





Bedfordshire & Luton Community Paediatrics Service Update

to Central Bedfordshire SENCO Team Meetings

19th & 21st October 2021

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Cambridgeshire Community Services NHS Trust: delivering excellence in children and adults' community health services across Luton







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







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







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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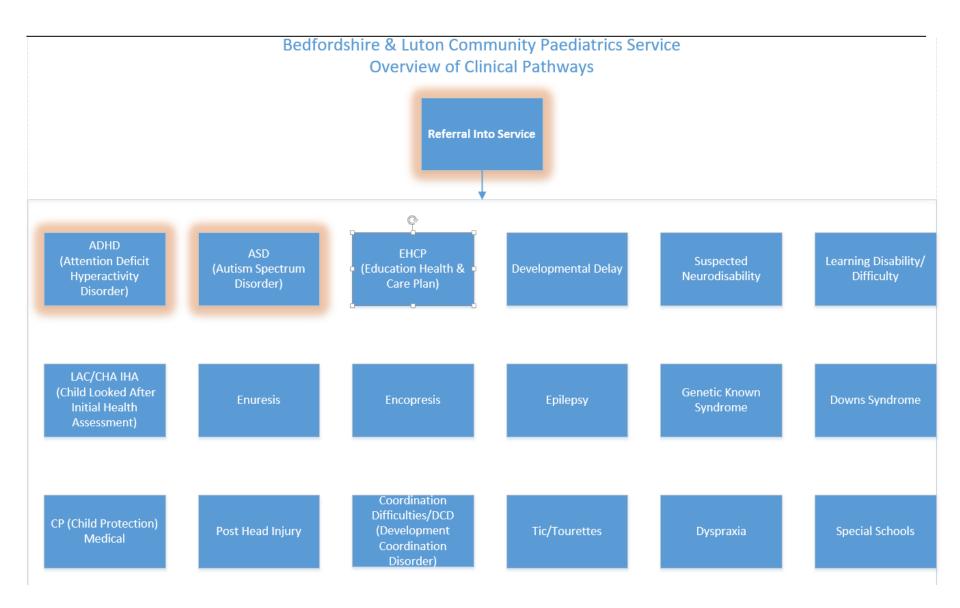
Achievements so far...

- 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















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







Health Services



Co-Produced Service Update Infographic

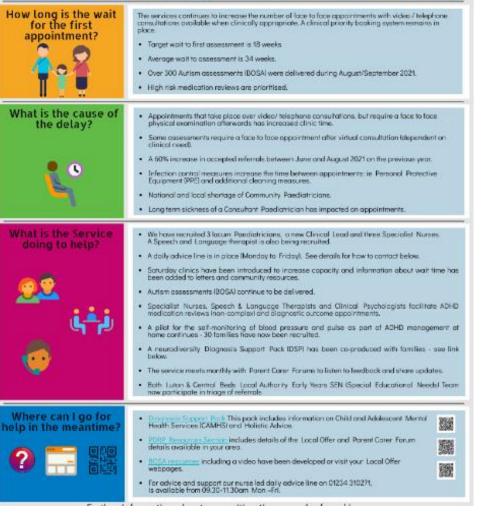
To be shared with parents/carers

Transparency on waiting times and what to do in the meantime

Available on our website here for both Edwin Lobo and CDC

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,



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?

Now launched...

Click here for easy read and translation

The weblink to the Diagnosis Support Pack is: <u>cambscommunityservices.nhs.uk/beds-luton-</u> <u>community-paediatrics/diagnosis-support-pack</u> or by scanning this QR Code. The **DIAGNOSIS SUPPORT PACK** is an online 'one-stop shop' for information, resources and signposting for families.

- Introduction
- · Positives of Neuro-diversities

AGNOSIS SUPPORT PA

- Holitic Approach
- What to expect at your appointment
- Sleep
- Medication
- Talking about a diagnosis



www.cambscommunityservices.nhs.uk/dsp

Sensory Processing Needs

Printable resources and links

Supporting Social Communication Development

Best Practice Guide for Professionals

Contact Information and Resources

Mental Health

Jargon Buster

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





www.cambscommunityservices.nhs.uk/ds

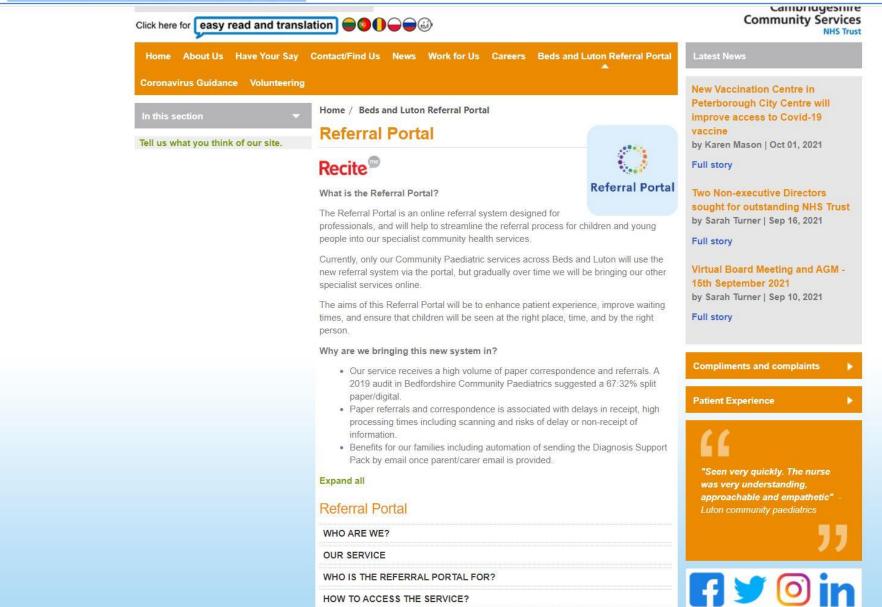






What's different about the referral process

- 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 SystmOne (no fax, avoid paper)
- We can communicate with parents/ carers if you provide their email address (IG compliant- patient consent)



HOW TO ACCESS THE SERVICE?

DATA PROTECTION AND INFORMATION GOVERNANCE

WHAT HAPPENS NEXT FOLLOWING SUBMISSION OF A REFERRAL?

Select Language Powered by Google Translate







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









Questions?

Cambridgeshire Community Services NHS Trust: delivering excellence in children and adults' community health services across Luton