



# Transforming Neurodevelopmental Services for children and young people and their families in Sheffield

First Priority for Integrated Care in Communities



# Agenda and Aims

## Main Room

- Quick overview of what we have been doing and qualitative results of the survey

## Break out groups

- Review and theme the qualitative feedback
- Confirm whether our aims address the feedback
- Identify any new issues that we're not addressing
- Any additional data analysis required or any additional questions in next version of the survey

## Main Room

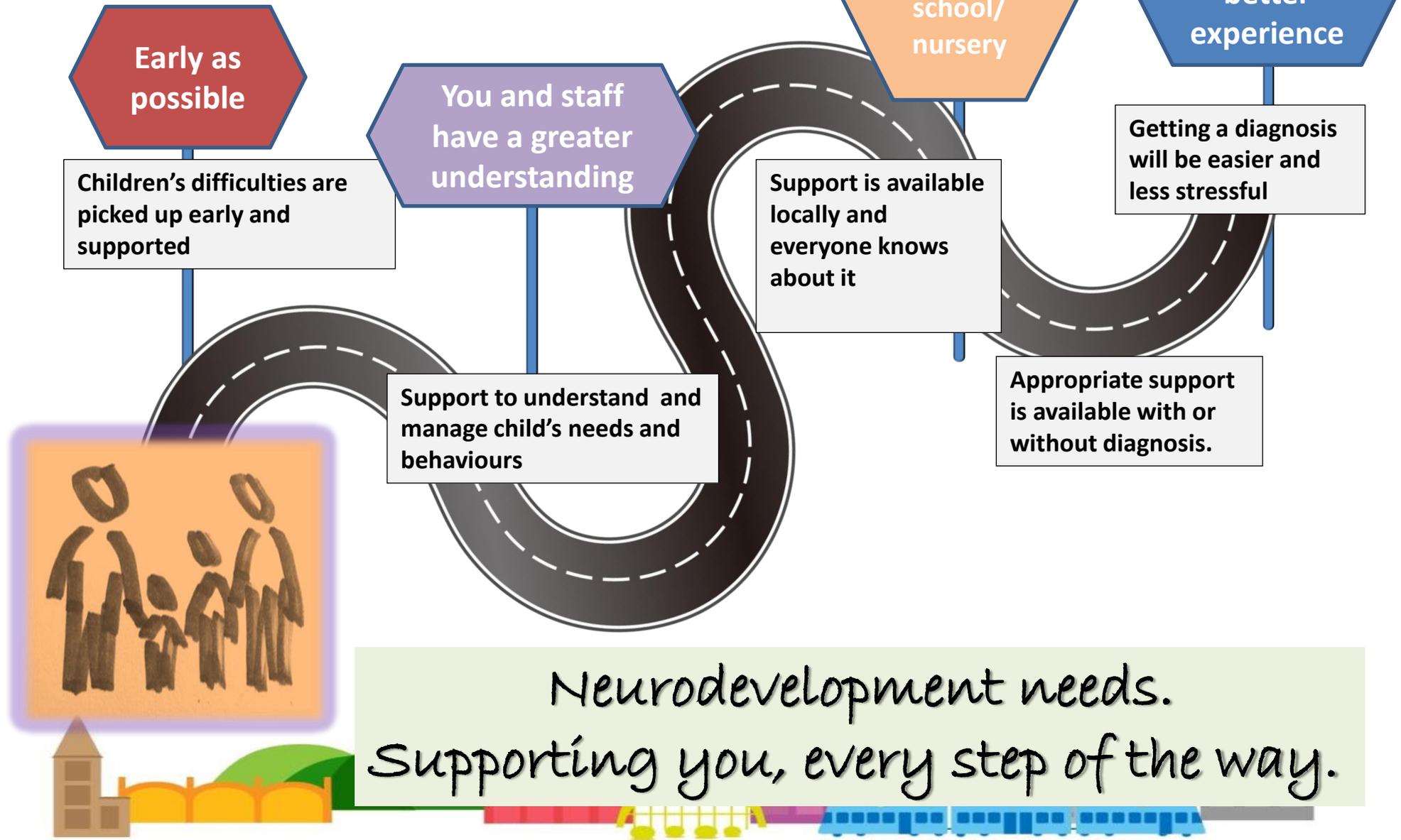
- Identify which questions we want to see improved scores to when we re-run the survey – Mentipoll
- Next Steps and Close at 12.30



# Housekeeping



# The Aims



# The Plan

- **Right identification at the earliest time:** ensuring children's vulnerabilities and needs are picked up and supported as early as possible. We want to support front line health, care and educational staff have the right skills and knowledge to have informed conversations with family, be able to support families and be able to signpost confidently.
- **Right support, right time:** putting in place the right support for families based on need, not diagnosis
- **Integrated care in the community:** bringing together professionals from education, health (physical and mental) and care to assess and address the needs of children and young people, closer to home, e.g. schools
- **Improving the assessment pathway:** co-developing better referral, assessment and diagnosis pathways for neurodevelopmental conditions to better meet family needs, including improved booking processes and development of a Sheffield Children's Single Point of Access (SPA)
- **Autism in Schools:** Nationally funded project to improve the response in mainstream secondary schools to the needs of autistic students. 10 secondary schools across Sheffield have signed up to the project.
- Extensive engagement – survey to parents (Healthwatch)

# HOW DO WE FIX IT

## What have we done so far

### Provide families with timely assessments

Increase capacity

- Secured Accelerator funding unable to recruit
- Secured CCG investment to help long term - awaiting recruitment

Improve the pathway

- Agreed new referral criteria and pathway
- New SPA ready to implement-pending recruitment

Redesign assessment pathway

- MDT reviewed virtual ways to assess –concluded F2F still most effective.
- Changed pre-school pathway
- Redesigning ADHD pathway

### Ensure support for CYP and families

Provide improved support to families before diagnosis

- Produced new Patient Booklet on SCFT website with links to other key websites. 14,000 + hits
- Families on waiting list have been called individually to offer support

Improve staff education

- Increased capacity in Sleep and Behaviour Management workshops to accommodate demand
- Newly trained 216 Early Years staff to identify potential ASD and support families

Improve support in Schools

- Children now being seen holistically in school panel meetings
- Successfully bid and commenced project to support 10 mainstream secondary schools



# Impact

## Provide families with timely assessments

### Now:

- Consistently applied **new** referral criteria
- **Improved** Neuro/CAMHS working relationship

### Next 6 months :

- SENCOs and families know when children are added to waiting list.
- Reduction in double referrals/bouncing between services
- Reduction in complaints about waiting list process (currently 70% of complaints)

### Next 12 months:

- Reduction in waiting list length
- Reduction in complaints about length (currently 30% of complaints)

## Ensure CYP/ Families get the support they need

### Now:

- Families feel someone is listening to them and trying to help meet their needs
- Health and Care staff now communicating directly with each other to resolve issues
- Children's needs addressed quickly within 1 community setting through direct health and care discussion

### Next 6 months :

- Children's needs addressed quickly within all community setting through direct health and care discussion (pending recruitment)
- Families have increased confidence and trust in school support - reducing the need to contact health for support

### Next 12 months

- Reduction in children in crisis
- Improvements in school attendance and reduction in exclusions
- Improved awareness and resilience in families.

