

TAMESIDE AND GLOSSOP PAEDIATRIC COMMUNITY SERVICE



April 2019

INFORMATION LEAFLET FOR PARENTS AND CARERS

Your child has been referred to the Community Paediatric Service.

We are a community based team of children's doctors and nurses with specific training in child health and development. We see children in a range of different settings within the community. Your child will usually have been referred to us by your General Practitioner, Health Visitor, School Nurse or other health professional.

What do Community Paediatricians do?

- We assess and contribute to the management of children who have delayed development, learning and behaviour problems and those with complex medical needs and disability.
- We provide medical advice to Education as part of your child's Education Health Care Assessment.
- We assess and manage the health needs of children who are placed in foster care or are going through the adoption process.
- We work closely with many other health professionals for example physiotherapists, speech therapists, occupational therapists, psychologists and hospital specialists.
- We also have strong links with schools, education services, social care services and voluntary organisations so as to ensure that your child gets all the care and support he/she needs.

Where will my child be seen?

Your child will usually be seen in your local clinic.

We do also see children in school, particularly children in specialist settings. It is common for us to ask school for information prior to the appointment so that we have a full picture of your child.

How long will the appointment last?

Your child's first appointment will usually last about an hour.

What will happen during the assessment?

- We will ask you about the concerns you have and also general questions about your child's health (including pregnancy, birth, past and present problems), development and family history.
- Your child will usually be weighed and measured.
- We will observe and examine your child.
- It is possible that there may be trainee doctors or nurses observing in clinic, so please let us know if you do not wish a student to be present.

- Please bring any relevant reports with you. This includes the red book for children under 5, and up to date information from school.
- If you feel that you might want to speak to us without your children present, please arrange for another adult to come with you so that your child can be supervised whilst you talk in private.

What will happen after the assessment?

- We will write to your GP and will send you a copy of the letter.
- The referrer, Health Visitor, School Nurse and any other relevant health professional will also receive copies, including school where relevant.
- We will send copies to other agencies if they are involved with your child.
- Your child may be referred for tests e.g. blood tests, X-rays or scans. These will usually be arranged at Tameside Hospital or occasionally at Royal Manchester Children's Hospital, depending on the type of investigation.
- Your child may be referred for further assessment e.g. neurology, genetics, physiotherapy, occupational therapy etc. A copy of the clinic letter will usually accompany any referral.
- We will let you know if we need to see your child again.

Who do I contact if I have any questions?

The Community Paediatric team is based at
Hyde Clinic, Union Street, Hyde
SK14 1NT

Telephone Contact Numbers:

Gail Claydon 0161 366 2277 (Dr Lawson/Dr M Khan)
Sue Gillespie 0161 366 2278 (Dr Massarano & Dr Zeb Khan)
Lisa Rydings 0161 366 2279 (Adoption Medicals/Newborn hearing)
Gail McGovern 0161 366 2282 (D.Day, N. McKellar, Special Schools/LAC)
Karen Holland 0161 366 2281 (Appointments, LAC, hearing assessments)

The service can be contacted Monday – Friday 9.00 a.m. – 5 p.m.
Messages can be left on the answerphone outside of working hours.

It will help us greatly if you have your child's NHS number to hand when you contact us.

Language, Interpretation and Patient Support Service (LIPS)

If you require an interpreter to assist at your child's appointment please ask an appropriate family member to contact our Community Paediatrics Admin Team at Hyde Clinic.

Help us to help you

It is important that we keep our records up to date as should the information about your child be incorrect, we may be unable to contact you if we need to inform you about changes to your child's appointment. If you change your GP, address or telephone number, please contact us as soon as possible. Do please provide a mobile number where possible.

It is essential that you carefully read all enclosed documentation paying particular attention to the date, time and location of your appointment. Parents who fail to bring their children to appointments also risk their child's health as they may miss out on vital treatment or an important diagnosis.

Missed appointments cost the Trust £3million per year.

It is important that once your child is given an appointment, the appointment is kept or the community paediatric service is given clear advance notice if you are unable to attend. As well as the financial cost, missed appointments are a waste of administrative and clinical time and force other children to wait longer for appointments.

Help to reduce wasted outpatient appointments by contacting our Admin Team on 0161 336 2281 if you need to cancel or rebook an appointment.

The Trust reserves the right to discharge patients and refer them back to their General Practitioner (GP) if they:

- Fail to bring their child to an appointment without giving prior notice
- Cancel or refuse more than 2 reasonable offers of an appointment

Patient Advice and Liaison Service (PALS)

This service offers confidential advice, support and information to parents, relatives, friends and carers. PALS will do their best to help you to resolve any concerns you may have about care received. PALS are keen to receive both positive and negative feedback about your experiences with the service. PALS can be contacted on 0161 922 4466 or pals@tgh.nhs.uk

Please be aware that we are a no smoking Trust.

If you have any questions you want to ask, you can use this space below to remind you

If you have a visual impairment this leaflet can be made available in bigger print or on audiotape. If you require either of these options please contact the Patient Information Centre on 0161 922 5332

آپنی یقینی اہم پڑتے یا بولتے نا پائیں، تاہم انگریز کرنے اے ٹیکنیک ہلپ ڈیویس کے ساتھ ٹیلیفون سے
یوگا یوگا نمبر 0161 331 5149/5150 اہم ناہارے، تھن ابرا آپناکے ساہیا کرتے پارہے۔

آپ اپنی اہم پڑتے یا بولتے نا پائیں، تاہم انگریز کرنے اے ٹیکنیک ہلپ ڈیویس کے ساتھ ٹیلیفون سے
0161 331 5149/5150 نمبر پر رابطہ کریں تاکہ آپ کو اپنی اہم پڑتے یا بولتے نا پائیں، تاہم انگریز کرنے اے
ٹیکنیک ہلپ ڈیویس کے ساتھ ٹیلیفون سے۔

اگر یہ معلومات پڑھ نہیں سکتے ہیں یا آپ کو اس کی سمجھ نہیں آتی ہے تو براہ مہربانی آئٹیم ٹیم کے ساتھ ٹیلی فون نمبر
0161 331 5149/5150 پر رابطہ کریں تو وہ آپ کی مدد کر سکیں گے۔

Document control information

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