

Stoke on Trent Aiming High Parent Carer Forum

Wednesday 21st October 2015

Targeted Intervention Service Presentation & Consultation

Present

- 6 Forum members
- 1 Forum Chair
- Natalie Cotton, Stoke on Trent Clinical Commissioning Group
- Sue Garland, Staffordshire & Stoke on Trent NHS Partnership Trust

Members briefed on the CCGs role in delivering the Equality Delivery System (EDS) to gain experience and feedback around commissioned services to identify any negative impact, barriers to fair access and recommendations for areas of improvement.

An equality monitoring questionnaire was shared and members were asked if they wished to complete the anonymous questionnaire (copy attached).

Discussion

- Change in commissioning landscape meant a different model for delivery school nursing services, which consisted of two elements a) Public Health Advisory Service (PHAS) (role of Local Authority) and b) Targeted Intervention Service (Role of CCG). PHAS contract awarded and service commenced September 15.
- Previously old system only covered young people up to the age of 16. The service is now up to age 19.
- Birmingham Community NHS Trust won the tender for the Staffordshire School Nursing Service; therefore School Nurses who work at Staffordshire Schools now come under Birmingham.
- If you have a child who lives in Stoke but attends a Staffordshire school they will come under the Staffordshire School nurses team and vice versa.
- There is a referral hub in development which hasn't fully come into operation as yet. Current working title of hub is 'Our Health 9-5 team' name will be consulted on with children, young people, parents, carers and families.
- Aim to build stronger relationships and links with GPs, health visitors and Early Years Services, hoping to minimise gaps that services users have identified in the previous service.
- Plan is that all referral information is gathered via hub at first contact. Introductory letter will go out to families welcome to the area, includes who will support them this is how you can contact the service.
- Changes to the way the staff work.
- Hub will have one contact number secure email address general info email address for ease of contact. Aim: Criteria prioritise urgent cases developing pathways including the new SEND element.

Questions from parents

Question

Mainstream school relied heavily on the school nurse to provide important, consistent information about health needs of complex child. Parent has been informed there will no longer be a named school nurse and is concerned that information won't be consistent.

Response

Historic service inequitable across the area, concern identified by service users that if their school nurse was not available (sick, on holiday etc) then there was no-one to help with concerns/ queries. No previous coordination relating to the caseload of individual nurses. The new service will be needs led. New cases will now identify needs and determine what level of support/ intervention is required. Public health advisory team and the targeted intervention team will work with service users for as long as required to safely and effectively meet the needs of the child.

Question

Parent concerned that changes taking place will take time to embed. How long will this way of working last –'parents get used to a system then the system changes'

Response

The Targeted Intervention Service is commissioned against the NHS Standard Contract, with opportunities to extend for periods of up to 2 year. There will be flexibility in the way that the service is delivered .g. if gaps are found the provider will adapt their provision to deliver that service. Service users and members of the public are invited to engage and consult in any changes to commissioned services, therefore if any changes were to be proposed over coming years, a consultation and engagement process would follow.

Questions

What Do School Nurses Do?

Response

They provide clinical and nursing expertise around the health needs of our children in the city. They will work in partnership with parents, health professionals (paediatricians, therapists etc.) as required.

Question

Is there a difference to the school nursing service in a Special Needs School compared to mainstream?

Response

It has been recognised that those children in special school will have complex medical/ health needs. A mapping exercise has been undertaken to understand the levels of needs across all schools in the city to enable to workforce to safely and effectively be attributed to where the need is. Staff will be moved according to need, the service is aimed at ensuring all children and young people receive a qualitative service based on need, not educational setting.

Question

Will school nurses pull everything together between the services? For example Speech & Language CAHMS etc.

Response

If it was a requirement for an EHC Plan (for example, it might be that the physio is the best person to bring it all together) as they are the health professional that understands the needs of the child best. It won't always be the school nurse. It might be best initially for the parent to contact the hub but may not necessarily be the school nurse who coordinates it but is the person who will signpost you to the right person. One reason why the service is changing is because of the different level of support offered at different schools. The new way of working will establish a core offer for all schools.

J.B asked if the Forum could have a look at the draft document regarding the new service to share with parents for comments.

General statement – parents seemed to be 'ping ponged' at the moment no coordination.

Question

Will a child with mental health issues access the hub?

Response

Any child, young person, parent, carer or teacher can contact the hub. If it is a low level mental health/ emotional need then the hub may be able to help. However, if it was deemed that specialist expertise was required then the service would signpost to the CAHMS hub. Also schools are also now in position to purchase additional support if they so choose.

In general terms it is acceptable for parents to contact the School Nurse hub for any health related concerns. Referrals will be assessed and appropriate action taken e.g. referrals accepted or referral to an alternative service. No service user/parent/carer will be left without a response or direction.

Question

Will you still have to go through the school nurse to review change of pad for child with continence issues?

Response

Currently in special schools it will remain the same that is go through the school nurse. However, the service will be reviewing if this is the best way of using the resources.

Question

Would a child with continuing needs around ability to walk and referral to the wheelchair service been done through the school nurse service?

Response

If the child is currently receiving a service from the physio – that would be the place to direct a referral as they have got the best clinical judgement and expertise.

Question

A child who has continence issues can use a toilet but unable to clean themselves afterwards. Young person is aware of the issue is feeling embarrassed and parent concerned that the young person's dignity is being compromised. The parent wanted to know where and what support was out there and how can they access it. Would this be a school nurse hub remit?

Response

Initially the school nurse may be able to offer some help tips ideas etc. However, they may also decide to refer to the continence service or specialist in soiling etc.

Summary of Equality Monitoring Questionnaire Responses

- Ethnic Group
 - All responses from members were white/ British
- Gender
 - All responses from members were female
- Gender Identity
 - All responses from members were the same gender as assigned at birth
- Age
 - 1 member aged between 25-34
 - 5 members aged between 35-44
 - 1 members aged between 45-54
- Religion
 - 3 members had no religion
 - 4 members were Christian
- Disability
 - 3 members had no disability
 - 4 members had a disability