# Future Plans

- **Continue to ensure support for children, young people and families pre and post diagnosis.**
- **Extend attendance by health staff at school panels (looking at areas where there are health inequalities)**
- **New Single Point of Access up and running and ensure new SENCO referrals are introduced**
- **Roll out/Widen Health Education England training project**
- **Hearing from families and communities especially in areas of deprivation**
- **Develop good communications with parents to increase confidence in services and understand the different roles.**
- **Continue to measure impact**
- **Provide support to reduce waiting lists where possible**



## HOW WE HAVE USED YOUR FEEDBACK SO FAR.

You  
said

- You have shared experiences at our workshops
- helpfully challenged our aim for more health in schools
- You said Yes to sending a letter to Schools (cc'd to Parents) informing them that a child has been added to a waiting list for an ASD assessment and to support appropriately.
- You said Yes to SENCOs able to refer with support.
- You shaped our parent/carer survey questions and tested it out.

We did

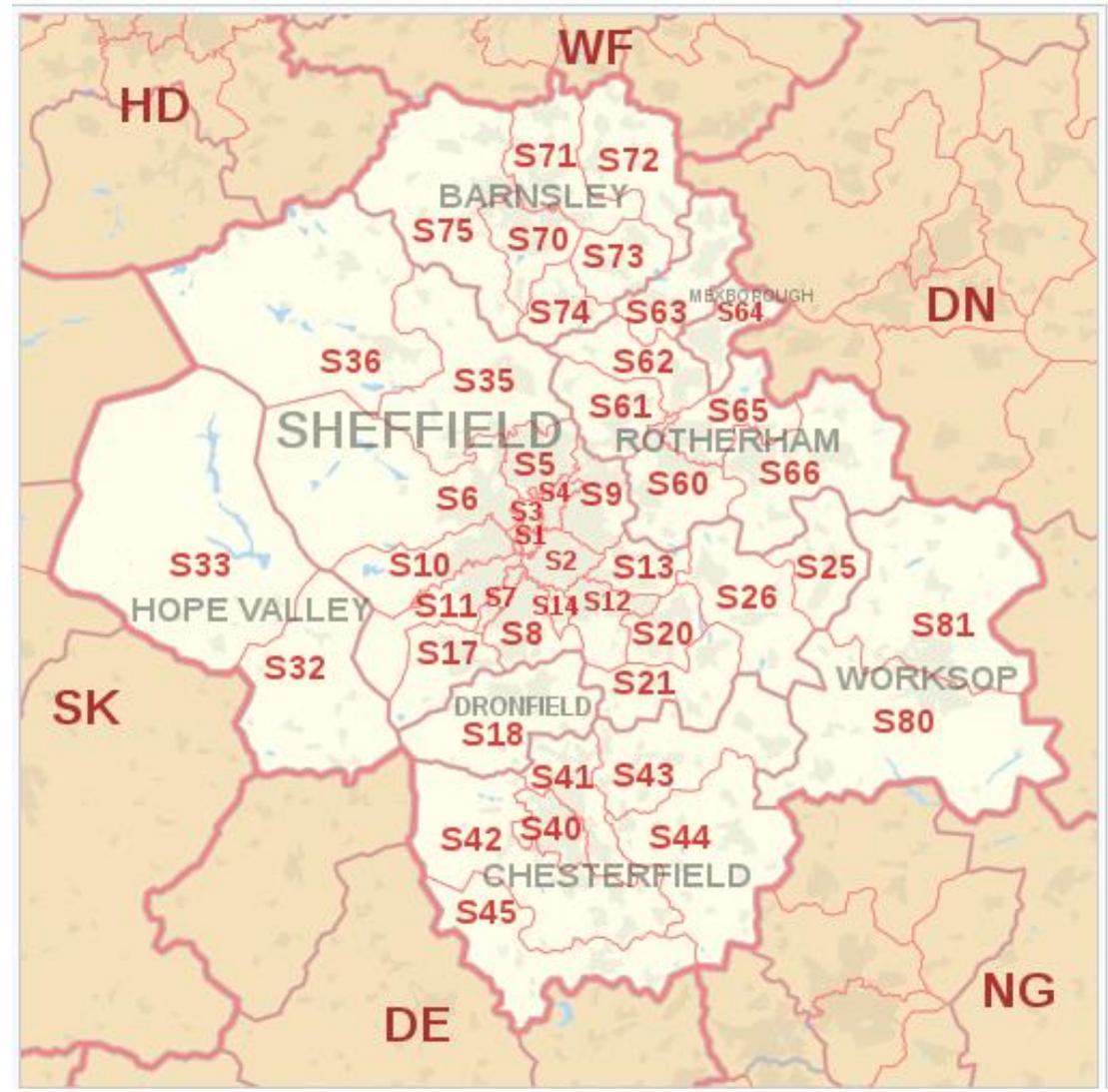
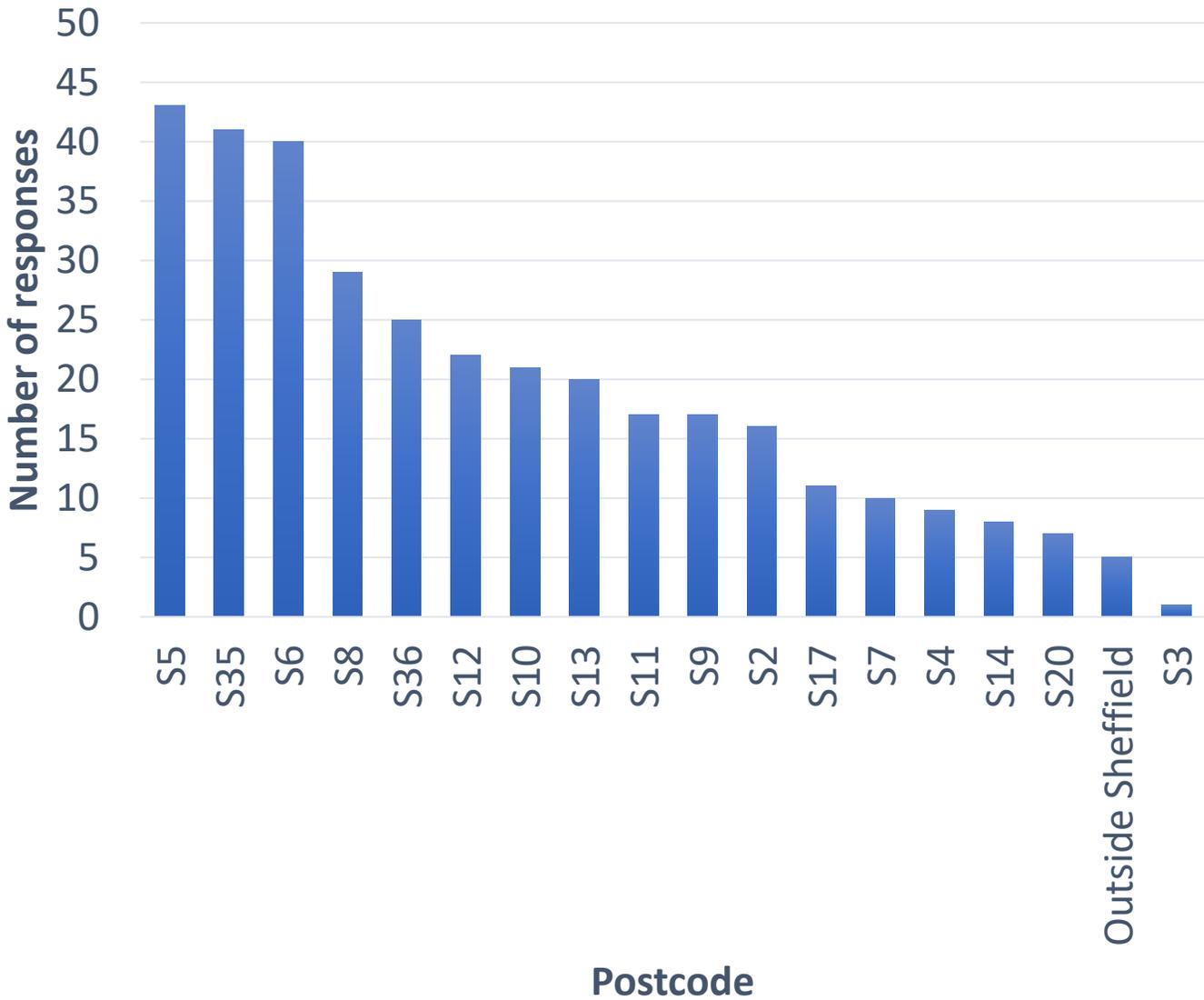
- Reinforced our aims and defined our workstream scope
- influenced how our websites provide the same information.
- Informed our next workshop aims
- reconsidered how we approach providing care closer to home/schools
- We now will be informing schools of a referral.
- The letter to schools co-developed with a small group of parents. Letter will be part of standard communications asap
- SENCO training to aid referral – start in new year
- We have now received over 543 responses so far to the parent/carer survey



