weeks later I am still waiting for a reply that I highly doubt I'll receive and my son is still no closer to having his repeat prescription despite jumping through every hoop they have put in place. I'm so disappointed in this service.

19 June 2026

Unprompted review

👍 Useful 1

🔗 Share



ADHD

Reply from Adhddiagnosis

Jun 30, 2026

We are very sorry to read this review and are genuinely disappointed to hear that you and your son feel distressed by your experience.

We fully understand how important continuity of medication and clear communication are, especially where a child's care is involved. ADHD medication must be prescribed safely and responsibly, and there may be occasions where a clinician needs to review a patient, request updated forms, or ask for physical health monitoring before issuing a prescription. However, we accept that any such requirements should be communicated clearly and promptly.

We are sorry to hear that you felt communication was poor, that appointments were missed, and that you had difficulty reaching the team. This is not the standard of service we aim to provide, and we would like the opportunity to investigate what happened fully.

Due to patient confidentiality, we cannot discuss individual medical details publicly. However, we take the concerns raised very seriously, including the issues around prescription processing, appointment attendance, call handling, clinical review requirements, and complaint response times.

Please contact our complaints team directly with your son's details and appointment information so this can be escalated and reviewed urgently by management. We are committed to learning from feedback, improving communication where needed, and ensuring that patients receive safe, professional and appropriate care.



Basie Lux
GB • 3 reviews

Jun 12, 2026



Badly let down

I received treatment through this service for almost six months and paid privately for ongoing care and medication. A prescription I paid for was never received, and despite multiple attempts to contact the company, I have been left without support for over three weeks. This resulted in me being forced to abruptly stop stimulant medication that had been helping me manage my ADHD symptoms. Healthcare providers have a duty of care to their patients, and I feel I have been badly let down by the lack of communication and failure to resolve the issue.

11 June 2026 Unprompted review

👍 Useful 2 🔗 Share 🚩

 **Reply from Adhddiagnosis**
Jun 30, 2026

We are very sorry to read this review and are disappointed to hear that you feel unsupported.

We fully understand how important continuity of care is for patients receiving ADHD treatment, particularly where medication has been helping with day-to-day symptoms. ADHD medication must always be prescribed safely and responsibly, and there can sometimes be clinical, administrative, pharmacy, or regulatory factors that affect the issuing or processing of prescriptions. However, we accept that patients should be kept informed and supported throughout the process.

Due to patient confidentiality, we cannot discuss individual prescription details publicly. However, we take concerns of this nature very seriously, especially where a patient reports being left without medication or communication.

Please contact our complaints team directly with your full name and prescription details so we can urgently review what happened, including the payment, prescription status, communication history, and any delays in resolving the matter.

We remain committed to safe, professional ADHD care and to improving our processes where feedback shows that communication or service standards have not met expectations.

 **Lance Alexander Weideman**
GB · 11 reviews

Jun 12, 2026

★ ★ ★ ★ ★

Shocking customer service

Shocking customer service. I have booked my son's titration session for his ADHD medication. The appointment was originally made for 9am. The system takes payment, booking is made, only to be presented with a confirmation email later, that the appointment is now 10am. This morning I wake up to an email sent late last night (almost midnight), where they politely just change the booking to 12h30. I call this morning to get this resolved, as I specifically had to change arrangements that I can have the Titration session at 10am, drop my son at school afterwards, and then go to an important site meeting and client meeting (which I had to reschedule once already when I got the first email changing my booked timeslot from 9am to 10am). The response I got from ADHD Diagnosis, is that the doctor had something come up, so had to move it. They can't accommodate me tomorrow, I must rebook for next week at some point (which means by the time the doctor writes the prescription, posts it, I take it to the pharmacist, my son would have already run out of medication). This is beyond pathetic service, and not the first time this has happened. We had an issue with the last booking made with them as well, but had more notice that time, and they moved it back to the originally booked time slot. This time, they gave 8 or 9 hours notice (which doesn't really count, as it's an automated email sent to me just before midnight, and I was asleep, and woke up to an email telling me the slot has changed again). On the booking emails, you have the cheek to note that no changes can be made within 24 hours of an appointment or else I will be fully charged for the appointment, but you are fine for the doctor to make changes with much much less notice than that.

