

Good practice around delivery of 6 week health advice

Wirral have an excel tracker (Authors D Wade & E Mc Clave)

There is a proforma form for each child, one sheet of A4 which asks for:

- Name
- DOB
- ID number
- Demographics
- Tick boxes for services child is receiving (Paediatrician, therapies and CAMHS)
- Name of EHCP coordinator
- LAC status

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Copy of Blank EHC
Proforma Initial Requir

The form comes into a secure EHCP email from EHCP Co-ordinator which is a secure gcsx account to nhsnet account. Return email sent to say it has been received.

Email send out to services ticked as per profroma.

Other information is requested in box named other – this can be LAC nurse information, other hospital information etc.

Information from the form is put onto the excel tracker. Four week date set for reminder email sent to services and then the six week deadline date.

When all information is in an email sent back to the secure email gcsx account with attached documents.

If children are not to services they are brought into SEN clinic where they are seen by the Paediatrician who collates a report for the local authority. If the Clinic is full then children are routed to other clinics. A health needs questionnaire has been devised to also capture those who cannot attend and are happy for collation of information from case notes and over the telephone.

For young people aged 19-25 the DCO completes a health needs questionnaire and collates a medical advice from this which then is all sent to local authority.

EHCP coordinator feedback is good. DCO can produce a report on compliance and can track which services are responding and with what information, who isn't responding or is late submitting a response.

Copy of last two years reporting.



Ops group
compliance data mat

There is an operational group and the DCO reports into that group there are representatives from all of the therapies and services there.

There was an issue with SALT managing to meet timescales for EHCP assessments reported at an operational level by schools and the mediation service monitoring of complaints managed. The service is jointly commissioned and they have now built into the service specification an outcome around meeting timescales and are monitoring compliance. The reported improvements were noted at a recent SENCO cluster event.

In terms of school nursing and health visiting; these are not currently part of the process however, there are now SEND champions in each patch and contact is made on an individual basis. Close links existed with the 0-19 team and they are now part of the process.

As part of the process there is a contacts list for escalation of compliance within timescales concerns which we have not included in this case study in order to comply with GDPR.

Copy taken from Standards of operating procedures doc of our process

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|------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| EHCPCO | Request received via wih-tre:hcpplans@nhs.net on EHC referral pro forma. Pro forma to be emailed using standard subject: Child's First Name, Surname and DOB etc. |
| CO | Clerical Officer to acknowledge all requests via standard emails: Appendix A. |
| CO | Pro forma received by Clerical Officer and entered onto EHC Tracker clearly indicating type of request, aspirations and health outcomes to be considered and details of all other healthcare agencies to be involved. |
| CO | Clerical Officer to then action the pro forma by forwarding it on to the relevant services. The submission date for all advices to be returned is on the pro forma. Tracker process in place tracking each action. |
| Health | Agencies to provide response or advices (name of report to be provided for EHC purposes) by week 4. |
| CO | Reminder email to be sent after 4 weeks, if no response received. |
| DCO | Still no response received after 6 weeks – escalate to Designated Medical Officer, (DMO), lead in CCG for SEND and Service lead for Paediatricians. Escalation for SALT, OT, PHYSIO, CAMHS to named service leads – Appendix B. |
| SALT, OT, CAMHS | Completed advices returned to Clerical Officer via the generic email address. |
| CO | Advices received – date to be documented on tracker and copy of advice stored in named file on S drive for reference purposes. |
| CO | All completed advices sent to back to EHCPC coordinators in Education via secure generic email address – senteam@wirral.gcsx.gov.uk . |
| CO | Tracker updated with timescales on compliance noted and reported to CCG at Operational group meeting. |
| EHCPCO | Final Education, health and care plans sent back to Child Development Centre electronically printed off and filed in paper case notes. (Electronic version to be added to electronic system when IT allows for this). Copies sent to all advice givers for their records. |
| CP | Community Paediatrician to provide medical advice (Appendix C) if child young person known to them – send advice in as per above process. |
| CP | Appointment offered in SEND clinic (once Monthly) to children /Young person if not known to paediatricians to collate information (0-16) – Information collated and advice provided – send advice in as per above process. |
| DCO | Young People 19-25 offered a health needs assessment by Designated Clinical Officer – questionnaire completed – send advice in as per above process – Questionnaire – Appendix D. |

Email sent to acknowledge receipt of pro forma 1S

Dear EHC Coordinator

Thank you for your email and proforma regarding the above child.

I acknowledge receipt of this request and reports will follow in due course.

Kind regards

Deleted for confidentiality

EHC Clerical Officer/Paediatric Clerical Supervisor
Paediatric Outpatients St Catherines Health Centre
Wirral University Teaching Hospital NHS Foundation Trust

Direct Dial 0151Internal extensionwih-tr.ehcplans@nhs.net

For PR1

Dear EHC Coordinator

PR1 Unknown to Paediatric Service

Thank you for your email and proforma regarding the above child.

At the present time this child is unknown to the Paediatric Service however I will email the other healthcare providers that you have highlighted and ask them to check their database.

Kind regards

EHC Clerical Officer/Paediatric Clerical Supervisor
Paediatric Outpatients St Catherines Health Centre
Wirral University Teaching Hospital NHS Foundation Trust

Direct DialInternal extension 3545. wih-tr.ehcplans@nhs.net
sent to – email addresses .net

