

**LUTON COMMUNITY PAEDIATRICS SERVICE (Edwin Lobo Centre)**  
**Service performance update**  
**30th September 2021**

**Key updates within this report:**

1. Service performance and trends
2. Factors impacting performance
3. Update since the last Ofsted/ CQC inspection (2018)
4. Autism Spectrum Disorder (ASD) performance
5. Actions being taken

The Luton Community Paediatric Service provides assessment, advice, signposting, diagnosis and medical support for children. The service works to an initial appointment response time (RRT) of 18 weeks for accepted referrals.

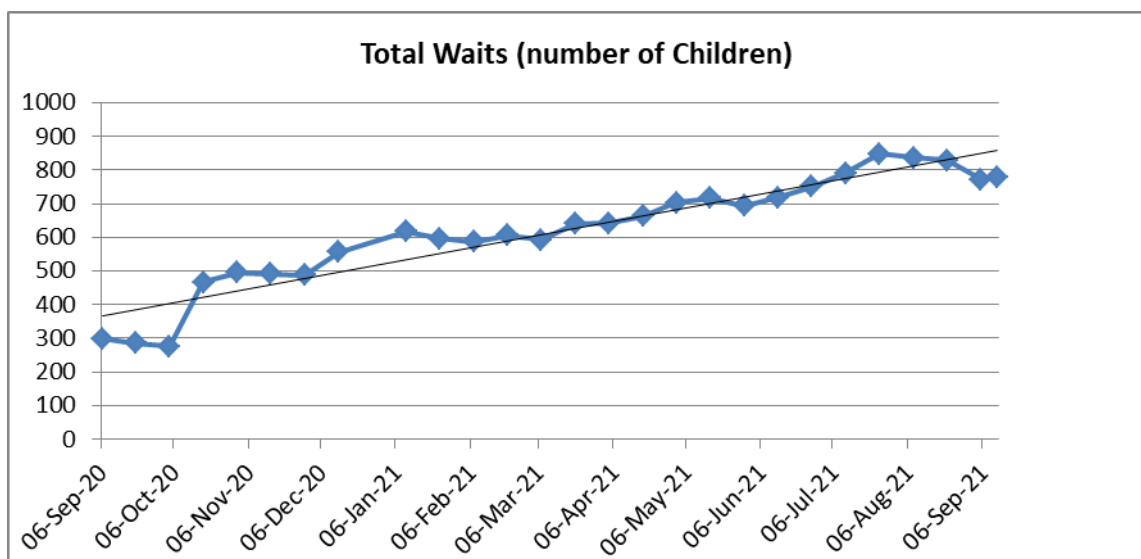
A COVID-19 recovery plan is in place with a Quality Impact Assessment. The service continues to increase the number of face to face appointments with video / telephone consultations available when clinically appropriate. A clinical priority booking system remains in place. A video and literature is available on the CCS website outlining current service offers.

A COVID-19 safe Autism assessment (BOSA\* assessment) will remain as a service offer.