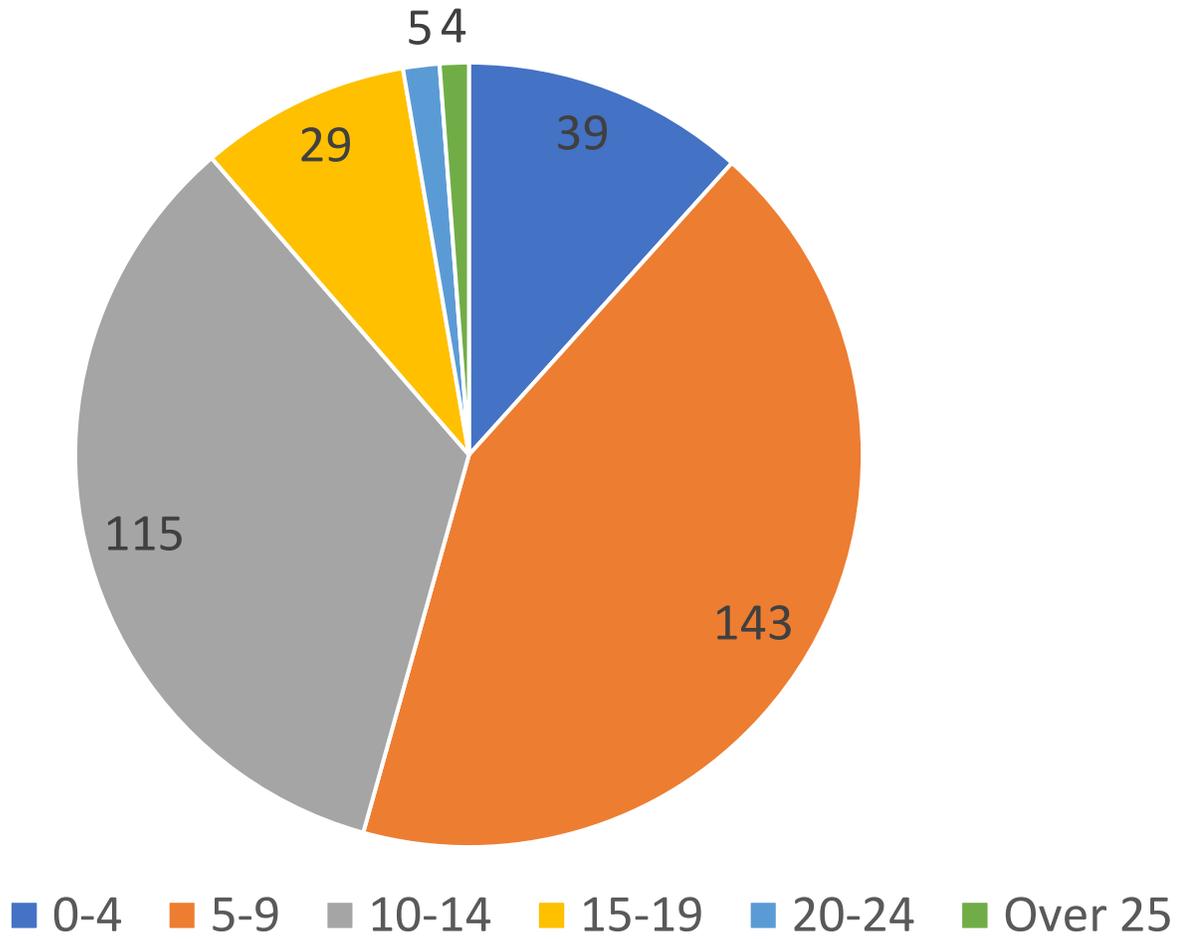
Highlight results from the survey so far.



