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# Bedfordshire & Luton Community Paediatrics Service Update

## to Central Bedfordshire SENCO Team Meetings

19<sup>th</sup> & 21<sup>st</sup> October 2021

**Augustina Williams**

**Head of Community Paediatrics Service**

**Sarah Holmes**

**Specialist Early Intervention Practitioner**

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# Current Position

- The average RTT wait is 23 weeks in Beds Service, 34 weeks in the Luton Service.
- The average wait for Autism Spectrum Disorder (ASD) assessments is 25 weeks in Beds, 35 weeks in Luton.
- Children and Young People referred waiting more than 18 weeks  
Beds 316 and Luton 488

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## Bedfordshire & Luton Community Paediatrics Service “One Service Model”

### Aim of redesign:

- Improve patient experience and satisfaction
- Improve consistency and equity of offer
- Improve patient waiting times
- Children and young people seen at right place, right time and by right person/team
- No wrong door
- Address demand & capacity
- Improve staff satisfaction

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## Achievements so far...

Our improvement journey has already started.....we have continued to deliver care during the Covid19 pandemic including:

- Virtual consultations (where clinically indicated), multidisciplinary triage & joint assessments
- Lead Nurse now in post working closely with clinical team to drive improvements focussing on releasing medical capacity
- Clinical Lead in post
- Piloting Remote Blood Pressure Monitoring of children with ADHD
- BOSA for children with ASD enabling continuity for specialist assessments
- Increased skill mix- including recruitment of more nurses
- Supporting systemwide development of pathways for NDD & EHCP

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## Achievements so far...

- Multi-agency complex case discussions in place
- Reviewed models of service delivery/ clinical pathways\*
- Clinical pathways have been re-freshed, incorporating learning from COVID-19. The scale of implementation will be funding dependent
- Stakeholder engagement workshops\*
- Additional funding received to address BOSA/ ADOS assessment backlogs and to conclude diagnostic waits.
- Successful bid to further improve the BLMK CYP Autism Diagnostic Pathway with recruitment progressing.
- Diagnosis Support Pack- Using “tell us about your child” form referral update

Bedfordshire & Luton Community Paediatrics Service  
 Overview of Clinical Pathways

Referral Into Service



ADHD  
 (Attention Deficit  
 Hyperactivity  
 Disorder)

ASD  
 (Autism Spectrum  
 Disorder)

EHCP  
 (Education Health &  
 Care Plan)

Developmental Delay

Suspected  
 Neurodisability

Learning Disability/  
 Difficulty

LAC/CHA IHA  
 (Child Looked After  
 Initial Health  
 Assessment)

Enuresis

Encopresis

Epilepsy

Genetic Known  
 Syndrome

Downs Syndrome

CP (Child Protection)  
 Medical

Post Head Injury

Coordination  
 Difficulties/DCD  
 (Development  
 Coordination  
 Disorder)

Tic/Tourettes

Dyspraxia

Special Schools

## Improvements reflected in Joint Pathways

- A new online referral portal planned
- Increased skill mix and MDT working
- A reduction in follow up appointments/reviews on some pathways inc an introduction of patient initiated follow ups(PIFU)
- Shared nurse advice line with longer opening hours
- Increased pre and post diagnosis support
- Launch of the Parent/Carer Resource Pack
- Learning from Covid 19 pandemic - increased virtual consultations

**Bedfordshire Community Paediatrics  
Service Update** Child Development Centre, Kempston



In order to keep our families safe and minimise Covid-19 infection rates, the service continues to offer a blend of face to face, virtual and telephone appointments matched to the needs of each child and family.

**How long is the wait for the first appointment?**

- The service continues to increase the number of face to face appointments with video / telephone consultations available when clinically appropriate. A clinical priority booking system remains in place.
- Target wait to first assessment is 18 weeks
  - Average wait to assessment is 34 weeks.
  - Over 300 Autism assessments (BOSA) were delivered during August/September 2021.
  - High risk medication reviews are prioritised.

**What is the cause of the delay?**

- Appointments that take place over video/ telephone consultations, but require a face to face physical examination afterwards has increased clinic time.
- Some assessments require a face to face appointment after virtual consultation (dependent on clinical need).
- A 60% increase in accepted referrals between June and August 2021 on the previous year.
- Infection control measures increase the time between appointments: ie Personal Protective Equipment (PPE) and additional cleaning measures.
- National and local shortage of Community Paediatricians.
- Long term sickness of a Consultant Paediatrician has impacted on appointments.

