

Preliminary Report Children and Young People - Community Health Services

London Borough of Bromley
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PRELIMINARY REPORT: NHS BROMLEY CLINICAL COMMISSIONING GROUP

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Children and Young People - Community Health Services Engagement

1. Summary

Healthwatch Bromley carried out extensive engagement across the London Borough of Bromley. Healthwatch developed a comprehensive questionnaire and engagement strategy and delivered sessions to a cross section of the community. The current response rate stands at 250.

This preliminary report highlights the initial analysis. Please note there are still responses pending. A more comprehensive report, including all the case studies and focus groups, will be completed by 26th September 2016.

2. Introduction

What is Healthwatch Bromley and Healthwatch Lewisham?

Healthwatch Bromley is one of 152 local Healthwatch organisations that were established throughout England in 2013, under the provisions of the Health and Social Care Act 2012. The dual role of local Healthwatch is to champion the rights of users of health and social care services and to hold the system to account for how well it engages with the public.

The remit of Healthwatch, as an independent health and social care organisation, is to be the voice of local people and ensure that health and social care services are safe, effective and designed to meet the needs of patients, social care users and carers.

Healthwatch gives children, young people, and adults in Bromley a stronger voice to influence and challenge how health and social care services are purchased, provided and reviewed within the borough.

Healthwatch's core functions are:

1. Gathering the views and experiences of service users, carers, and the wider community,
2. Making people's views known,
3. Involving locals in the commissioning process for health and social care services, and process for their continual scrutiny,
4. Referring providers of concern to Healthwatch England, or the CQC, to investigate,
5. Providing information about which services are available to access and signposting,

6. Collecting views and experiences and communicating them to Healthwatch England,
7. Work with the Health and Wellbeing board in Bromley and Lewisham on the Joint Strategic Needs Assessment and
8. Joint Health and Wellbeing strategy (which will influence the commissioning process).

3. Engagement and Methodology

Healthwatch Bromley worked in conjunction with Bromley Healthcare CIC and other community and voluntary organisations to ensure a wide range of people were engaged around community health services for children and young people. Our engagement was a two-way process, involving detailed conversations and listening. Engagement activities actively reached out and enabled meaningful interaction with individuals and groups. Healthwatch used a mixed methodology approach (surveys, visual tools, social media and focus groups) to gather both positive and negative experiences. A variety of backgrounds and diverse groups were engaged.

Healthwatch visited all of the Bromley Children and Family centres' open days over a six week period, and captured responses from a wide cross borough sample population. Healthwatch Authorised Enter and View representatives visited the Phoenix Centre over a two week period and spoke to the children and families currently accessing community services. Further general outreach was carried out at Bromley Library, on Bromley High Street and at the Walnuts Shopping Centre. Healthwatch carried out focus groups with Newstead Wood LGBT group and Anerley Town Hall Youth Group. Five in depth case studies were carried out with children with complex conditions and more in depth experiences of local community services.

Healthwatch worked with other community organisations and groups that support the children of Bromley in order to scope views and experiences. Online versions of the questionnaire were made available and distributed through the Bromley Children's Hearing Services Group, The Children and Families Forum and the Bromley Children's Project. It was also distributed via social media, through the Healthwatch website, to our network through our e-bulletin, the CLB e-bulletin and via Bromley Healthcare. The online survey can be found by going to:

<https://www.surveymonkey.co.uk/r/3JGXRGP>

Copies of the questionnaire were also made distributed across the borough with drop boxes left at the Citizens Advice Bureau, Community House, all six Children and Family Centres and at the Young Carers' offices.

4. Key Findings

Further statistical analysis will be completed once all engagement has been carried out to ensure the accuracy of the messages being communicated.

Initial analysis of the results indicates the following common themes across the groups engaged:

- Waiting times between treatment and referral are too long and are causing high levels of anxiety for both children and their families.
- Some group sessions at the Phoenix Centre seem underutilised, with capacity not being maximised.
- People value baby clinics and health visitors and were concerned about the cuts to clinic times, especially for those families with more than one child.
- Staff and therapists at community clinics were highly regarded and praised for their work.
- The majority of those surveyed thought that community health services for children should be provided up to the age of 18.
- More support for parents between diagnosis and accessing treatment could be provided, as well as support and information for parents to implement and practice at home.
- There was a keen interest in drop in services, in particular for mental health advice and information, as well as support for behavioural issues and difficulties.
- Further 'homework' and tasks for children and young people could help develop and aid children's progress. It was felt this was not something encouraged or supplied by the current provider.
- People preferred to access services in a community setting, such as Children and Family Centres, as they perceived them to be a safe and neutral space for children.
- Nurseries and play groups play a pivotal role in identifying any early signs of concern or need for further support for young children. The need for consistency across the borough and general awareness of community health services within these settings is paramount.
- Opinions around the hydrotherapy service were generally good but there appeared to be a minimal number of patients accessing the service.



