

Talk Health follow up (for Parents and Carers)

On March 20th we invited representatives from the RACH, SSV, CAMHS and the GPs to come back and tell parents what changes they had made since the PaCC's 'Talk Health' report was written last summer. See the Amaze website for the full report and the full set of notes for the day

Rather than go into great detail about all the changes that have been implemented we have included a brief summary of the exciting new developments that each of the services have made as a result of our report. .

RACH

- New **car parking** arrangements are now in place to prioritise families who have blue badges. If you are in a long queue it is now possible to ring the security guard in the car park and get permission to jump to the beginning of the queue. Details of this will be sent out in your appointment letters but if not ring the hospital switchboard and ask to be put through to the Car Park Security team
- Staff from Seaside View have been training up staff from the RACH in **disability awareness and parent journey training** so they have a better sense of your family's needs
- A new **Health Passport** is now available which gives every day details about children with complex needs. These can be down loaded from the council website for parents to fill in. (More details in Alain Glenn's article)
- A new **specialist epilepsy nurse** is going to be funded to work with children who have complex epilepsy in the community.

Seaside View

- **Physiotherapy technical instructor** is now in post to help support the work of physiotherapists in schools.
- Parents will be told how long the **therapy appointment waiting list** is when they receive a letter from the therapist.
- **New early years groups** have been re launched following feedback from families and are better attended
- **New leaflets** explaining about each service and eligibility criteria have been written with the help of the PaCC to ensure they are parent-friendly.
- Children with complex needs in mainstream schools will soon be getting a **new health care plan** which outlines their individual requirements.

CAMHS

- Are in the process of developing **new leaflets** explaining more about the different tiers within the service and eligibility criteria.
- A **simpler referral process** will hopefully ensure young people are referred to the correct service more quickly.
- **Greater transparency about waiting times** is being provided by better information at the point of referral
- **Clearer ASC pathways** have been developed in each tier.
- Work with schools and the parenting team in the council is looking at a **behaviour management strategy** for young people with challenging behaviour.
- **New Psychologist post at the RACH** has been introduced to help support children and young people with long term health conditions that don't meet

the criteria for direct CAMHS support. They do however need emotional support to help them cope with their health condition and keep up with the treatment.

GPs

- **New website** for GPs is being developed and the designers will be working with PaCC to ensure that the section on young people with disabilities is appropriate.
- GPs will be receiving **training in the parent journey** in their protected learning schemes during the year.
- GPs will be urged to give children with additional needs **priority when booking appointments and if possible a quieter area to wait in**

Amaze and the PaCC will continue to work closely with the service managers and commissioners in these health services to deliver improvements. Please tell us if you notice any improvements in these services (or not) by emailing debbie@amazebrighton.org.uk