12 June 2026 Unprompted review

👍 Useful 1 🔗 Share 🚩



Julia Ogilvie
GB · 6 reviews

Jun 9, 2026



Communication has ben shocking

Communication has ben shocking. In fact id say from an ADHD brain it creates more stress. You have constantly to chase updates and prescriptions. No welfare checks despite me emailing in my blood pressure had shot up on the medication. Nom reply to messages left on there answer machine. No out of hours help line. Despite daily emails asking for update on my titration all I got was radio silence. I would 100% of NOT chosen this very disjointed company if I had know.

8 May 2026

Unprompted review



Useful 3



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Nyrée Downton
GB · 4 reviews

Jun 6, 2026



Terrible experience.

I engaged with this company in November 2025 and received a report within 5 days. Unfortunately, my report was full of errors, which I notified them of within 24 hours. I have called and emailed numerous times and have only ever received a response when I have taken the time to leave bad feedback on Trust Pilot. It has been 7 months and I have not received my corrected report and have been ghosted. Avoid this company, it's a scam.

16 November 2025

Unprompted review



Useful



Share



M M
US · 2 reviews

Jun 5, 2026



They tried to scam me

They tried to scam me. Multiple cancellations without notice. I had to challenge them through my bank to get my money back as they did not want to do so. Astonishing lack of communication and care: they ignored my calls and emails. Also they asked me for the money in advance and then they cancelled the appointment with less than 12 hours notice (notice given around midnight the day before). Outrageous and utterly unacceptable way of treating clients, particularly neurodivergent ones, keeping in mind their knowledge about ADHD condition/disability. This awful experience created so much distress and would not wish, even to my worst enemy, to undergo their poor business style. If I knew then how things work I would have probably sued them in court. I would totally not recommend this company at all.

10 November 2025

Unprompted review



Useful 1



Share



Hamish Roberts
GB · 1 review

Jun 4, 2026



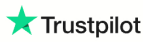
This company is immoral

This company is immoral. It tries to diagnose as many people as cheaply and quickly as it can so it can get them stuck in their ecosystem, unaware of their choices, buying medication off their sister pharmacy at an exorbitant price. It's administration is ludicrously bad, and is another example of how they don't care about the welfare of their patients at all- that is not their business model. I was handed to them after being diagnosed and treated elsewhere and am trying to figure out an alternative as quickly as I can-if I were you I would not go near them, for diagnosis or treatment.

4 June 2026 Unprompted review

Useful 2 Share

See if a website is trustworthy
without leaving the page



Get Chrome extension

SA Sam
DE · 4 reviews

Jun 4, 2026



Not a good experience

Not a good experience. I had to cancel my initial appointment, and I tried getting in touch to reschedule multiple times. They ghosted me

1 October 2025 Unprompted review

Useful 2 Share

LC Lilly Cullen
GB · 6 reviews

Updated Jun 14, 2026



Is the company is in dissolution now?

Hello again,

I got this email on the 8th June:

"... We were sending the invoice to a previous email address. Please do consider adjusting the review you left which was caused by this misunderstanding."

However after sending this money, I haven't heard from anyone, one of your staff members viewed my profile on LinkedIn yesterday though. Is everything ok? Is this the preferred contact method?

1 June 2026

Hi again, are you still operating? Pharma Aesthetics still hasn't heard from you and I am getting the silent treatment too? I've got a voicemail supposedly from the 'Care Quality Commission' - is that anything to do with you?