5. Statistics

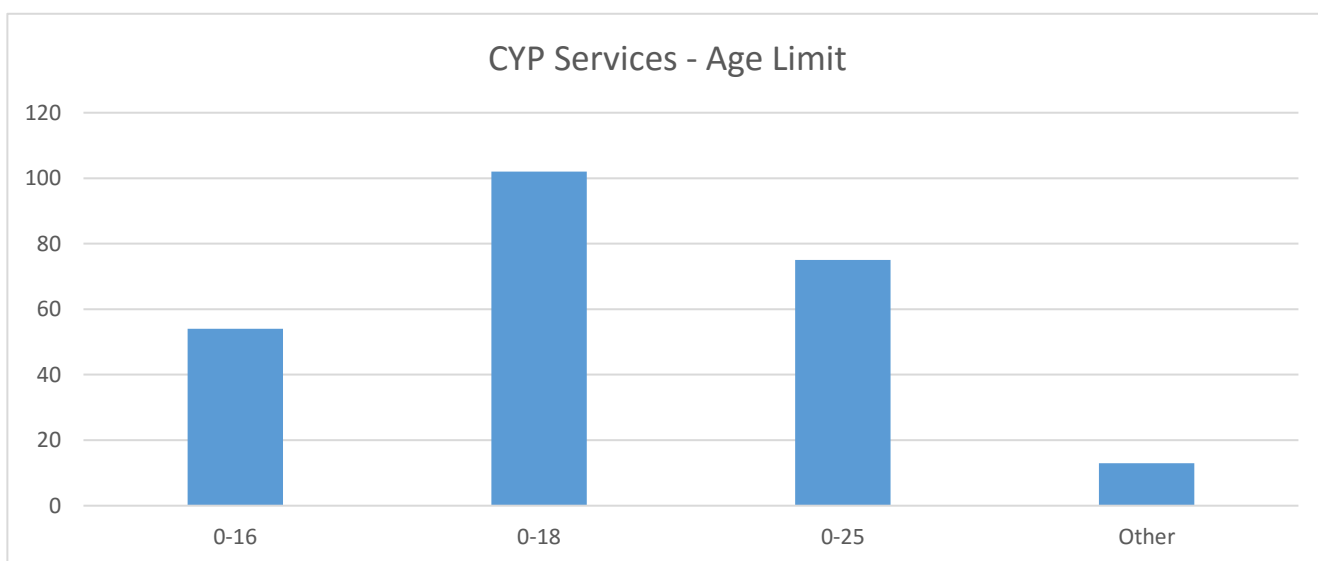
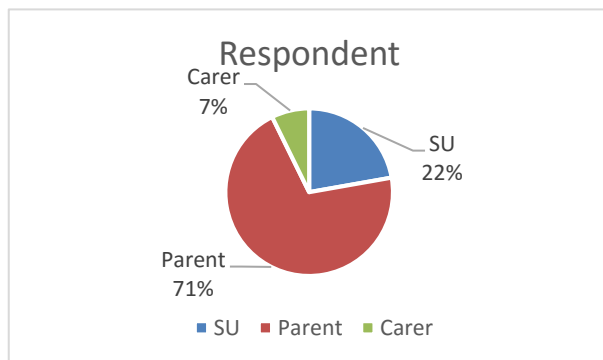
The following table indicates the range of engagement activity and the number of responses currently received.

Engagement Activity and Outreach	Engagement Numbers
Anerley Town Hall Youth Group	18
Community Vision Children and Family Centre	25
Castlecombe Children and Family Centre	16
Cotmandene Children and Family Centre	14
Burnt Ash Children and Family Centre	10
Blenheim Children and Family Centre	34
Biggin Hill Children and Family Centre	24
London Borough of Bromley Library	4
Walnuts Shopping Centre	32
Newstead Wood LGBT Group	19
Phoenix Centre	49
Other	5
TOTAL	250

