



Medway community child health services

Medway Council and NHS Medway CCG are planning to re-commission some children's health services over 2017/18 and we would like your views.

What are we consulting about?

Health visiting and school nursing are the main services which deliver the Healthy Child Programme to all children aged 0 to 19. More details about the different elements of the programme can be seen in this consultation pack. Some health services are only offered to children who need additional help (specialist services), such as speech and language or occupational therapy, or appointments with a paediatrician.

Many of our health services for children were developed by individual teams to meet the needs they themselves identified. Now teams are trying to see many more children, with more complex and sometimes different needs, and this way of developing services doesn't work as well. It means there may be gaps and duplication in what's delivered and to whom.

We want to join some of our main children's health services together, so that they are

- More efficient
- Able to respond better to families individual needs
- More joined up and able to work together
- Able to focus on the difference they can make to children and families and not just on the targets

This offers the opportunity for health service providers to know what is expected of them, and to strive to deliver services in a way that we will know is making a positive difference for children.

We want to hear the views of as many Medway service users and their families as possible to help us get this process right.

Which services are included?

Some services which all children and families use, such as school nursing and health visiting, and some services which only children who need extra help might use, such as children's therapies and learning disability nursing. This is a more detailed list:

Service	Description
Children's Outreach and Specialist Team (COaST)	Hospital based team of specialist nurses providing a service to children with life limiting/life threatening/complex conditions in their own homes
Community Nursing Team for children and young people with learning disabilities	For children and young people who have been diagnosed with moderate/severe or profound and multiple learning disabilities
Community Paediatrics	Paediatricians providing a specialist child health assessment and diagnostic service; formulation of management plans, provision for patients with complex medical needs and multiple clinician involvement
Continence services	Includes specialist continence advisor, enuresis clinic and provision of continence products.
Health Visiting	Lead the delivery of the 0-5 Healthy Child Programme: includes breast feeding, immunisations, behavioural management, mental health, healthy diet and lifestyle, child development and assessment, parenting.
Looked After Children's Health Team	Health assessments and follow ups for Looked After Children
Nutrition and Dietetics	For children who have complex needs in addition to their nutritional needs
Children's Occupational Therapy	Part of Medway Community Healthcare (MCH) Children's Therapy Team, working with children who have difficulties with the practical and social skills necessary for their everyday life
Children's Physiotherapy	Part of MCH Children's Therapy Team. Conditions seen by the team may include orthopaedic and rheumatological issues, acute injuries, neurological conditions
National Child Measurement Programme	The National Child Measurement Programme (NCMP) measures the height and weight of children in reception class (aged 4 to 5 years) and year 6 (aged 10 to 11 years) to assess overweight and obesity levels in children within primary schools.
Oral Health Programme	Promoting and raising awareness of better oral health for children and young people through training and development of the children's workforce
Podiatry	The MCH children's podiatry service accepts referrals for any child that has a condition affecting their lower limb.
School Nursing	Leads the school age component of the Healthy Child Programme: school nurses also conduct a series of developmental checks and health screens, and are a key health lead for child safeguarding.
Special Needs Nursery	Pre-school sessions and assessment for young children with moderate/severe learning disabilities and additional healthcare needs
Speech and Language Therapy, children under five	Assessment and support to young children with speech, language, communication or swallowing difficulties
Speech and Language Therapy, school age children	Assessment and support to school age children with speech, language, communication or swallowing difficulties.

What services aren't included? *(Please note there may be other services that are not included but are not on this list)*

Service	Description
Acute (hospital) specialisms	Cardiology, ear, nose & throat, endocrinology, gastroenterology, haematology, immunology, metabolic disorders, nephrology, neurology, respiratory, rheumatology, paediatric surgery, urology
Allergy clinic	Weekly hospital clinics for both adults and children.
Blood tests for children	Medway Community Healthcare deliver this service via a drop in or booked appointment
CAMHS	Child and Adolescent Mental Health Services
Children's Emergency Department at Medway Hospital	Dedicated waiting and treatment area for children, open from 8am until midnight daily and staffed by children's nurses with the support of A&E doctors
Dolphin Ward, Medway Hospital	Medical, orthopaedic, surgical and ear, nose and throat (ENT) ward
Foetal Medicine	A consultant-led clinic for all suspected and confirmed foetal abnormalities
Maternity services	Antenatal and postnatal care for mother and child
Oliver Fisher Special Care Baby Unit	Care for babies born prematurely or who are sick and need intensive care
Penguin Assessment Unit	Hospital ward - medical and nursing assessment and care
Physiotherapy (acute)	Service to inpatients in Medway Maritime Hospital