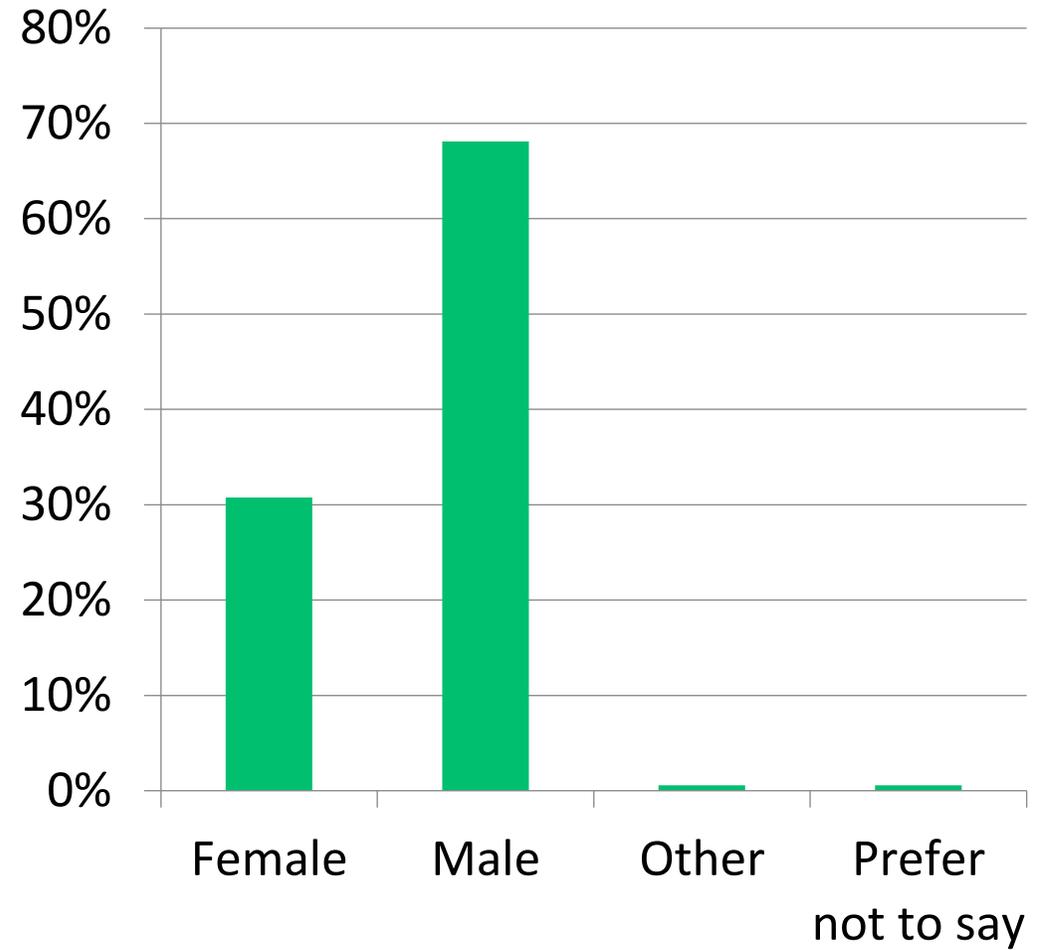
# Postcode distribution of responses



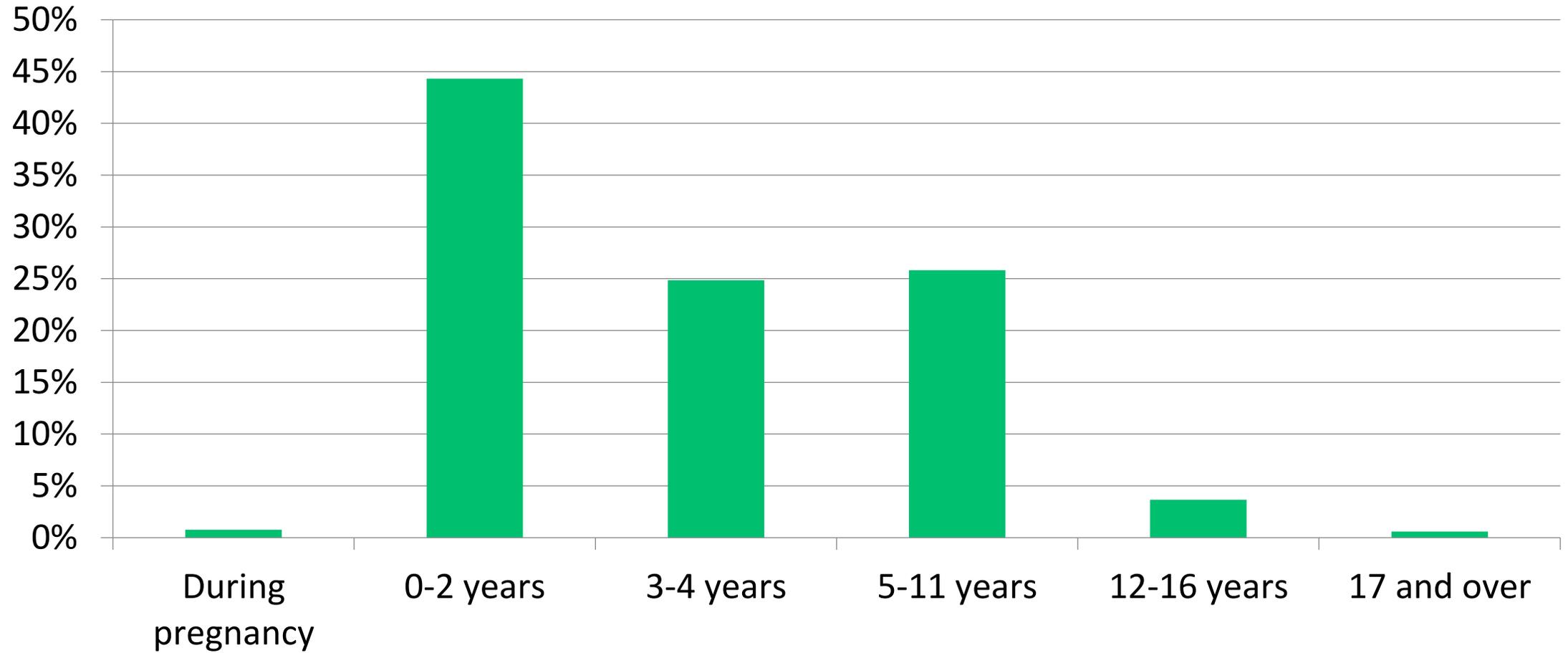
### Age distribution of respondents' children