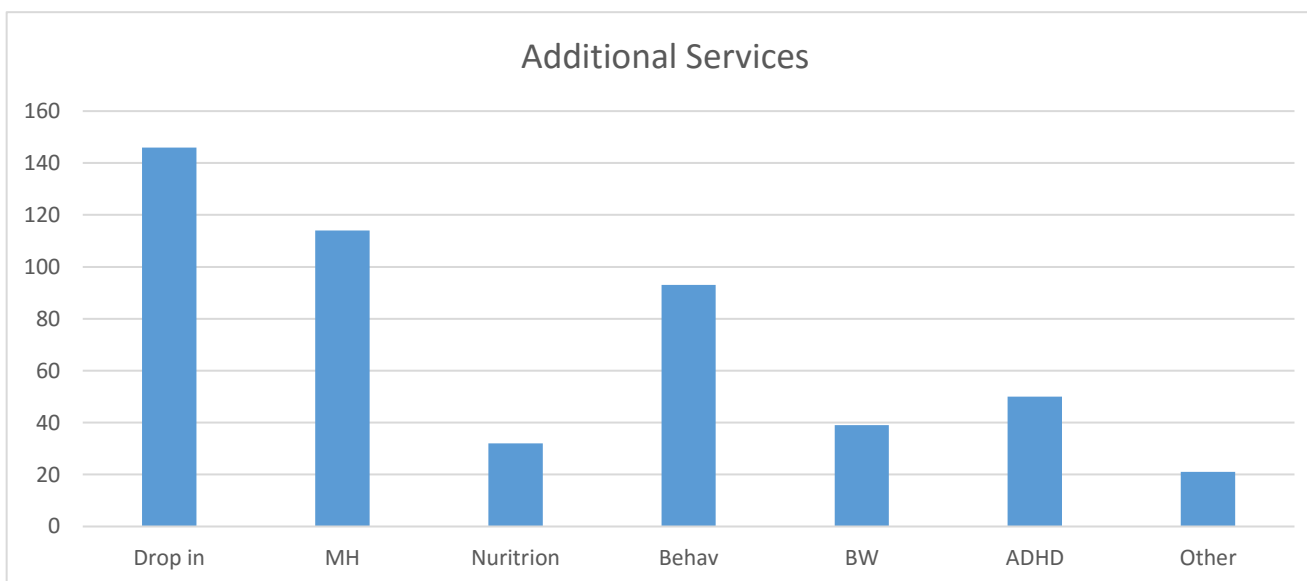
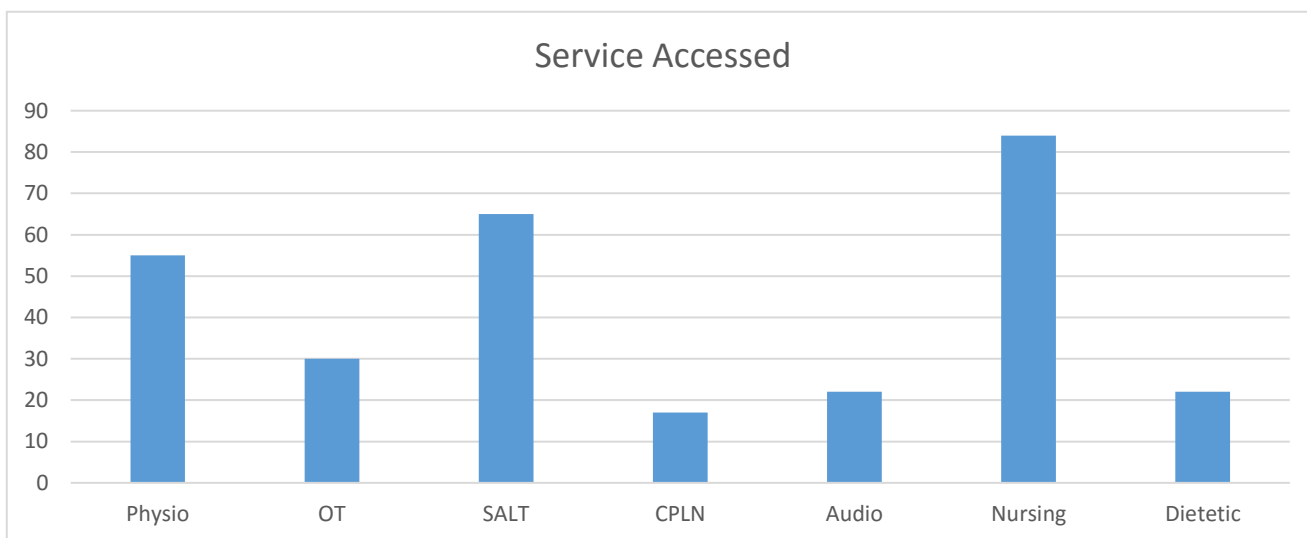
6. Results

Of those engaged so far, 71% were the parents of local children and young people, 22% were the young people themselves and 7% identified as carers.

Of the community services currently provided, the most utilised was community nursing, followed by speech and language therapy and then physiotherapy.

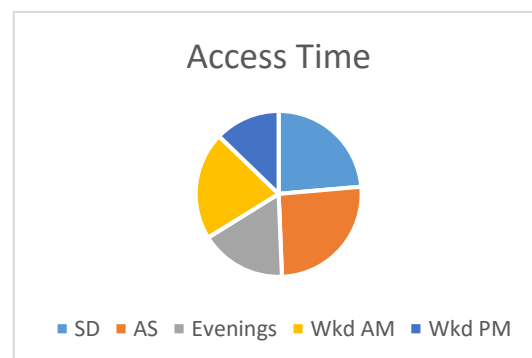


The overwhelming majority of people felt that community services for children and young people should be offered until the age of 18, closely followed by 25. It is worth noting that on further analysis, young people thought 25 was the appropriate age, whereas parents of young children considered 18 to be the most suitable transition point.



83% of respondents thought that community services should be offered in additional settings, with the most popular choices being community centres and Children and Family Centres. An overwhelming majority of respondents would like additional drop in services, with topics such as mental health and support with behavioural issues being the most popular.

Regarding access times, there was a fairly even split between all times, although the majority favoured accessing services after school, 16:00 - 18:00, closely followed by during the school day. For many parents, this was due to the ease of taking children to appointments when their other children were at school.



7. Case Studies

Healthwatch undertook five case studies with local services users and their families, who had extensive experience of community health services and complex health needs.

a) Speech and Language Therapy - Communication Difficulties

A young boy, aged five, with behavioural issues, tantrums and communication difficulties was identified by his nursery as needing additional support. The initial referral and identification occurred at the play group, and the mother felt that without their support, she wouldn't have known what to do. Her son attended the Phoenix Centre for a whole year, for two full days a week, working on developing his social and communication skills. Whilst there, there were four classes running (assessment specific), each at different levels, with a maximum of eight children.