28 May 2026 Unprompted review

Useful 1 Share

ADHD
Diagnosis
Reply from Adhddiagnosis
Jun 2, 2026

Hi Lilly,

Thank you for your review. We are sorry to hear that you feel your concerns have not been addressed.

Please be assured that our service remains operational. We have recently re-sent the outstanding invoice to you and have also attempted to contact you by telephone to follow up regarding this matter.

Unfortunately, there is currently an outstanding balance on your account, and until this balance has been settled, we are unable to provide any further services.

If you have any questions regarding your account, the invoice, or any communication you may have received, please contact our support team directly. We would be happy to assist and work with you to resolve the matter as quickly as possible.

Kind regards,



Poor communication and unsafe medication continuity experience

Extremely stressful experience with shared care, prescription handling and communication

Our experience with ADHDDiagnosis.co.uk / Health Home Ltd has been extremely stressful and worrying.

We officially asked them to send the Shared Care Agreement to our GP after being told verbally that my daughter's titration had finished. The SCA was not sent to the GP until around 7 weeks later, and only after repeated chasing, many phone calls, stressful emails and a formal complaint email warning that I would escalate the matter.

During this time, we were given inconsistent explanations by different members of staff. We were told the clinician had left, then later that the clinician had only been on holiday, then that someone was being hired, then that there would be further delays, and then that our case had been escalated.

The prescription handling was even more worrying. They told us a prescription had been sent to the pharmacy, but around a week later the pharmacy still had not received it. My daughter had only a few Concerta 54mg capsules left and her A Level exams were starting within days.

I called repeatedly throughout the day during their usual opening hours. I also emailed asking for urgent medication advice, including whether an alternative medication could be used if needed. We did not receive timely written medical advice or a clear contingency plan.

They finally called later that day and said a new prescription would be issued and sent by next day delivery, so the pharmacy would receive it after the weekend and we would receive the medication the following day. I sent a follow up email asking for the tracking number and what would happen if the prescription was lost again. More than 48 hours later, I still had not received a clear update, tracking number, call or email from them.

This was not a normal customer service issue. This involved ADHD medication, mental health, a young person, and A Level exams. The situation was only stabilised because I escalated it to our GP as an emergency, and the GP took over medication once the SCA was finally received.

I have reported my concerns to CQC twice: once about the service we received, including the shared care delay, prescription handling, poor communication and lack of urgent support, and once because the website displays "Care Quality Commission Registered" on multiple pages. I could not find ADHDDiagnosis.co.uk / Health Home Ltd on the CQC register, and CQC has confirmed to me that, based on their understanding, the service is not registered with CQC. I have also reported the website claim to the Advertising Standards Authority, as I believe it may mislead patients and families, and I have reported the poor service experience to Citizens Advice for consumer advice and possible Trading Standards referral.

Based on our experience, I would urge families to be extremely careful. Before paying, ask for written confirmation of who is clinically responsible, when the SCA will be sent, how prescriptions are sent, what happens if a prescription is lost or delayed, who provides urgent medication advice, and what emergency contingency plan exists.

Update after company response:

Thank you for your reply, but it does not address my main concerns: delayed shared care, inconsistent information, prescription not received by the pharmacy, lack of tracking, and the "Care Quality Commission Registered" claim on your website.

The GP taking over was a relief, but the urgent medication issue was only stabilised because I escalated it to the GP as an emergency, not because your prescription process provided a reliable solution!

After this Trustpilot review was posted, we received more than one repeat prescription appointment/form invitation by email after 7pm which we didn't request and one voicemail was left on my daughter's phone. This was confusing and distressing because the GP had already taken over prescribing under shared care.

The company states services are delivered through a CQC registered clinical provider, but they have not named that provider. Who exactly is the CQC registered clinical provider? I asked CQC about Health Home Ltd /ADHDDiagnosis and was told their understanding is that the service is exempt from CQC registration and outside CQC's regulatory remit. I believe this response may mislead readers unless the company

remits. I believe this response may mislead readers unless the company provides the actual CQC registered provider details. I stand by my review. Families should understand the risks around shared care delays, prescription handling and urgent medication support before relying on this service.