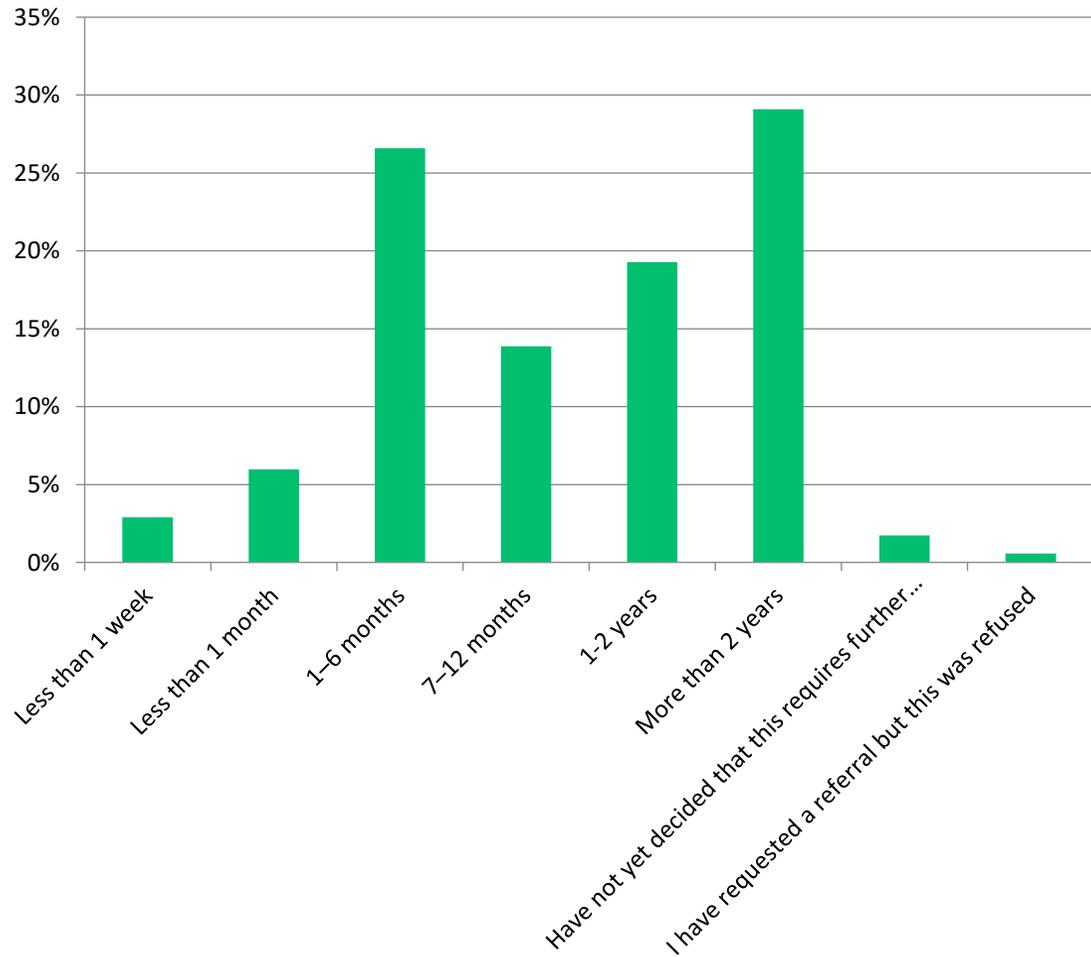
### What is their sex?



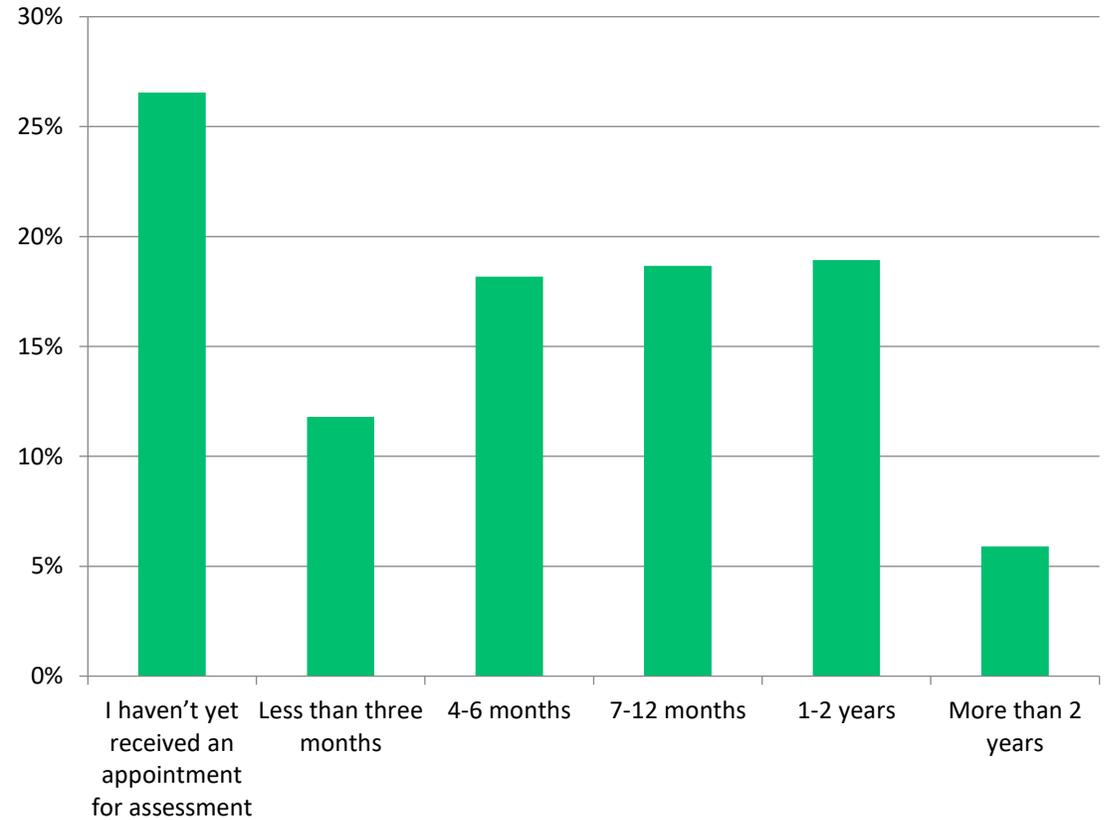
How old was your child when you (or someone else) first raised concerns about their development? (Please tick the relevant box)