Prior to accessing the service, her son refused to speak or acknowledge people and after a year of accessing the service he was like "a new child". The mother felt the service was amazing and that they were very fortunate to have been provided with it. The mother described the whole experience as 100% successful and that he "wouldn't be the child he is today without them." It was commented that it would have been useful for parents to be taught coping strategies for working on together at home. Although, not necessarily a concern for her son but for others, transport issues could definitely affect access, especially for families with more than one child. The mother stressed the importance of links and relationships between play groups and Bromley Healthcare as being very important to the successful delivery of care.

b) Audiology and Speech and Language Therapy

A young girl who was born profoundly deaf, was identified as a cause for concern in the newborn hearing screening programme. The health visitor initially identified an issue and referred her to the Princess Royal University Hospital for an audiology test. There were big delays between the initial assessment and the referral to the Evelina Centre at Guys and St. Thomas Hospital. They had an unpleasant five months before they were able to see a specialist and they felt that they missed out on important information and development in this time. The family were supported by the teacher of the deaf, who contacted them and conducted home visits. They felt that they were very lucky and that the support given was invaluable, although it was noted that it was dependant on the individual. Furthermore, a social worker greatly supported them in the initial stages and helped apply for Disability Living Allowance, completing all the necessary paperwork on their behalf. The family felt that the position of a social worker and teacher of the deaf was integral in offering tailored and individual support to their daughter.

Their daughter also suffered from verbal dyspraxia, where her speech didn't develop at the same rate as listening, and therefore needed additional Speech and Language Therapy. They were very satisfied with the support given at the Phoenix Centre and requested additional hours and support due to the severity of their daughter's condition. The family felt that the extra repetition and practice would help her develop but were told there was no space or capacity for further support.

It was felt that the nurse's statement was good and accurate and there was a good transition to play group and then onto school. Their daughter now attends Darrick Wood who specialise in supporting those who are deaf or hard of hearing. It was felt that without a place at Darrick Wood, and good communication with health services, they would not be in the same position

today. It was commented that provision and support within schools was vital to the health of their child. Good communication and delivery across health care, social care and education meant that their daughter had been able to succeed.

c) Occupational Therapy

A young pre-school girl accessed occupational therapy for support with bed wetting. Her mother's concerns were not identified until she was four and half and it was felt that gaps in the system had allowed this to happen. Her mother commented that there had been long waiting times and the "bureaucracy is a bit much". She commented that she knew other mothers who were unhappy with the system and service currently provided, but are reluctant to voice their concerns for fear their child's treatment will suffer as a result.

d) Petts Wood Play Group for Children with Special Needs

Healthwatch Bromley interviewed the Petts Wood Play Group leader regarding their young children's experience of local community services. Her response is detailed below:

"The recent internal survey completed by parents of children currently attending PWPG was shared which showed general satisfaction with most community services being used with the exception of speech and language therapy services.

Historically, we have always enjoyed very good relationships and had amazing support from Bromley Healthcare professionals.

The regular visits have diminished over recent years:

- A community pediatrician no longer attends monthly to complete developmental checks. The children now have to attend the Phoenix Centre or a clinic, this may not be easy for families who have no transport or have siblings to find care for and the child may not respond in their natural way.*
- Speech and language therapists came 2-3 weekly and at one time the SALT assistant came weekly. This does not happen. Children attend as above and with the same issues. Often, because of the difficulties, they do not attend. PWPG guarantees that will not happen as we care for siblings and transport the family. If a therapist sees a child it is often not the same one - no consistency and no chance of developing a relationship. Targets, strategies etc. are not shared and with no idea who saw whom it is difficult to get information. Thus language group work has been extremely difficult. An evening training session for PWPG staff to enable them to continue this strategy as the SALT visits declined was held. Letters were written to the lead for SALT where we were given the option to buy in to the service at £34.50 per hour to include admin time. Meetings were held to no effect including the one where Moya Fielding stated she had been told by one of the trainers that I did not intend to continue the language group work- I asked 'why then have the training?'*
- OTs have a current problem but this is hopefully a 'hiccup'.*
- Physio's are brilliant and continue to provide a great service to us and our families.*
- The support from the Sensory Impairment Service is exemplary and very valued.*

I stated my concern at the continued and often lengthy waiting lists. I explained how Portage was started to fill the void which they can do so well and can make the appropriate referrals

until that team is in place then leave to pick up another family waiting for a service. I also said how valued Early Support was by the families.”

e) Health visitors and Baby Clinics

Healthwatch spoke to a lady at the Walnuts Shopping Centre who was very concerned about the reduced service being offered by health visitors and the shortage of baby clinics. For those with more than one child, distance, transport and time constraints, meant many were unable to access a suitable baby clinic. The clinics were considered important opportunities for establishing any causes for concern or early warning signs, especially with baby weigh-ins. It was felt a reduced service in Orpington and the Crays was of particular concern, as these were more isolated areas of the borough.