29 May 2026 Unprompted review

Useful 2 Share

 **Reply from Adhddiagnosis**
Updated Jun 2, 2026

Dear Parent,

Thank you for taking the time to share your feedback. We are sorry to hear that this period was stressful for both the patient and your family, particularly during such an important time as A Level examinations.

We are pleased that the outcome has ultimately been successful and that the patient has now been accepted onto a Shared Care Agreement with their NHS GP practice, allowing future repeat prescriptions to be managed directly through the GP. We would also like to commend the GP practice for their support and cooperation throughout this process.

It is important to recognise that, by accessing a private ADHD assessment and treatment pathway, the patient was able to receive assessment, diagnosis, titration and treatment significantly sooner than would typically be possible through current NHS ADHD waiting lists, which unfortunately can extend for many months or even years in some areas.

Health Home Ltd acts as the administrative and patient support facilitator for the clinical service. Clinical assessments, diagnoses, prescribing and treatment plans are provided by appropriately qualified and registered doctors and clinicians. The successful acceptance of the Shared Care Agreement by the NHS GP practice demonstrates that the clinical documentation and treatment plan met the standards required for NHS shared care consideration.

We would also respectfully clarify that where a patient is aged 18 or over, they are legally considered an adult. As healthcare providers, we are required to comply with strict confidentiality and data protection obligations. This means that we can only discuss medical information with parents, relatives or other third parties where appropriate consent has been provided by the patient. These requirements are in place to protect all patients and may affect how and with whom information can be shared.

Whilst we understand concerns regarding communication and medication continuity, the overall timescale from assessment through to successful transfer into shared care was completed comparatively quickly. We appreciate that any uncertainty regarding ADHD medication can feel particularly significant during examination periods, and we fully recognise the additional stress this can place on both patients and their families.

With regard to regulatory matters, Health Home Ltd operates as the administrative and patient support company for services delivered through a CQC-registered clinical provider. The patient's care was delivered by appropriately registered medical professionals, which is reflected in the successful transition of care to the NHS GP practice.

We continuously review our processes and take all feedback seriously as part of our commitment to improving patient experience and service delivery.

Most importantly, we are pleased that the patient has now achieved the desired outcome and is receiving ongoing support through their GP practice. We wish the patient every success with their examinations, future studies and ongoing ADHD treatment.

Kind regards,

The ADHD Diagnosis Team

 **Kenneth**
GB · 4 reviews

Updated Jun 23, 2026



New management and support leaves a lot to be desired. Poor communication, prescription delays and unexpected fees. Avoid.

UPDATED:

I initially left a positive review, but after my later experience I no longer feel that reflects the full picture. Great assessment but the rest of the experience is concerning.

I previously left a positive review because my original assessment and

early titration experience were good. The clinician I worked with was thorough, kind, and responsive. Unfortunately, that clinician has now left the practice, and my recent experience has been very different.

Since then, I have experienced repeated delays and poor communication around prescriptions. Emails have often gone unanswered or have not been acknowledged properly. I was also given inconsistent information about shared care and only received clarity after chasing them myself.

I was particularly unhappy with how prescriptions were handled. My prescription was sent through the clinic's recommended private pharmacy process before I had clearly agreed to use that pharmacy, and I then had to explain why I wanted to use my own local pharmacy instead. This felt inappropriate and pressured, especially when the recommended pharmacy was more expensive than my local option.

I was also told there would be a £200 charge for shared-care paperwork. Given the existing cost of private ADHD care, this felt excessive and poorly communicated.

Overall, my original clinician was excellent, but the practice now feels disorganized, unresponsive, and difficult to trust. Based on my recent experience, I would not recommend them. If you do use them, I would advise prospective patients to ask for all costs, associated medication and consultation fees, prescription fees, and ongoing monthly costs in writing before proceeding.