FAQs

1. Will I have continuity of care and the same professionals working with me and my family?

There is the potential for specific care of individual patients and service users to change, as with any proposal for service development. We are expecting that services will be improved in the future and that any new arrangements provide continuity of care in the long term. It is hoped that a future service will have a greater level of integration, keeping patients and service users at the centre of service delivery.

2. Will I have to access services in different places?

One of the reasons for the proposed change is to help deliver the vision of NHS services closer to home, as outlined in the NHS Five Year Forward View of October 2014. This vision for NHS services is to enable more healthcare services to be delivered out of acute hospitals and closer to home, with the aim of providing better care for patients, cutting the number of unplanned bed days in hospitals and reducing net costs. A number of the services that are part of this discussion are already delivered in community settings such as healthy living centres, sure start children's centres, and schools, with some also being delivered in homes. Whilst we cannot say with certainty at this time that patients and service users will not have to access services in different locations, we are hopeful that new arrangements will improve service delivery and accessibility, rather than have a negative impact.

3. Is this a reduction in service?

One of the reasons for the change is to improve service efficiency by reducing duplicated effort, waste, and by improving service communication. This improved efficiency will enable the current level of service to be maintained or enhanced when new services commence.

4. What will happen to information about my child and family?

Should the organisations that are responsible for providing health services to your child and family change, relevant information relating to care will be shared with the new service provider. This will ensure that there are no unnecessary disruptions to the services that you receive.

Should it be necessary to share information with a new organisation, this will be undertaken in accordance with relevant Information Governance legislation, and using secure methods of data transfer.

5. What will the effect on waiting times be?

We expect waiting times to be reduced over time as efficiency is generated by the new service model.

6. Will this stop me having to repeat my story to different professionals?

Improved service integration is at the heart of the proposed change, and it is hoped that future service configuration will enable professionals working in children's community health services to share information about patients and service users more easily, where it is beneficial for their care. The work relates to community health services only and not wider elements of service provision such as social care and early help services; you will be asked about your preferences for information sharing with wider service areas.