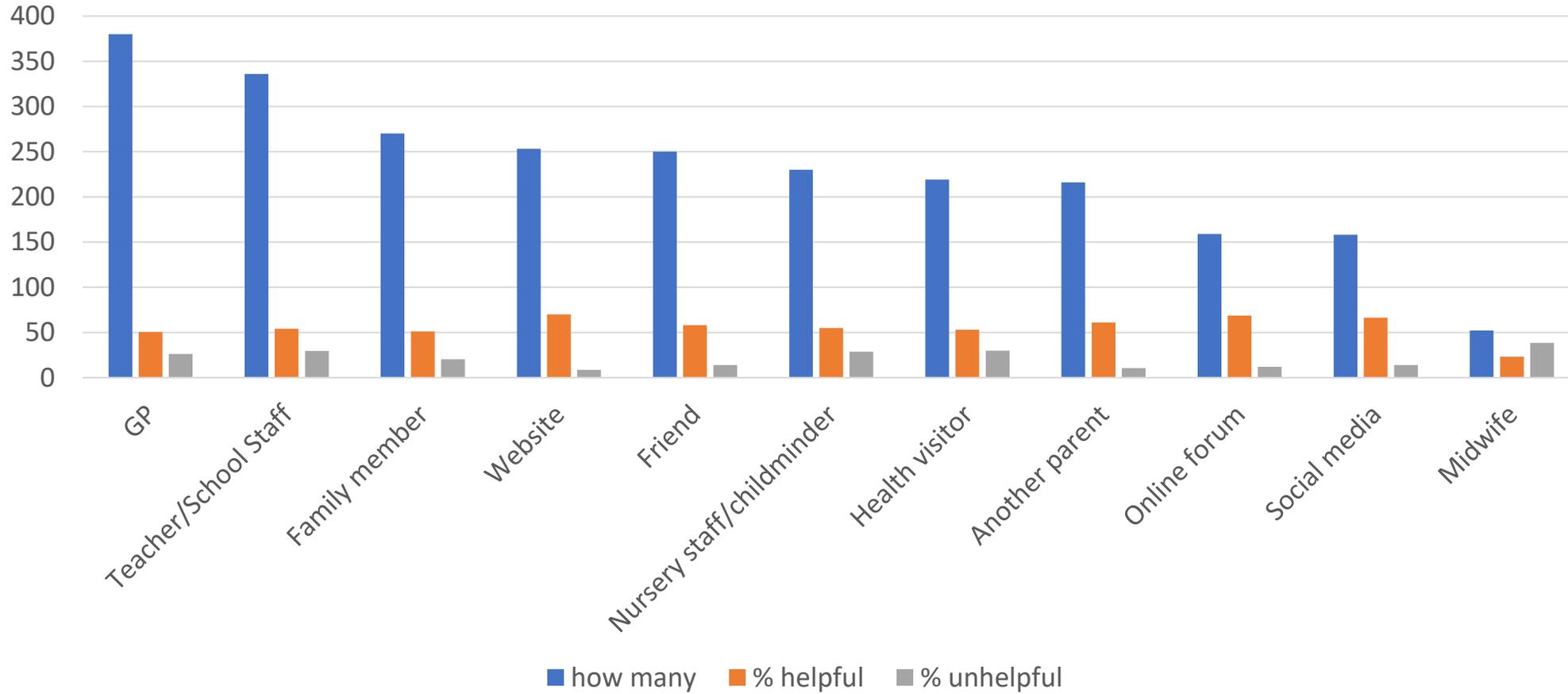
How much time passed after your child's needs were noticed and a decision was made to request further investigation? e.g. an assessment for autism or speech and language therapy