19 May 2026 Unprompted review

Useful Share

Ross
GB · 17 reviews

Updated Feb 9, 2026



Misleading social media advertising

Edit on the basis of company response -

"Regarding same-day appointments — this refers to appointment availability, not a rushed or incomplete diagnostic process. Patients must complete all required documentation before the assessment takes place. The consultation itself is comprehensive and structured, following NICE-compliant standards."

There's no way you can collect and provide everything necessary for a good ADHD assessment in a single day to attend a same day appointment. This means this information will have to be deprioritised.

"We are always transparent that GP acceptance cannot be guaranteed, and we advise patients to check with their GP practice beforehand if they are concerned"

This isn't true on the basis of their social media team. In the comments for the advert at no point did the company representative explain that shared care couldn't be guaranteed and to check with their GP prior to booking an appointment.

"we encourage anyone considering an assessment to contact us directly so we can explain the full pathway clearly and transparently."

Speak to your GP before speaking to them. It's important that you understand what the GP's position will be on Shared Care before approaching the company. If the company understands ADHD in the way they should to assess then they will understand that impulsivity is a key symptom. It seems very much as though this company is not engaging with its audience knowing that this will be a risk. If this is intentional it's exploitative and if it's unintentional then it's negligent.

I've just seen this company advertise on Facebook and their social media team are being misleading. They are saying that GPs will recognise the diagnosis and provide shared care. This is not possible to provide a blanket response on. A significant number of GPs will not accept shared care from a private provider. This may result in people paying for assessments that will mean they have to pay for medication privately (ADHD meds are very expensive).

I also saw on the advert that same day assessments are being offered which makes me deeply suspicious. There is further information that needs to be collected to determine how long assessments have been

needs to be collected to determine how long symptoms have been impacting the person for and this will be difficult to collect same day.

6 February 2026 Unprompted review

Useful 3 Share

Reply from Adhddiagnosis Feb 7, 2026

Thank you for taking the time to share your concerns — we genuinely appreciate feedback like this, as it gives us the opportunity to clarify how our service works.

Firstly, we would never intend to mislead anyone regarding shared care. You are absolutely right that shared care arrangements ultimately sit at the discretion of an individual GP practice. It is not something any provider can guarantee on a blanket basis.

What we do ensure is that our assessments are carried out in line with NICE guidelines, using recognised diagnostic tools such as the DIVA-5 assessment criteria. Prior to any assessment taking place, patients are required to complete detailed pre-assessment questionnaires and provide informant forms (for example from a parent, partner, or someone who knew them in childhood). This is an essential part of gathering developmental history and ensuring that symptoms have been present from childhood, as required for a valid ADHD diagnosis. Assessments are not conducted without this supporting information being completed.

Regarding same-day appointments — this refers to appointment availability, not a rushed or incomplete diagnostic process. Patients must complete all required documentation before the assessment takes place. The consultation itself is comprehensive and structured, following NICE-compliant standards.

In relation to shared care, we provide patients with a full diagnostic report and treatment plan that meets NICE criteria, which gives them the best possible chance of a GP accepting shared care — should their practice choose to do so. We are always transparent that GP acceptance cannot be guaranteed, and we advise patients to check with their GP practice beforehand if they are concerned.

Our service was created in response to the significant shortfall in ADHD provision across the UK. Many individuals are currently facing waiting lists of several years. We aim to provide timely, structured, and guideline-compliant assessments so that people living with ADHD can access support promptly rather than remaining untreated for prolonged periods.

We understand that cost and medication access are important considerations, and we encourage anyone considering an assessment to contact us directly so we can explain the full pathway clearly and transparently.

Thank you again for raising your concerns — open discussion around ADHD services is important, and we remain committed to ethical, guideline-based practice and patient transparency.