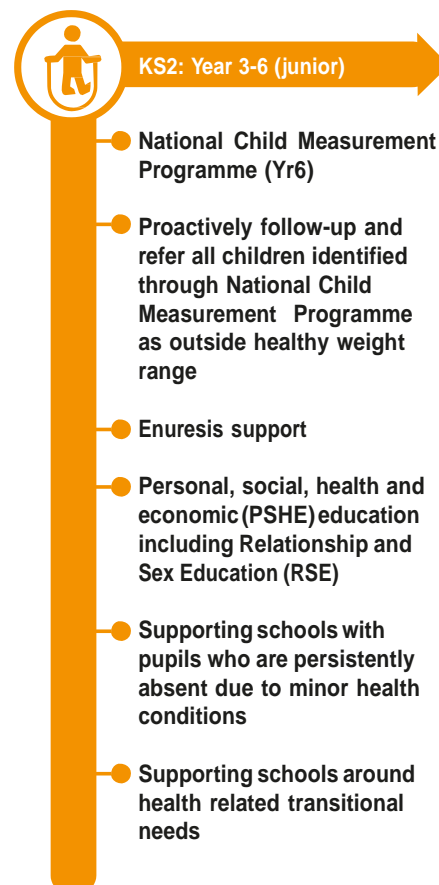
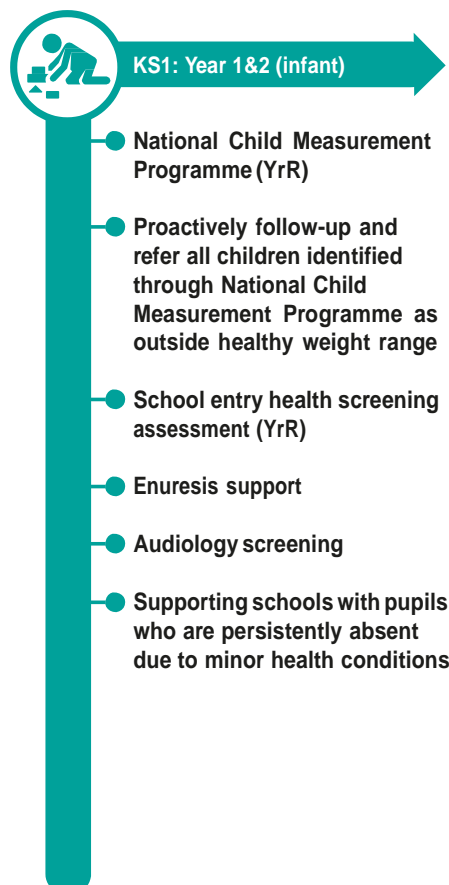
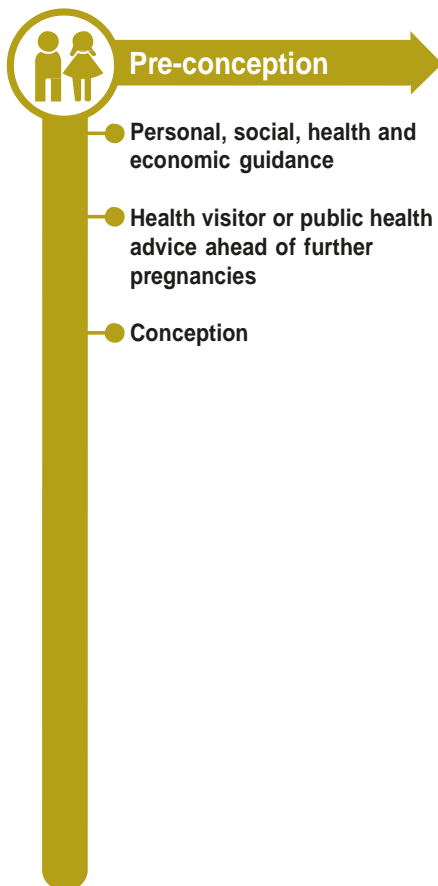
7. What will happen to existing appointments that I have?


From the point at which new contracts for services are appointed, there will be a period of preparation, known as 'provider mobilisation'. This will enable the existing providers to undertake the appointments that they have planned with you, and will be the period of time in which new arrangements are made for your future care.

8. What is the Child Development Centre and how does this link to this work?

The Child Development Centre is a physical building that is currently being refurbished in Strood. It will provide a venue for some services, and a means by which elements of the integrated service approach that we are wishing to see can be facilitated. We are not consulting separately on the use of the Child Development Centre, but will be drawing out information from this consultation on children's community health services to inform how best we utilise the new facility to deliver the outcomes that are identified through this process.


Key milestones and core functions currently delivered by the health services we are re-commissioning





9 weeks to 1 year

- Health visitor 3-4 month follow ups
- Infant feeding support, specifically relating to starting solidfoods
- Healthy start vitamin promotion
- 10-12 month developmental check by health visitor
- Weight and measurement check




1-4 years

- Promotion of free education for two-year-olds
- 2 and 2.5 year health visiting check
- Supporting school readiness
- Language development
- Weight and measurement check
- Progress against developmental milestones
- Identification of issues and referral on to other services as required
- Handover from health visitor to school nurse



KS4: Year 10-11 (Secondary) and further education

- Personal, Social, Health and Economic (PSHE) education including Relationship and Sex Education (RSE)
- Supporting schools with pupils who are persistently absent due to minor health conditions
- Supporting schools with pupils who have experienced or been a victim of domestic abuse
- Supporting schools with pupils who have been admitted to hospital due to self harm



Specialist services (all ages)

Health Services providing early identification, assessment and diagnosis, intervention and support to children and young people who have additional needs such as:

- Learning disability and global developmental delay
- Neurodevelopmental conditions such as autism
- Life limiting and life threatening illnesses such as cancer and cystic fibrosis
- Disabilities and conditions impacting on health, well being and areas of development such speech and language and movement
- Complex health issues



Cross-cutting themes

- Emotional health and wellbeing - early intervention and signposting
- Smoking – prevention and brief intervention/signposting to support services
- Promoting healthy weight, eating and lifestyles
- Accident and injury prevention
- Safeguarding and Early Help
- Physical inactivity and school travel plans
- Health and hygiene
- Promoting uptake of immunisations
- Oral health promotion

- 2. Please say if anyone in your family has accessed the following children's health services within the last 18 months** (This question to be completed by parents only. When finished answering this question please go onto question 4 next)

	Yes	No
Children's Outreach and Specialist Team (COaST)	<input type="checkbox"/>	<input type="checkbox"/>
Community Nursing Team for children and young people with learning disabilities	<input type="checkbox"/>	<input type="checkbox"/>
Children's Audiology services	<input type="checkbox"/>	<input type="checkbox"/>
Community Paediatrics Outpatient services	<input type="checkbox"/>	<input type="checkbox"/>
Continence services	<input type="checkbox"/>	<input type="checkbox"/>
Health Visiting	<input type="checkbox"/>	<input type="checkbox"/>
Looked After Children's Health Team	<input type="checkbox"/>	<input type="checkbox"/>
Nutrition and Dietetics	<input type="checkbox"/>	<input type="checkbox"/>
Children's Occupational Therapy	<input type="checkbox"/>	<input type="checkbox"/>
Children's Neurological Physiotherapy	<input type="checkbox"/>	<input type="checkbox"/>
Children's MusculoSkeletal Physiotherapy	<input type="checkbox"/>	<input type="checkbox"/>
National Child Measurement Programme	<input type="checkbox"/>	<input type="checkbox"/>
Oral Health Programme	<input type="checkbox"/>	<input type="checkbox"/>
Podiatry	<input type="checkbox"/>	<input type="checkbox"/>
School Nursing	<input type="checkbox"/>	<input type="checkbox"/>
Special School Nursing	<input type="checkbox"/>	<input type="checkbox"/>
Woodlands Special Needs Nursery, Rainham	<input type="checkbox"/>	<input type="checkbox"/>
Speech and Language Therapy for children under five	<input type="checkbox"/>	<input type="checkbox"/>
Speech and Language Therapy for school age children	<input type="checkbox"/>	<input type="checkbox"/>

- 3. Please indicate whether or not you have worked with the following children's services as a professional within the last 18 months**

	Yes	No
Children's Outreach and Specialist Team (COaST)	<input type="checkbox"/>	<input type="checkbox"/>
Community Nursing Team for children and young people with learning disabilities	<input type="checkbox"/>	<input type="checkbox"/>
Children's Audiology services	<input type="checkbox"/>	<input type="checkbox"/>
Community Paediatrics Outpatient services	<input type="checkbox"/>	<input type="checkbox"/>
Continence services	<input type="checkbox"/>	<input type="checkbox"/>
Health Visiting	<input type="checkbox"/>	<input type="checkbox"/>
Looked After Children's Health Team	<input type="checkbox"/>	<input type="checkbox"/>
Nutrition and Dietetics	<input type="checkbox"/>	<input type="checkbox"/>
Children's Occupational Therapy	<input type="checkbox"/>	<input type="checkbox"/>
Children's Neurological Physiotherapy	<input type="checkbox"/>	<input type="checkbox"/>
Children's Musculoskeletal Physiotherapy	<input type="checkbox"/>	<input type="checkbox"/>
National Child Measurement Programme	<input type="checkbox"/>	<input type="checkbox"/>
Oral Health Programme	<input type="checkbox"/>	<input type="checkbox"/>
Podiatry	<input type="checkbox"/>	<input type="checkbox"/>
School Nursing	<input type="checkbox"/>	<input type="checkbox"/>
Special School Nursing	<input type="checkbox"/>	<input type="checkbox"/>
Woodlands Special Needs Nursery, Rainham	<input type="checkbox"/>	<input type="checkbox"/>
Speech and Language Therapy for children under five	<input type="checkbox"/>	<input type="checkbox"/>
Speech and Language Therapy for school age children	<input type="checkbox"/>	<input type="checkbox"/>

