

Question	Answer
1. How long has my child been on the waiting list?	<p>Children are added to the waiting list based on the date of the referral. We are really sorry that due to capacity and process challenges, there has been a significant backlog in triaging new referrals and for some people a significant delay in sending letters to confirm acceptance to the service.</p> <p>Support, advice and guidance is available on our website.</p>
2. Where is my child on the waiting list?	<p>We are sorry but we are unable to provide this information as every child is seen based on their individual need. The average wait for an autism assessment is two years and for paediatric appointments it's 50 weeks. Children with significant clinical need and vulnerability may have a shorter wait and some children will have a considerably longer wait.</p> <p>Support, advice and guidance is available on our website.</p>
3. How long do we still need to wait to be seen?	<p>We are sorry but we are unable to provide this information as every child is seen based on their individual need. The average wait for an appointment is two years. Children with significant clinical need and vulnerability may have a shorter wait and some children will have a considerably longer wait.</p> <p>Support, advice and guidance is available on our website.</p>
4. Things have deteriorated – my child has increasing issues. Can they be seen sooner?	<p>For an ASD assessment: We are sorry to hear this; we are seeing children based on their clinical needs. Please look at the criteria on our website here.</p> <p>If you feel their needs have increased, you can complete a Prioritisation Request Form, which can be found here on our website, and sent back to sirona.asdcchpcoordinators@nhs.net</p>

ASD/Comm Paed Referral Criteria Changes - FAQs

	<p>For Community Paediatrics: We are sorry to hear this; we are seeing children based on their clinical needs. Please do look at the criteria on our website. If you feel your child's needs have changed and they need to be seen sooner, please discuss with the referrer.</p>
<p>5. Why has it taken so long to tell me you need more information about my child's referral?</p>	<p>We are really sorry that due to capacity and process challenges, there has been a significant backlog in triaging new referrals. We have now reviewed all referrals as part of the recent work. Please can you send any additional information to us within four weeks. Support, advice and guidance is available on our website.</p>
<p>6. Does this mean my child is not on the waiting list and will we join the bottom of the waiting list when you receive this additional information?</p>	<p>Once we have received the additional information, your child will be seen depending on their needs. The average wait for an autism assessment is two years and for a paediatric appointment it's 50 weeks. Children with significant clinical need and vulnerability may have a shorter wait and some children will have a considerably longer wait. Support, advice and guidance is available on our website.</p>
<p>7. Why hasn't my child been accepted? (For future queries, post March 1st)</p>	<p>The Community Paediatric and Autism services are experiencing increasing referral rates in all areas. The complexity of referrals is also increasing. Revised referral criteria came into effect on 1st March 2023 which will focus on those with the highest clinical need and the most vulnerable children and families. Your child hasn't been accepted because they do not meet the new referral criteria. Children do not require a diagnosis to have their needs met in schools and settings, and the wait for the outcome of a diagnostic assessment can delay children receiving appropriate provision. Support, advice and guidance is available on our website.</p>
<p>8. Things have changed – how do I update my referral?</p>	<p>For an ASD assessment: We are sorry to hear this; we are seeing children based on their clinical needs. Please look at the criteria on our website here.</p>

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	<p>If you feel their needs have increased, you can complete a Prioritisation Request Form, which can be found here on our website, and send to sirona.asdcchpcoordinators@nhs.net</p> <p>For Community Paediatrics: We are sorry to hear this; we are seeing children based on their clinical needs. Please do look at the criteria on our website. If you feel your child meets the criteria for an assessment, please discuss with the person who made the original referral and ask them to re-refer with the additional information.</p>
<p>9. I don't have access to the internet to access the resources, how do I get them?</p>	<p>We can send you a pack in the post with all the information that is available online. Do you have anybody who can support you accessing the information on the internet, for example somebody at your child's school or a social worker?</p>
<p>10. Unable to read English, can this be translated?</p>	<p>Yes, of course; in what language do you need the information? Do you have anybody who can support you accessing the information on the internet, for example a family member, somebody at your child's school or a social worker? The information on the web pages can be translated using the translator button. Or we can send you translated information.</p>
<p>11. Why has it taken you so long to tell us about my child's referral?</p>	<p>We are really sorry that due to capacity and process challenges, there has been a significant backlog in triaging new referrals and for some people a significant delay in sending letters to confirm acceptance to the service.</p> <p>Support, advice and guidance is available on our website.</p>
<p>12. My child has been waiting for over a year, when will my child be seen?</p>	<p>We are sorry but we are unable to provide this information as every child is seen based on their individual need. The average wait for an autism assessment is two years, for community paediatrics its 50 weeks. Children with significant clinical need and vulnerability may have a shorter wait and some children will have a considerably longer wait.</p> <p>Support, advice and guidance is available on our website.</p>

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<p>13. Why has there been a rise in referrals?</p>	<p>We aren't exactly sure, but it could be that there is more awareness of neurodiversity and people are recognising the signs and symptoms. Like other health services, there was a surge of referrals during the pandemic. The increase in referrals is being seen across the country. The Community Paediatric and Autism services are experiencing increasing referral rates in all areas. The complexity of referrals is also increasing.</p>
<p>14. When will we know about our child, when will we get an update?</p>	<p>We will contact you when a date is available for your child. You can access resource and support via our website while you wait.</p>
<p>15. Who decided on the new criteria?</p>	<p>A multidisciplinary group of senior clinicians led by the Clinical Director reviewed the referral criteria and benchmarked against the referral criteria for other children's community health services. The referral criteria went through a robust quality impact assessment process and have been agreed by Senior Leaders in the local NHS.</p>
<p>16. When will the new criteria be in place?</p>	<p>The new criteria began on Wednesday 1 March 2023.</p>
<p>17. If I have more questions, who do I contact?</p>	<p>If you have a specific question that we haven't managed to answer, please email sirona.cpasdhelpdesk@nhs.net</p>
<p>18. Which health service can support our needs?</p>	<p>Please see our website for information about other resources and support on offer.</p>
<p>19. How often will I receive an update as to where my child is on the waiting list?</p>	<p>We are unable to update you as to where your child is on the waiting list. We will contact you when a date is available for your child.</p>
<p>20. How does the model fit within NICE guidelines?</p>	<p>All children who are seen and offered a service will be seen under the NICE guidelines.</p>
<p>21. How can we access rights to choose?</p>	<p>It is important that children and young people are supported to receive appropriate help and support as soon as possible. Support</p>

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	<p>should be provided to meet identified needs, whether or not a diagnostic assessment has been chosen by a family.</p> <p>We will ensure children and young people are treated, as far as possible, within their own community / close to home and in a timely manner.</p>
22. My school says my child needs a diagnosis to access support – what do I do?	<p>Children do not require a diagnosis to have their needs met in schools and settings, and the wait for the outcome of a diagnostic assessment can delay children receiving appropriate provision.</p> <p>Support, advice and guidance is available on our website.</p>
23. How do I access support for a speech referral?	<p>Please visit the Children’s Speech and Language Therapy page on our website. You can also email the team on sirona.slt@nhs.net</p>
24. My friend’s child was referred six months ago but is being seen before my child?	<p>Children are seen based on their needs, not referral date. We are sure you will understand we can’t discuss other children with you.</p>