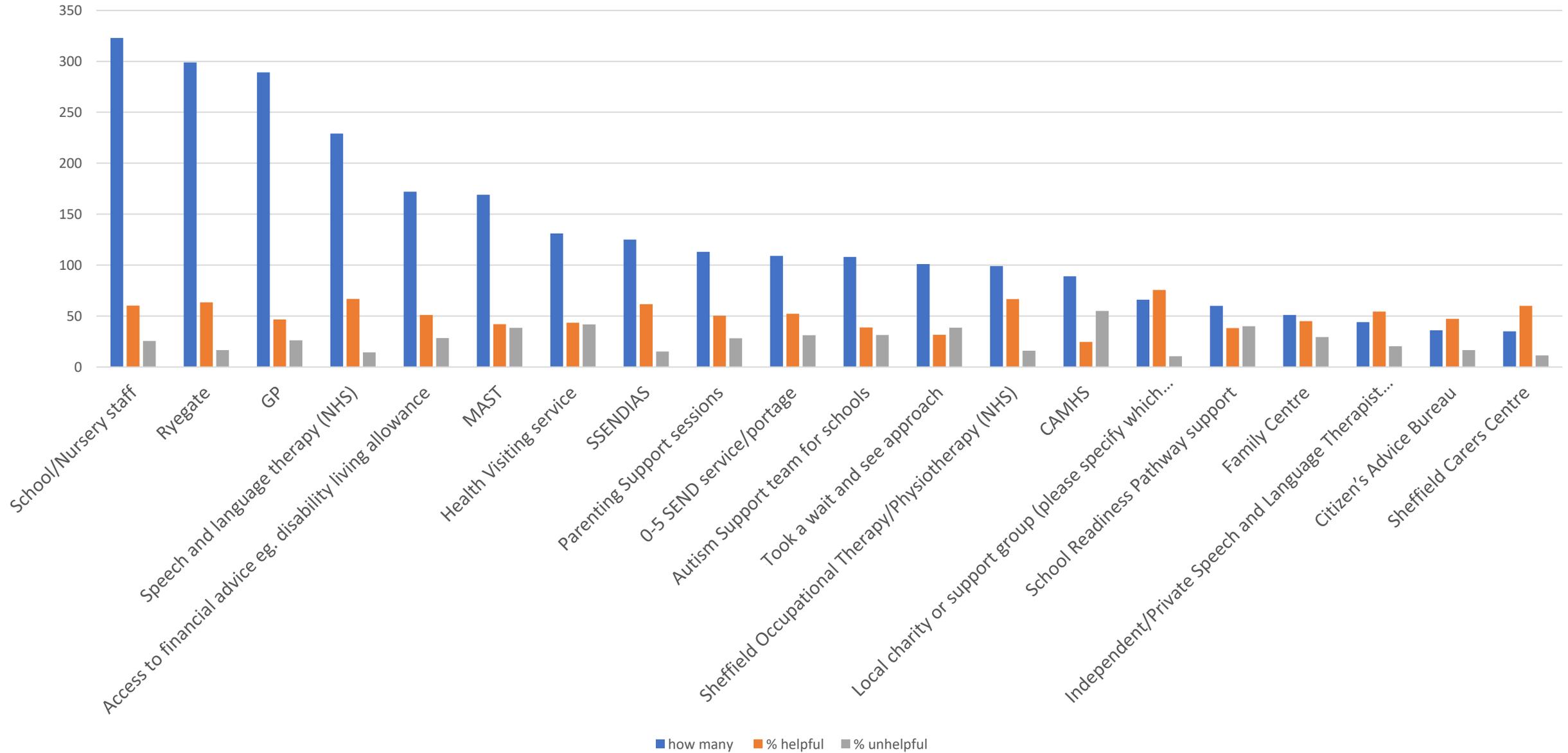
Once referred for this assessment, how long did you have to wait for your child's appointment?



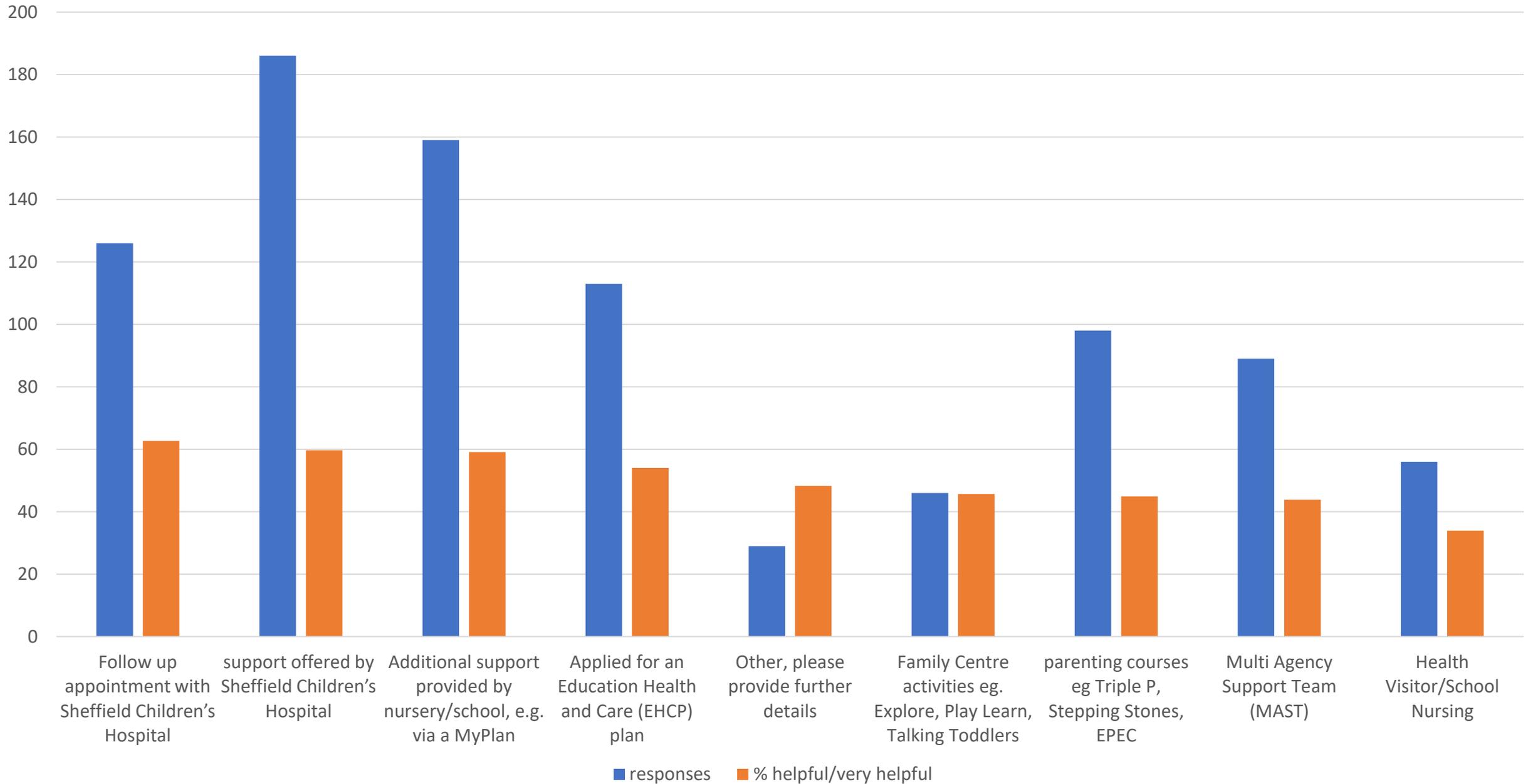
Once you became aware of your child's needs, where did you go to for further information and how helpful was this



## Where did you receive further support from, and how helpful was this?



What happened after your child was given a diagnosis and how helpful was this? Please choose all that apply