8. Focus Groups

Healthwatch Bromley conducted a focus group at Newstead Wood Secondary School in Orpington, with the GSA (Gay, Straight Alliance) Society. A total of 19 students took part, aged between 13-18 years old. Each young person involved in the focus group indicated on their completed questionnaire that they believe that young people should not transition into adult services until they are 25. It was also apparent from the results of the survey that the students felt that drop in mental health services and emotional support should be more readily available in less clinical settings, such as Children and Family Centres and community centres. There was also a call for more sexual health services, for staff to be from a varied background and for staff to be aware of the LGBTQ society and to have the relevant training around this.

A further four focus groups will be held throughout September.

9. Health Visitors

Health visitors were one of the most talked about services with people praising the work and support they give. However, a large majority of those spoken to indicated concerns around reduced baby clinics and the difficulties this posed for families, especially for those with more than one child.

10. Further engagement

Further involvement has been planned around local young people's availability and time commitments. We are utilizing existing organisation meetings to ensure a captive audience and convenience for those feeding back. The following workshops and focus groups are planned for the coming month:

Engagement Activity and Outreach	Timeline
Petts Wood Play Group (special education needs)	12 th September 2016
Bromley Young Advisors	16 th September 2016
JusB	19 th September 2016
Schools Workshop	14 th September 2016
St. Hugh's Youth Group	Pending

Further drop boxes have been left at the following locations and will be collected mid-September for analysis:

- Phoenix Centre
- Community Vision Centre
- Cotmandene Centre
- Castlecombe Centre
- Community Links Bromley
- Bromley Library
- Burnt Ash Centre
- Mottingham Centre
- Young Carers
- Citizens Advice Bureau
- Community House
- Biggin Hill Library

The opportunity to respond online is still ongoing and will be closed on the 19th September for analysis. General Healthwatch intelligence and patient feedback regarding local services will also be included in the final analysis.

The more extensive final report will be completed for Bromley Clinical Commissioning Group by Monday 26th September 2016.

11. Conclusion and Key Recommendations

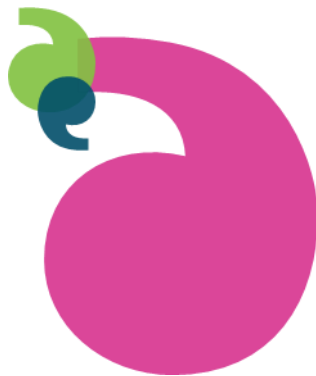
Healthwatch's engagement of local children and their families suggest an overall high level of satisfaction with community services but a frustration with the availability and access to them. Those engaged were keen to access services in community centres and were particularly interested in drop in sessions for mental health support, behavioural issues, and autism advice and information. Healthwatch would suggest the following recommendations:

- Parents should be provided with coping strategies in the interim period between diagnosis and access to treatment.
- Training of nursery and play group staff in identifying and referring any child that may present with difficulties or additional needs.
- Increased number of sessions at the Phoenix Centre or increased capacity of sessions to minimise waiting times for children and young people.
- Community settings to be child appropriate, i.e. Children and Family Centres and to be a welcoming and child friendly environment. A high use of agency staff seemed to prevent this in the current provision at the Phoenix Centre.
- Provider to offer a safe and neutral space for 'real time' patient feedback without the fear of jeopardising quality and access to treatment for their children.
- Additional drop in community services to be provided, with a specific focus on mental health support and support for behavioural difficulties.
- The majority of community children's health services should be provided up to the age of either 18 or 25 years old.

Stephanie Wood
31st August 2016

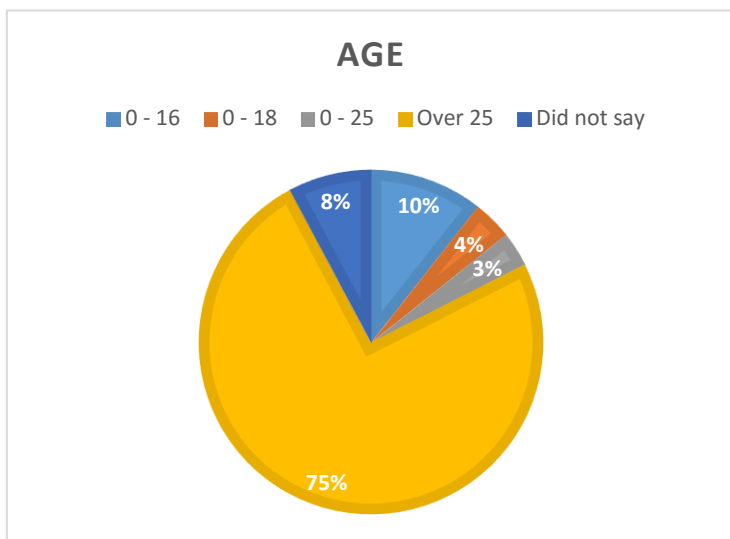
12. Acknowledgements

Healthwatch Bromley would like to thank Bromley Healthcare CIC and Bromley Children's Project for their extensive help with this engagement work and for allowing us access to their services.