 **Becky Trembling**

GB · 1 review

Jan 22, 2026



I contacted adhddiagnosis via phone...

I contacted adhddiagnosis via phone call and email to clarify minimum age for an assessment, no response to email. Phone call they said yes to be able to assess my 4 year old son. The day comes of the assessment, clinician rang me before the video call and was unable to do the assessment as minimum age is 5. Rang adhddiagnosis, they were adamant they had a clinician that could do this at a different day and time. A few hours passed, adhddiagnosis rang to say the age has changed to 5 and he wasn't aware. I asked for a refund, which was agreed on the phone. 2 weeks passed, no refund. I sent an email to state I would be doing a bank recharge if I didn't have a confirmation of the refund process being started.. no response. Fast forward 4/6 weeks later, I received an email of my appt. I replied to stay the appointment date was gone, they couldn't give me the service due to my sons age and that I felt I had no other choice but to do a bank recharge due to no response or confirmation of the refund. They tried to ring me, I missed the call but still haven't heard anything since. There communication via email is awful. Had several attempts of ringing which wasn't answered until I sent an email, the miraculously they answered the phone. Honestly I'd rather pay triple there price and get good communication.

29 November 2025 Unprompted review

Useful 2 Share

 **Reply from Adhddiagnosis**
Jan 22, 2026

Hi Becky, We refunded you over a month ago and called you to confirm. Sorry if you haven't noticed the refund yet. We tried to call you again today also but there was no answer. Feel free to call anytime.

 **devendra namanswary** Jan 15, 2026
GB · 1 review

     → Redirected

BEWARE! False advertising

I made an enquiry and no one responded, further more when I rang the CQC I found out they are not even an ADHD service they are a care home fronting as an ADHD service!! They do not even have psychiatrists let alone doctors and will be reporting them all to their regulatory bodies and the CQC

15 January 2026 Unprompted review

Useful 3 Share

 **Reply from Adhddiagnosis**
Updated Jan 22, 2026

Thank you for your review. We have investigated this matter thoroughly.

After checking our systems, we can confirm that no enquiry was received under the name provided, despite a full review of our website submissions, email inboxes, and call logs.

We also did a quick google search and found that you have posted an almost identical review on another ADHD Clinics trustpilot just a couple of days ago. This raises concerns about the accuracy and intent of the allegations made here.

For clarity:

We do not operate as a care home

We do not misrepresent our services

Our clinical services are delivered by appropriately qualified and regulated doctors, in line with applicable regulatory requirements

We do not prescribe medication outside lawful and professional frameworks

We take patient safety, data protection, and regulatory compliance extremely seriously and would strongly encourage anyone with genuine concerns to contact us directly so they can be addressed transparently and accurately.

We remain fully cooperative with all relevant regulatory bodies and are confident in the legitimacy of our services.

Please do note that patients' lives can really change for the better once they get a diagnosis. Your fake review may put them off, and that may just set them off track from getting the help and support they need.

2. Upon requesting the reviewers' information, they have provided our own phone number as their own. This again supports that is not a genuine review or based on a genuine experience.

Kind regards,
The adhd diagnosis.co.uk Team

 **Rahma** Updated Jan 8, 2026
GB · 2 reviews

     → Redirected

Posting this to raise awareness for...

Posting this to raise awareness for others considering ADHD titration with this clinic.

The £200 fee advertised is for one single appointment only. Despite what is stated on the website, follow-ups are not included.

ADHD medication titration typically requires multiple appointments to find the correct medication and dose. In my experience, there was no

proactive follow-up — I had to contact the clinic each time. Every review or medication change required an additional full payment, with medication costs charged separately.

After paying twice full price, I was clearly told a follow-up would not require further payment. When I later contacted the clinic for that follow-up, I was informed I had to pay again. When I explained what I had previously been told, this was denied and I was effectively called dishonest.

