

Key Messages for the Neurodevelopment assessment pathway

For families of children already on the waiting list:

- Your child has had a referral accepted by the Service within Warrington. This referral has been triaged by the team and your child is now waiting for assessment.
- We usually aim to assess children within 18 weeks, but this may take longer due to the disruption from Covid-19 and additional staffing pressures within the service. We apologise for any distress and inconvenience caused.
- This service works closely with other services experiencing similar delays. We are required to gather assessment information which can take time from the various services involved with your child.
- The speech and language therapy service provides invaluable information for the assessment and diagnostic process and if you don't opt in or miss appointments with the speech and language therapy service this will hold up your child's assessment with the neurodevelopment assessment pathway.
- The service has recruited more staff within community paediatrics and administration in the neurodevelopment pathway team.
- Your child's welfare is important to us, and we are working within the Trust and with our partners support to endeavour to resolve this situation as fast as possible
- Our Team is working as hard and as efficiently as possible in delivering safe and high quality care
- Please be assured we have a robust triage system in place
- If you feel that your child's presentation or circumstances have changed significantly, please contact the service and ask to speak to the coordinators.
- The service will contact and update families should this situation change
- This is a regrettable situation and we sincerely apologise for any distress and inconvenience caused, and thank you for your patience.

For families of children being referred and to be placed on the waiting list:

- Your child has had a referral accepted by the neurodevelopment assessment pathway within Warrington. This referral has been triaged by the team and your child is now waiting for assessment.
- Unfortunately, due to the covid pandemic, the wait for assessment is longer than the recommended 18 week wait
- This service works closely with other services experiencing similar delays. We are required to gather assessment information which can take time from the various services involved with your child.
- The speech and language therapy service provides invaluable information for the assessment and diagnostic process and if you don't opt in or miss

appointments with the speech and language therapy service this will hold up your child's assessment with the neurodevelopment assessment pathway.

- The service has recruited more staff within community paediatrics and administration in the neurodevelopment pathway team.
- Your child's welfare is important to us, and we are working within the Trust and with our partners support to endeavour to resolve this situation as fast as possible
- Our Team is working as hard and as efficiently as possible in delivering safe and high quality care
- We have a robust triage system in place
- If you feel that your child's presentation or circumstances have change significantly whilst you are waiting please contact the service and ask to speak to the Neurodevelopment Pathway coordinators.
- The service will contact and update families should this situation change
- This is a regrettable situation and we sincerely apologise for any distress and inconvenience caused, and thank you for your patience.

For Internal Bridgewater Agencies and Referrers of Children to the neurodevelopment assessment pathway:

- Your role and service is a referrer to the neurodevelopment assessment pathway within Warrington
- Unfortunately, due to the covid pandemic, the wait for assessment is longer than the recommended 18 week wait. Please continue to make appropriate referrals but please can you identify at point of referral to families there is a significant wait to be assessed and receive input.
- The service has recruited more staff within community paediatrics and administration in the neurodevelopment pathway team.
- Your child's welfare is important to us, and we are working within the Trust and with our partners support to endeavour to resolve this situation as fast as possible
- Our Team is working as hard and as efficiently as possible in delivering safe and high quality care
- We have a robust triage system in place
- If you feel that your child's presentation or circumstances have change significantly whilst you are waiting please contact the service and ask to speak to the Neurodevelopment Pathway coordinators.
- The service will contact and update families should this situation change
- This is a regrettable situation and we sincerely apologise for all distress and inconvenience caused, and thank you for your patience.
- Please identify clearly in the re-referral the significant changes or deterioration which would potentially change the status of the referral

- Any significant changes identified will be re-measured against our triage criteria and a clinical decision will be made as to whether the priority has changed
- Unfortunately, the service will be unable to accept calls without the re-referral from a health professional