Appendix

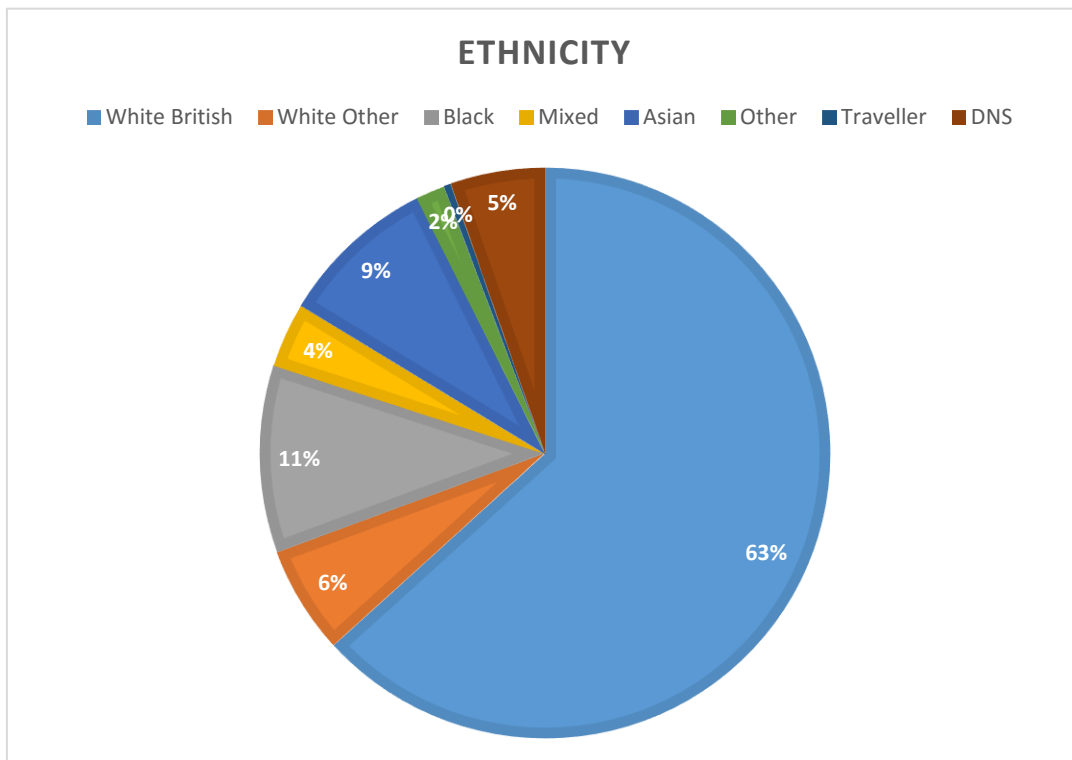
i) Demographic Information



Of respondents, 85 % were female, 8% male and 7% did not say. Only one respondent identified as transgender.

75 % of respondents were aged over 25.

The following pie chart demonstrates the ethnic breakdown of those engaged. Please note, DNS stands for 'Did Not Say'.



ii) Questionnaire

Community Health Services for Children and Young People in Bromley

Healthwatch Bromley is working in partnership with Bromley Clinical Commissioning Group to capture your views on local community health services for children and young people. We would be very grateful if you could take the time to complete the following survey.

1. Are you the ...?

- Service User
- Parent
- Carer

2. Which of the following community children's services have you used? Please tick all that apply.

- Physiotherapy
- Occupational Therapy
- Speech and Language Therapy
- Community Paediatric Liaison Nurse
- Paediatric Community Audiology
- Community Nursing
- Children's Dietetic Service

3. What was your experience of using the service/s?

Service name:

Experience:

4. Can you recommend any ways of improving the service that you used?

Service name:

Improvement:

5. What age should community health services for children and young people be available until?

- 0-16
- 0-18
- 0-25
- Other

6. At which of the following times would you prefer to access community health services?

- During the school day (9:00-16:00)
- After school (16:00-18:00)
- Evenings (18:00-21:00)
- Weekends AM (9:00-12:00)
- Weekends PM (13:00-17:00)

7. Should community health services be available in other settings? For example, places such as local community centres or children's centres.

- Yes
- No

If yes, please state where:

8. Which of the following services would you most like to have on offer?

- Drop-in clinics for advice, information and guidance
- Emotional wellbeing and mental health support
- Dietetic and nutritional support
- Support for children with behavioural issues
- Bed wetting support
- ADHD support
- Other, please state:

9. Are there any gaps in services that you have identified? Are there any additional services that you would like to be able to access in a community setting?