There is more information about the plans for commissioning children's community health services at: www.medway.gov.uk/childrenshealth

4. Which model of services, from the pictures below, would be your preferred option? Please tick only one.

None of these options

Possible models for Universal Child Health Services

Model 1 (Current)

0-4 Public Health Nursing Team (Health Visiting)

5-19 Public Health Nursing Team (School Nursing)

Model 2

0-7 (Birth to end of Infant School) Public Health Nurse Team

8-19 (Junior School to College) Public Health Nursing Team

Model 3

0-10 (Birth to end of Junior School) Public Health Nursing Team

11-19 (Transition from junior/primary to college) Public Health Nursing Team

5. Do you understand why we are proposing to change the way we deliver Medway Community Children's Health Services?

- Yes
 Partially
 No

Please give details of any other suggestions you may have.

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6. In relation to children's community health services, please rank the following in terms of importance (One being the most important, two being the next important etc. and nine being the least important)

	1	2	3	4	5	6	7	8	9
Being listened to	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Being seen in a timely manner	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Not having to repeat my information to every new person I see	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Having confidence in the person seeing my child	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Knowing the person I see is aware of my whole family situation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Seeing someone who does not judge me or my family	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Having polite /courteous conversations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Appointments being on time	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Seeing a specialist	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

7. We are considering options for how services could be provided in the future. From the list below, which methods of service delivery would you prefer, and when would you prefer to use that method? (please tick all that apply)

	Morning	Afternoon	Evening	During the week	During the weekend	Not interested
Face-to-Face	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Social Media	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Telephone	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Direct emails	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Web Chat/Chat rooms	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Mobile Apps	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
On-line Video	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Calls	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Drop-in Clinics	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

If there is another method of service delivery that we have not mentioned that you would be interested in, please say what that is and when you would prefer to use it.

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8. Where would you prefer to access children health services? (please tick all that apply)

	Yes	No	Don't know
Healthy Living Centres	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Children's Centres	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Schools	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Community Hubs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
GP surgeries	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Hospital	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Community Centres	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Somewhere else	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
If 'somewhere else' please say where			
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9. In your opinion, what do you consider to be the most important in terms of community children's health services being able to work better together? (tick only three)

- Sharing information across teams / services
- Linking with schools
- Linking with GPs
- Joint care planning
- Sharing skills across existing professional boundaries eg Dual Skilled Nurses
- Better use of technology (social media, web chats etc.)
- Improved communication between different services
- One point of contact for all services
- Improved communication between professionals and families
- Flexible appointments (evenings/weekends)
- Something else

If 'something else' please say what

10. How would you like to share your views about the services you use? (please tick all that apply- this question to be completed by children, young people and parents only)

- Formal meeting
- User Groups
- Social Media Group
- Message Boards
- Coffee mornings
- Conference calls
- Web chats
- Not interested
- Something else

If 'something else' please say what

11. Which skills or attributes do you consider are the most important for young children that are about to start school? (please tick three)

- Able to communicate well
- Personal independence: for example being able to use the toilet effectively, being clean & dry
- Social skills
- Feeling confident without parent or carer present
- Listening skills
- To be able to take turns
- To be able to notice things and ask questions
- Something else

If 'something else' please say what

We will be focusing future services on enabling children and families to achieve positive outcomes. By outcomes, we mean the impact or difference that is made to a child or family's life. Please tell us about the specific outcomes that are important to you – the list below has some examples, and there is more space for you to tell us anything else that you would like children's community health services to help you to achieve

12. Which three things are the most important to you? (This question to be completed by children and young people only)

- I am happy
- I have friends and get on with other people well
- I can play with my friends
- I have the best possible health
- I can manage my health condition effectively
- I am able to be independent
- I am able to take part in home, school and community life
- My carer/family have their needs recognised and are given support to care for me
- I am supported to understand my choices and to set and achieve my goals
- Something else