**What is the Service doing to help?**

- We have recruited 3 locum Paediatricians, a new Clinical Lead and three Specialist Nurses. A Speech and Language therapist is also being recruited.
- A daily advice line is in place (Monday to Friday). See details for how to contact below.
- Saturday clinics have been introduced to increase capacity and information about wait time has been added to letters and community resources.
- Autism assessments (BOSA) continue to be delivered.
- Specialist Nurses, Speech & Language Therapists and Clinical Psychologists facilitate ADHD medication reviews (non-complex) and diagnostic outcome appointments.
- A pilot for the self-monitoring of blood pressure and pulse as part of ADHD management at home continues - 30 families have now been recruited.
- A neurodiversity Diagnosis Support Pack (IDSP) has been co-produced with families - see link below.
- The service meets monthly with Parent Carer Forums to listen to feedback and share updates.
- Both Luton & Central Beds Local Authority Early Years SEN (Special Educational Needs) Team now participate in triage of referrals.

**Where can I go for help in the meantime?**

- **Diagnosis Support Pack:** This pack includes information on Child and Adolescent Mental Health Services (CAMHS) and Holistic Advice.
- **DDRP Resources Section:** includes details of the Local Offer and Parent Carer Forum details available in your area.
- **BOSA resources:** including a video have been developed or visit your Local Offer webpages.
- For advice and support our nurse led daily advice line on 01234 310271, is available from 09.30-11.30am, Mon-Fri.

**Co-Produced  
Service Update  
Infographic**

**To be shared with  
parents/carers**

**Transparency on waiting times  
and what to do in the meantime**

**Available on our website here  
for both Edwin Lobo and CDC**  
<https://www.cambscommunityservices.nhs.uk/beds-luton-community-paediatrics/waiting-times-for-community-paediatric>



# Wider Service Updates



- ❖ The objective of the health hub is to create 'one front door' for access to all our Children's Services in Bedfordshire and Luton
- ❖ This means people who access our services will have:
  - ✓ One telephone number
  - ✓ One email address; and
  - ✓ An online referral portal for professionals (dependant upon needs of the individual services)
- ❖ We are also upgrading our website pages for parents and system partners
- ❖ Comm Paeds Service referral pack will be the first to go live on the online portal

My child has received a neurodiversity diagnosis (e.g. Autism or ADHD)

How do I get help - what next?



The **DIAGNOSIS SUPPORT PACK** is an online *'one-stop shop'* for information, resources and signposting for families.

- Introduction
- Positives of Neuro-diversities
- Holistic Approach
- What to expect at your appointment
- Sleep
- Medication
- Talking about a diagnosis
- Sensory Processing Needs
- Mental Health
- Supporting Social Communication Development
- Best Practice Guide for Professionals
- Contact Information and Resources
- Jargon Buster
- Printable resources and links



[www.cambscommunityservices.nhs.uk/dsp](http://www.cambscommunityservices.nhs.uk/dsp)

This pack has been co-produced with the help of parents, young people, local Parent Carer Forums, CAMHS, Education Psychology and other key partners.



Bedfordshire Community Health Services



Now launched...

Click here for [easy read and translation](#)

The weblink to the Diagnosis Support Pack is: [cambscommunityservices.nhs.uk/beds-luton-community-paediatrics/diagnosis-support-pack](http://cambscommunityservices.nhs.uk/beds-luton-community-paediatrics/diagnosis-support-pack) or by scanning this QR Code.

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## What's different about the referral process

- One referral pack to both Beds and Luton Services
- Clear information for referrer on which Children and YP we can provide a service to
- Contains information to signpost to other services where needed
- Provides referrer with info “How to make the referral”
- Referrals sent by NHS mail, online referral portal and SystemOne (no fax, avoid paper)
- We can communicate with parents/ carers if you provide their email address (IG compliant- patient consent)

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## Referral Portal



### What is the Referral Portal?

The Referral Portal is an online referral system designed for professionals, and will help to streamline the referral process for children and young people into our specialist community health services.

Currently, only our Community Paediatric services across Beds and Luton will use the new referral system via the portal, but gradually over time we will be bringing our other specialist services online.

The aims of this Referral Portal will be to enhance patient experience, improve waiting times, and ensure that children will be seen at the right place, time, and by the right person.

### Why are we bringing this new system in?

- Our service receives a high volume of paper correspondence and referrals. A 2019 audit in Bedfordshire Community Paediatrics suggested a 67:32% split paper/digital.
- Paper referrals and correspondence is associated with delays in receipt, high processing times including scanning and risks of delay or non-receipt of information.
- Benefits for our families including automation of sending the Diagnosis Support Pack by email once parent/carer email is provided.

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## Referral Portal

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[OUR SERVICE](#)

[WHO IS THE REFERRAL PORTAL FOR?](#)

[HOW TO ACCESS THE SERVICE?](#)

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*"Seen very quickly. The nurse was very understanding, approachable and empathetic" - Luton community paediatrics*



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## Your support is needed to test our online referral portal:

1. To be part of Online Referral Portal Testing (flexibly to suit your calendar and to be split into 1 hour sessions)
2. To be part of a task and finish group with parents and coproduction lead to create messaging to parents and referrers on submission of the referral

Email: [lydia.rosseter@nhs.net](mailto:lydia.rosseter@nhs.net)



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# Questions?