

Paediatric Service – First Outpatient Appointment

Introduction

The COVID-19 pandemic has had a significant impact on the NHS ability to provide routine elective services. We recognise that patients are waiting longer than we would all like and it is not always possible to identify when treatment will take place. This document provides you with information on how you are able to support yourself while waiting to attend the hospital. The guidance has been written by clinicians who are responsible for your care.

When you are waiting for further treatment it can sometimes feel like a long wait. The information and advice here is aimed at helping you manage that wait so you arrive for your appointment in the best possible physical and mental health.

The NHS has limited resources which means that we are unable to treat you as quickly as we would like. Each healthcare provider has to consider the type of help you need, how quickly you need treatment, the best course of action to help you and when and where you can be seen.

The process of sorting patients based on their individual needs is called prioritisation. The system of prioritisation is applied consistently across the NHS to help us to decide the order in which patients receive their treatment. This is essential to ensure that we provide care based on need. The system means that care is delivered in the fairest way possible.

Once a referral has been made from primary care to secondary care, the specialist team conduct assessments and then agree with you on the right course of action. At this stage, the urgency will be assessed. If you have a long-term health condition, for example, you may need treatment faster than someone without.

Guidance for Patients

Conditions treated:

- Paediatric Diabetes
- Paediatric Endocrinology
- Paediatric Epilepsy
- Paediatric Cardiology
- Paediatric Neuro-disability
- Paediatric Gastroenterology
- Paediatric Respiratory

Please note that there are other specialties providing specialised paediatric care for example

Version 1: January 2023 The contents of this information has been reviewed and approved by the Senior Leadership Team of Gloucester Hospitals NHS Foundation Trust

Chair: Deborah Evans

Chief Executive: Deborah Lee

paediatric surgery / paediatric audiology.

Alternative Services

- GP
- Health Visitor
- School Nurse
- ASD Service provided by GHC

For children with a suspected diagnosis of ADHD you should ensure that you have the support put in place in school via the Graduated Pathway (MyPlan, My Plan Plus, EHCP) based on your child's needs. You do not need a diagnosis before requesting and receiving support. Please discuss this with your child's Special Educational Needs Coordinator (SENCO) in their Education setting. There is more information about the Graduated Pathway on the Gloucestershire County Council directory www.gloshospitalsdirectory.org.uk

If you are finding it difficult to get your child the help, they need in school please contact:

Gloucestershire Education Inclusion Service on **01452 427360** or email: schoolexclusions@gloucestershire.gov.uk

You can also contact:

The Gloucestershire Parent Carer Forum which is a Parent Carer led organisation which brings together families of children with additional needs.

The Forum offers opportunities for families to meet (online and in person) for social and peer to peer support whilst gathering their feedback on services.

The Forum can also signpost you to local support groups and activities for your child.

Membership is free for any family in Gloucestershire with a child with additional needs including those with ADHD. www.glosparentcarerforum.org.uk

If you need more support for your family, you can contact:

Gloucestershire Family Information Service on **01452 427 362** or email familyinfo@gloucestershire.gov.uk and they will be able to offer advice and signposting to other services who can help.

My Planned Care Patient Information Platform

- CAMHS
- Physiotherapists, Occupational Therapists & Speech & Language Therapist's

What should I do if my health is deteriorating:

The referral from your GP will have been reviewed and triaged by the team to grade your clinical priority based on the information in the referral.

If you are concerned that your condition or symptoms are deteriorating since you were referred to us, please contact the department. You will be asked the detail the changes in your condition/symptoms since seeing your GP at the time you were referred, and this will be passed to the clinical team will re-assess your priority.

In the case of needing emergency care or urgent review, please contact 111 or your own GP.

Your appointment:

It is extremely important that you keep your appointment. If you have any concerns, please keep your appointment so that you can discuss these with the colposcopist.

My Planned Care Patient Information Platform

If you cannot attend your appointment at the time you've been given, contact the hospital or clinic to rearrange it. It may help to have your NHS number with you when you contact them.

Allow plenty of time for your visit, especially if this is your first appointment. You may have to wait if your healthcare professional's other appointments overrun or they are called away to an emergency.

While you are waiting for your procedure your Gynaecologist may recommend an alternative management or treatment to support your symptoms. It is important that you consider these options.

Urgent Health Advice

For urgent health advice about physical or mental health, when it's not an emergency, please call 111 from any landline or mobile phone. You can also visit www.nhs.uk. The NHS 111 service is available 24 hours a day, seven days a week.

Life Threatening Emergencies

For something life threatening – severe bleeding, breathing difficulties or chest pains – please dial 999.

Additional Support



For advice and support for a healthier lifestyle please contact Gloucestershire Health and Care NHS Foundation Trust ghc.nhs.uk and/or Healthy Lifestyles Gloucestershire hsglos.org

Contact Us

Community Paediatrics Ghn-tr.compaedsecretaries@nhs.net

Paediatrics ghn-tr.acutepaedsecretaries@nhs.net