If 'something else' please say what

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13. Which three things are the most important for your child? (This question to be completed by parents only)

- My child is happy
- My child has friends and gets on with other people well
- My child can play with their friends
- My child has the best possible health
- My child can manage their health condition effectively
- My child is able to be independent
- My child is able to take part in home, school and community life
- My child is supported to understand their choices and to set and achieve their goals
- Something else

If 'something else' please say what

14. Which three things are the most important to your family? (This question to be completed by parents only)

- My family understands our child
- My family is able to look after, take care of and support our child
- My family is able to cope with our circumstances and enjoy our time together
- My family is supported to ensure that their rights and the rights of our child are respected
- My family participates in community services, or is able to if we would like to
- My family feels supported by other family, friends and neighbours in our local community
- Something else

If 'something else' please say what

15. We will be focusing future services on enabling children and families to achieve positive outcomes. By outcomes, we mean the impact or difference that is made to a child or family's life. **Please tell us about the specific outcomes that are important to you.**

16. Is there anything else you think is important to include when thinking of how Children's Community Health Services should work?

17. We will soon be developing models and priorities for community children's health services. **As we do this, we are keen to involve parents in this process. Is this something that you would be interested in doing?**

- Yes
- No
- Don't know but would like to find out more (when you have finished this survey you will be direct to a web page that has further information on the Children's Community Health consultation)

Your name:

Your contact number:

Your email address:

-

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About you

We collect this information to help us better understand the communities that we serve so that services and policies can be delivered to meet the needs of everybody. Please feel free to leave questions that you do not wish to answer. All of the information gathered in this questionnaire is confidential.

18. Are you? Please tick the appropriate box

- Male
- Female
- I prefer not to say

19. How old are you? (Please tick the appropriate box)

- Under 16
- 16 - 24
- 25 - 34
- 35 - 44
- 45 - 54
- 55 - 64
- 65 to 74
- 75 and over
- I prefer not to say

20. What is your ethnic group? (Choose one option that best describes your ethnic group or background):

- | | |
|------------------------------------------------------------------------|-----------------------------------------------------------------------|
| <input type="checkbox"/> English/Welsh/Scottish/Northern Irish/British | <input type="checkbox"/> Asian |
| <input type="checkbox"/> Irish | <input type="checkbox"/> Chinese |
| <input type="checkbox"/> Gypsy or Irish Travellers | <input type="checkbox"/> Bangladeshi |
| <input type="checkbox"/> White | <input type="checkbox"/> Any other Asian background |
| <input type="checkbox"/> Any other White background | <input type="checkbox"/> African |
| <input type="checkbox"/> White and Black Caribbean | <input type="checkbox"/> Caribbean |
| <input type="checkbox"/> White and Black African | <input type="checkbox"/> Any other Black/African/Caribbean background |
| <input type="checkbox"/> White and Asian | <input type="checkbox"/> Arab |
| <input type="checkbox"/> Any other Mixed/Multiple ethnic background | <input type="checkbox"/> Something else |
| <input type="checkbox"/> Indian | <input type="checkbox"/> I prefer not to say |
| <input type="checkbox"/> Pakistani | |

If 'something else' please say

21. If you are a parent, does one or more of your children have a long standing health problem or disability? (Long standing means anything that has lasted, or expected to last, at least 12 months?)

- Yes
 No
 Prefer not to say
 N/A

22. Which part of Medway do you live in? (Please tick only one)

- Chatham
 Gillingham
 Hoo Peninsula
 Rainham
 Rochester
 Strood
 I prefer not to say
 Somewhere else

If 'Somewhere else' please say

Medway Council is committed to compliance with the Data Protection Act 1998, as well as your rights to confidentiality and respect for privacy. The council will ensure that it keeps your personal information accurate and secure to provide you with efficient services.

The Council will only use the information it holds about you for the purpose you provided it. It will also only collect the minimum information necessary to fulfil that purpose. When it no longer has a need to keep information about you, it will be disposed of in a secure manner.

To find out about our health improvement services, find us on: Twitter @ABetterMedway and like us on Facebook @ABetterMedway.

Thank you for completing this questionnaire