Please state:

10. Please state your age:

11. How would you describe your ethnic origin? Please select one box:

- White British (English, Scottish, Welsh, Northern Irish)
- White Other (Irish, European, other White background)
- Asian / Asian British (Indian, Pakistani, Bangladeshi, Chinese, other Asian background)
- Black / Black British (Black African, Black Caribbean, other Black background)
- Mixed background / Dual Heritage
- Gypsy / Roma / Traveller
- Other ethnic group (please state)
- Prefer not to say

12. Are you?

- Female
- Male
- Other (please state)

iii) Questionnaire Responses - Sample of Qualitative Comments

Patient experience

Very good communication. Polite.
Very good. It helped me and my little princess.
Good although hours outside of work would be beneficial
Very helpful and friendly
Not very good, spoke of problem but no advice given
Excellent service, over stretched
Provided with advice about my babies milk allergy. Follow up was very thorough.
Very helpful, would visit again for sure
Very hands on and helpful. Lots of information on children's services.
Good, variable. See Health Visitor in Children Centre - good place
Friendly, professional, good advice
Long waiting lists, great staff
Not happy that Darrick Wood baby clinic closed. Now have to travel to get baby weighed.
Excellent, really helpful & reassuring
Daughter was dairy allergy until 2 years ago - invaluable guidance
Bromley Phoenix centre
Essential service - excellent
Not enough
Lots of useful help with eating fresh & healthy food, concentrating more on fruits and veg.
Lovely staff, helpful
Good but service is oversubscribed meaning gaps between appointments is too long.
I have used service due to working in a nursery having bad children
Pre - post natal care is vital and we do have a high demand on resources. Everyone would benefit from seeing the same midwife & health visitor rather than a different person each time
Hearing test for 9 year old was good
I used Jackie Sunderland and she was brilliant
Persuasive, huge improvement
All good, reminders at appointment welcoming
Okay, weighing of child
Very good service, all appointments were at good times
Really lovely people
Excellent
Long waiting lists
Fixed my knee
It was helpful and they dealt with me very good
Excellent service, well informed, caring and effective
The doctor was good
I happy with it
They hurt my leg more than I hurt it
Very good when they got in touch
Fun experience. I started speaking at 4 years so it helped me express myself
Okay but though could have had more information about the person
Brother's autism when younger - very good and helpful
Mostly Friendly
It was fine and they were really nice

The experience was good as the place was easily accessible and effective

Very nice people, very welcoming and helpful

The woman was nice and helpful and my parents liked her.

Really good. Super support.

Occupational therapy - lack of staff. Due to this, they try to discharge even though you still require service. Physio very good service. SALT waiting times, queueing at drop in clinics. i.e first come first served; could be 30 people and only 6 seen. OT & Physio not kept up to date with clubs. E.g. Physiclub

Too few appointments. No link between mental health and physical problems.

Fantastic

SALT is good

Very useful; on time and child friendly

Loads of issues on this services. Lack of frequency of appointments

Good

Very thorough and clearly explained assessments

Friendly approach, but very difficult to book appointments or talk with the doctors.

Excellent. Very supportive. Really positive and helpful.

Very good. Staff and therapist have been good and helpful.

Excellent! Very helpful, good advice, listened

Very informative, not at all what I initially expected.

Very positive and helpful

Excellent treatment. Service could be sped up using combination of appointments, email, etc.

Good

Very Good

Very good experience and very good customer service

Very good. Kind staff

Excellent

Staff away; kind to my child and approachable

Physio workers were kind and patient, understanding with my kids.

Excellent experience. Very thorough on assessment, friendly, made us feel at ease.

Good. More allocation for physio and OT

Excellent - swift appointments, good facilities, great level of care. Very happy.

Excellent

Fantastic lady, gave us all the support and help we needed.

Really helpful, caring, always there when needed

Excellent

My child has received excellent professional care. Both practitioners have been both caring and sensitive to my child's emotional needs, whilst encouraging her to work hard.

Effective and supportive

Excellent

Very good

Good physio team. Work well with my 2 year old

Very good. Fast referral, good physio

Assessment for physio and occupational therapy

Very positive - good that everything is in the same building. Obviously would always want more hours than we get

Very good. No problems

Very helpful.

I had fun sitting in the float by myself

Good

Very good and helpful

Very welcoming. Excellent staff. Great facilities
Welcoming, friendly
Very good, always helpful with good advice
Always been positive
Is very good. Staff are lovely.
Good, would like continuity of staff. Staff changes makes it difficult to form good trusting bonds
Nice not to have to go into hospital
My experiences have been great!
Excellent
Have more sessions
Took a very long time to get an appointment
Excellent, very informative
Quite helpful, nice people
Have helped my son a lot
Really lovely
Very good. Good mix of groups for my 2 year old
Some nice, some have nasty ones-in tears wanted to make complaint but didn't know how to
Good advice. My son attended group sessions but too sporadic and didn't support his specific needs.
Good. Was given a food plan to follow for lactose intolerance
Fun and games for the children
Really good and helpful
Very Helpful and supportive at a hard time
Very good. Helped my daughter immensely

Improvement

If there is a monitor it will be better.
More local centres and term time dates
More funding and made widely accessible
Attitude of staff
Better services for teenagers that are too old for children's displays and activities
More sessions in the centre
We were waiting for too long to get in touch with health visitor
Listen to the parents
More funding to provide additional clinics
Less wait time. Maybe book appointments as we waited a long time for the drop in service.
Faster diagnosis referral
More baby clinics
More sign language
More contact
More staff
Should probably increase the number of health visitors and availability during weekends
Have local baby centres. Reopen baby clinic, fewer health visitor individual visits if not required, they say it's mandatory but not necessary if not "at risk"
No improvement
Local marketing, offer more groups, more planned structured sessions, keep groups running for long periods, don't change times or types of groups.
Good, more frequent appointments
They have helped me so well, don't have any words to describe their excellent work.
Availability, more days in the week.