Unlike many other ADHD clinics that clearly break down assessment fees, follow-up costs, prescription fees, and medication costs, this clinic's pricing is very vague.

I have spent around £800 so far, without titration being completed or treatment finalized. I strongly advise anyone considering this clinic to get all costs and follow-up terms confirmed in writing before proceeding, especially if you are new to ADHD treatment.

1 January 2026 Unprompted review

Useful 2 Share

Reply from Adhddiagnosis
Jan 12, 2026

Thank you for taking the time to share your experience. We're genuinely sorry to hear that you feel disappointed and frustrated, and we appreciate the opportunity to respond.

We would like to clarify that the £199 fee advertised on our website is for a single titration appointment. ADHD medication titration is a structured clinical process which, in line with NICE guidelines, requires a minimum of three titration reviews to safely stabilise a patient on the correct medication and dose. This is essential to ensure effectiveness, monitor side effects, and prioritise patient safety.

Patients are not required to complete titration with us, and they are free to continue treatment elsewhere if they wish. However, as a regulated medical clinic, we must follow NICE guidance at all times, regardless of where a patient ultimately continues their care. We cannot safely prescribe or finalise treatment without appropriate review appointments.

Follow-up titration appointment costs are therefore charged separately, which is standard practice across private ADHD services. We would also like to note that our fees for ADHD appointments and titration reviews are among the lowest charged by private ADHD service providers offering the same level of clinical care.

That said, we acknowledge your feedback that pricing and the titration pathway may not have been communicated as clearly as they should have been, and we are actively reviewing how we present this information to improve transparency.

We are particularly concerned to hear that you felt accused of dishonesty. This is never our intention, and we sincerely apologise if any communication from our team came across in that way. We aim to treat all patients with respect and understanding at all times.

We take feedback like this seriously, as it helps us improve our service for future patients. If you would be open to it, we would welcome the opportunity to review your case directly and address any misunderstandings. Please contact our management team via the clinic email, quoting your name and appointment details.

Thank you again for sharing your concerns.

LC Lilly Cullen
GB · 6 reviews

Jan 6, 2026

★★★★★ → Redirected

Hi I'm currently going cold turkey...

Hi I'm currently going cold turkey without the meds and nobody has responded for a week, are you able to see this? Many thanks

6 January 2026 Unprompted review

Useful 3 Share

Reply from Adhddiagnosis
Jan 12, 2026

Hi, thank you for your message and we're sorry to hear about your experience.

We apologise for the delay in response. We can see that a link was sent to you to book a further titration appointment, however this has not yet been booked. If you need any assistance with booking or require further support, please feel free to reach out to us directly and we'll be more than happy to help.

ND Nyrée Downton
GB · 4 reviews

Updated Feb 15, 2026



Still waiting...

I have provided the details requested by ADHD diagnosis below and have still heard nothing. Appalling.

Edited 19.12.25 15.17pm: I sent my correct surname details through on 03 December as requested below, but made contact initially by email and phone the day after the report was received (18.11.25). I heard nothing at all until I posted a bad review on a public forum.

I did send across a detailed list of the errors today (19.12.25) but it took until 17.12.25 for this company to make contact, after a second bad review (above).

15.2.26: Two months later...guess what? Still waiting. Honestly I might as well have set my money on fire. This has been ongoing since November. Three months after my initial appointment and repeated chasers, I am still not in possession of an accurate report. Also, they don't respond to the phone or emails (as suggested below) they only reply when you leave them a bad review...

12 December 2025 Unprompted review

👍 Useful 2 🔗 Share 📄

 **Reply from Adhddiagnosis**
Updated Dec 19, 2025

Dear Nyrée,

You have sent us the email for the amendments of the report today at 1:45pm, the 19th of December. Please allow us time to get the new report sent to you. Thank you for your patience. In the meantime, please feel free to contact us by phone or email.

Many thanks,
The Management Team

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