# Break Out Rooms.

## 5 groups

- Break at 11.10
- Come back together at 12.10 to share feedback, what questions do we want next year to measure progress and next steps.
- [https://jamboard.google.com/d/15XktAqID\\_fzbvtxiAdDUk\\_zmPG5EUqQszD8sCL9-GS8/viewer?f=6](https://jamboard.google.com/d/15XktAqID_fzbvtxiAdDUk_zmPG5EUqQszD8sCL9-GS8/viewer?f=6)

## Break out 1

- **Breakout Session 1 Exercise 1 (20 mins) : Review and theme responses to Q7 - Tell us about your experience so far in getting help for yourself and your family**
- **Exercise 2 (20 mins) : Review and theme responses to Q26 - Please describe your overall experience for you and your child**

## Break Out 2

- **Exercise 3: Review and theme responses to Q27 - What one thing would you change to improve this service?**
- **Exercise 4: Are the issues raised in the free text responses being addressed by the programme aims and workstreams (see aims below) and/or does the feedback expose issues that we aren't currently addressing? Feedback to main room**



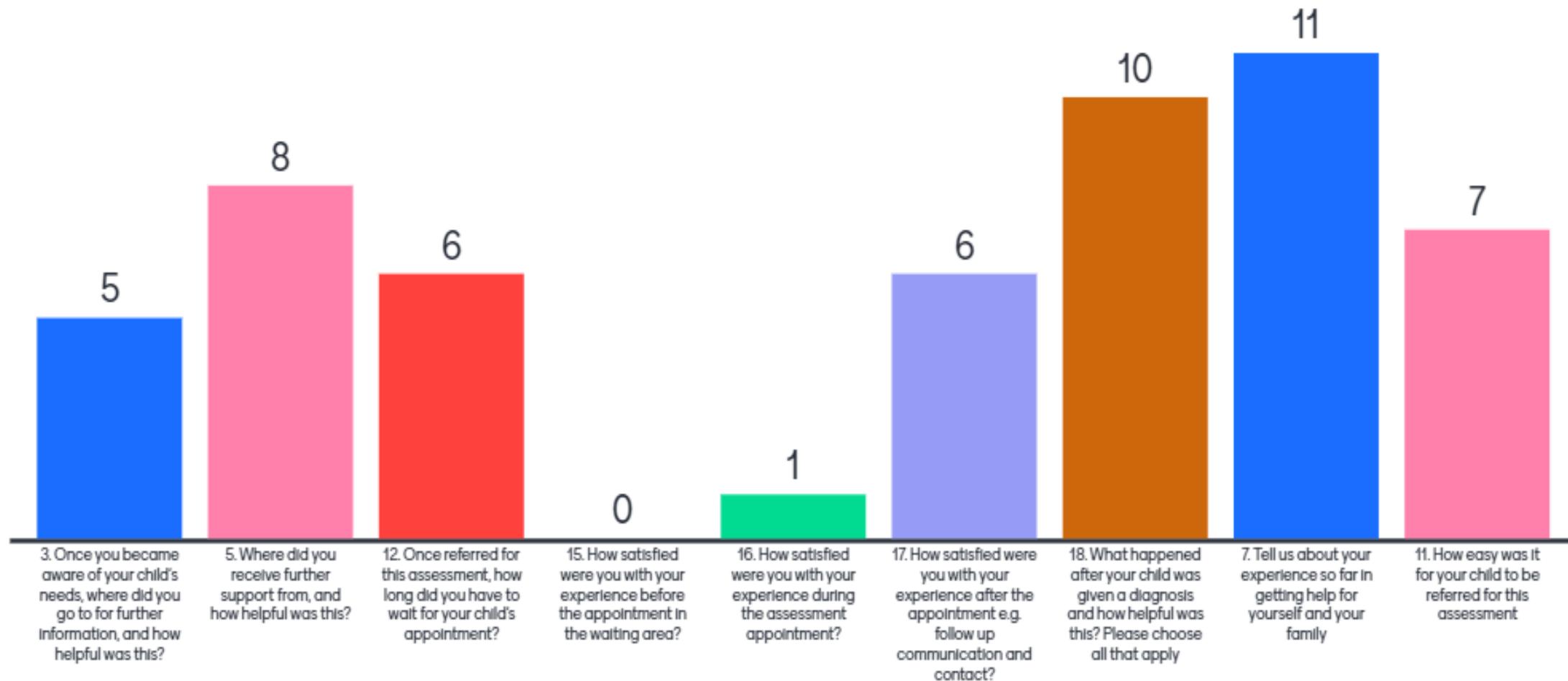
**Exercise 5: Which 3 questions would you want to see the most positive improvement in responses when we repeat the survey**

**Do via a menti poll so that each person is asked to rank in order 3 questions out of a selected list**



Choose three questions which we should repeat next year to measure improvement

## RESULTS



# Next Steps

- We will close the survey on the 18<sup>th</sup> November. If you would like to be involved in analysing the final results, please let us know via the evaluation form.
- We will share all write ups on the Sheffield CCG website.
- <https://www.sheffieldccg.nhs.uk/get-involved/neurodevelopment-transformation-programme.htm>
- Please complete the evaluation form. The link is now in the chat.
- If you would like to get involved, please complete this section of the evaluation form.
- Please look out for future workshop invites. Next one March 2022





# THANK YOU

## **Neurodevelopment Programme Contact details**

Senior Responsible Officer – Kate Gleave. Sheffield CCG. [kate.gleave@nhs.net](mailto:kate.gleave@nhs.net)

Workstream 1 Right earliest identification Rachel Dillon [Rdillon@nhs.net](mailto:Rdillon@nhs.net)

Workstream 2 Right support, right time Marie McGreavy  
[marie.mcgreavy@sheffield.gov.uk](mailto:marie.mcgreavy@sheffield.gov.uk)

Workstream 3 Integrated care in localities Sapphire Johnson  
[sapphire.johnson1@nhs.net](mailto:sapphire.johnson1@nhs.net)

Workstream 4 Improving the assessment pathway Sarah Baker.  
[sarah.baker57@nhs.net](mailto:sarah.baker57@nhs.net) and Laura Freeman [laura.freeman6@nhs.net](mailto:laura.freeman6@nhs.net)

Programme Lead [Rdillon@nhs.net](mailto:Rdillon@nhs.net)

Project Manager Leonie Redfern [leonie.redfern@nhs.net](mailto:leonie.redfern@nhs.net)