The waiting times sometimes is a bit too long but very good other than that

More investment in health visitors

Psychological methods

Having other services there at the same time as health visitors, or groups running at the same time

More time and doctors that help parents

Still very new to the area but I am concerned about the more stress on healthy living, still young people do not know the importance of healthy eating. But more workshops for parents and kids on healthy eating and more options, recipes, group exercise, game for kids and adults

Needs to be longer term

Quicker response times

They could have listened to me a bit more

Could run more service user check in calls or emails

More tasks you can do at home

Wasn't enough feedback on improvements/developments in my child

Always explain what is happening to the CHILD, the parent should always be addressed second, never first

They could make it easier to book appointments

Try to get to know if you are a frequent visitor, is annoying to introduce yourself

Better communication

Increase number of staff. Consistency (OT, Physio, SALT)

Service does not listen to patients. When they say mental issues, it then affects disability

No issues. Very supportive.

Increase number of sessions available. Crofton Baby Clinic: re-open it.

Need more appointments. Not enough time spent with child over the month by therapist

More resources, more appointments; level of facilities

Possibility to book online or send concerns/doubts/questions by email for the assistant doctor (so he or another consultant could do the triage to evaluate urgent situations)

No. The only thing I could say would be more staff and funding so they aren't so stretched.

Frequency of therapy sessions available could be increased.

I have no complaints, everything has been great.

From what I remember there is not much or anything I would change regarding the service I used. It was spot on

Very positive experience, lovely team, would be helpful if they worked weekends.

Use of electronic media to speed process up - apps and email - online options

Everything is good

A more child friendly reception area

No, it was all very impressive

Waiting time to get appointment

More information on the condition, causes, and info on various treatment options

Improve referral system

No, I can't fault the caring and professional help we received

Sad that nurses have left Phoenix. It was so convenient and close to home and all under one roof

I am very happy with the care provide

Have not used this service enough to comment

Very happy with the services, although longer physio appointments would be great.

Sometimes children aren't the same at clinic appointments as they are at home

No, it's perfect

Quite efficient.

Better communication between health and education. Often seem to work independently of each other.

Prescription being sent promptly.

Keep the same staff!

Allocate 1 staff who can chase up cases or knows their patient better

Should have weekend services

More sessions

Yes, more sympathetic to advising new parents

Get on going help in primary school

Waiting list. Didn't get appointment till the child was walking.

Turn up when supposed to!

Can be very condescending. Not much support for older mums.

Employ more staff

Further Comments

The centres are great and the services varied

Tar too often children SEN is not identified during age 4-11 years

Services should be more widely advertised

Community hospital based system to have access to the same notes

2 year checks not as thorough as 1 year used to be. 16-18 months should be a check

Autism workshops and support

Too many clinics being closed

Holiday groups for special needs 11+

More local services for children, 1-2 hour drop ins

Increase child health care drop in groups with health visitors.

Sleep advice

Kids in secondary school (years 7-8) there should be a counselling services for bullying.

No but there are needs to be more information about these services

More services, tutorials re: putting a car seat in, dentist?

People should be made more aware about good habits and the exercises in their regime.

No gaps as such but keep services together, under one roof

Emotional wellbeing and mental health support. Dietetic and nutritional support

Support for disabled parents

There should be youth clubs ECT where kids can join with similar age children

I'd like more help dealing with the difficulties I face with having cerebral palsy

Things for people with physical disabilities

LGBT Issues regarding health

More sexual and mental health services

Sexual health for young people

More information readily available on these services so their existence is known more widely

Maybe more people from various backgrounds to give advice

Easily accessible for students to discuss mental health with

My child can't have hydro as no space for children aged 6, even though benefits from it.

Hydrotherapy pool - why can we not use the Orpington one? The borough is now over subscribed

to meet the needs of all children. The level of staffing needs to increase across all departments

There is no link with mental health issues. Mental help totally underfunded.

Now most of the baby clinics have closed unable to take my 10 month old to see health visitor

as often as I should.

Support groups so parents need to be done working with private therapy.

Drop-in guidance

Since the health visitor clinics for babies have been closed I have been unable to take my 8 month old as often as I should due to no longer having a nearby clinic and I am no longer able to see the same health visitor regularly.

Parental support when dealing with children with complex issues

The people at CCG Bromley to take note: There needs to be a greater overlap between physical and mental services. We waited so long for mental health support that my child was hospitalised for 4 1/2 months with physical consequences. If my daughter had had the mental support earlier, our cost to the NHS would have been a lot less that it continues to be.

Home schooled children

Teeth brushing

Breastfeeding support and activities for children

Waiting 16-18 weeks for CAHMS is unacceptable. Consistency of staff. Lack of understanding.

Sometimes I don't know who to ask for help. Once child doesn't have a health visitor there often isn't a central point of contact when you just need a bit of advice, especially round

SEN/behavioural issues

Staff is a problem, they always change

No gaps, except staff shortages?

Autism support

Support or advice for special needs





Community Health Services for Children and Young People

London Borough of Bromley

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