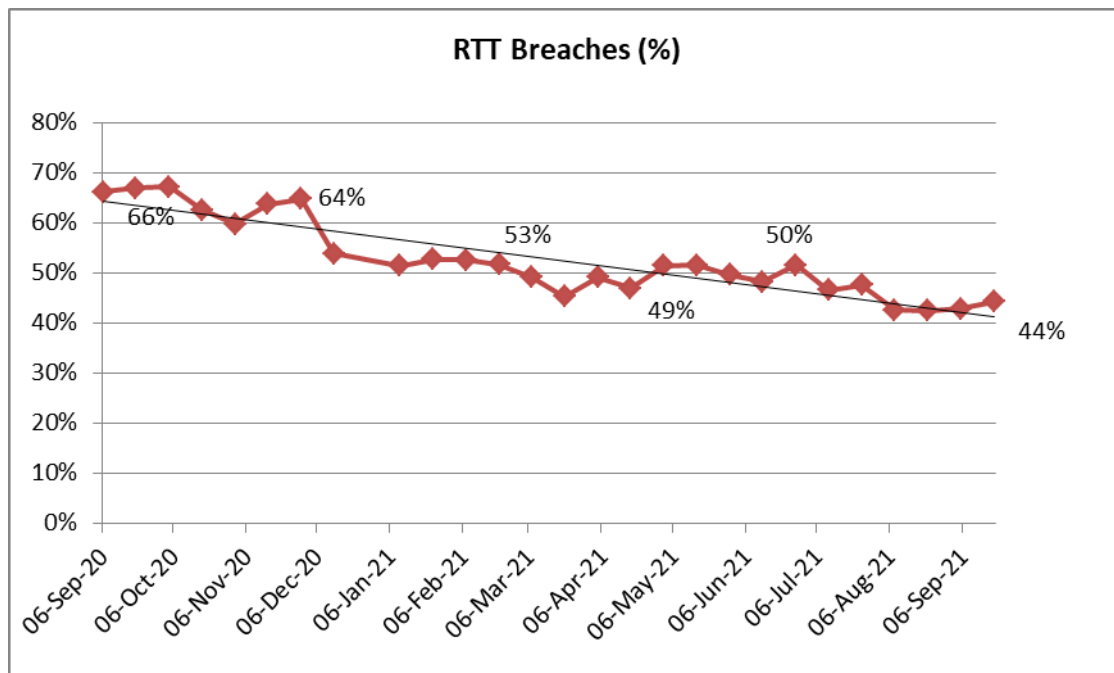
**1. Service performance and trends**

The average RTT wait is currently 39 weeks (as of Monday 27<sup>th</sup> September 2021).

**Graph 1: RTT waits up until 12<sup>th</sup> September (number of Children)**

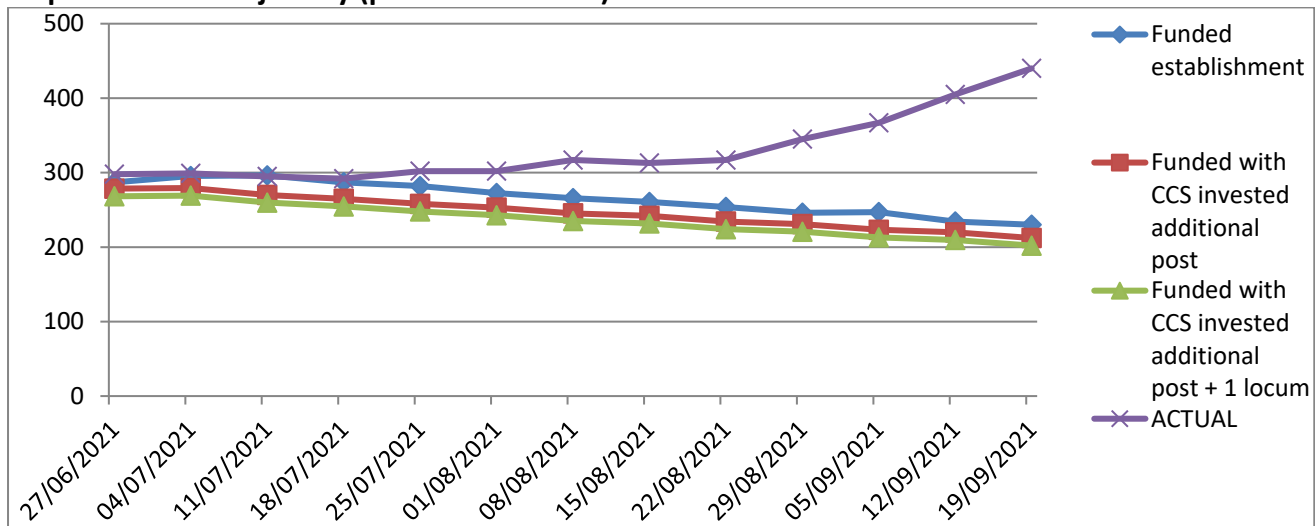


**Graph 2: 18 week RTT breaches (up until 12<sup>th</sup> September 2021)**



The number of Children breaching an 18 week waits has reduced since June 2021, however the overall number of Children waiting has increased. A Nurse is on call daily for parents/ carers to access support and advice for children on the waiting list.

**Graph 3: Breach trajectory (planned vs actual)**



Challenges impacting the improvement trajectory:

- Between June and August 2021, the service received a 63% increase in accepted referrals (n=238), in comparison to the same period last year.
- Medical locum availability.
- Long term sickness within the Nursing team has limited non-Medical appointments.
- A Consultant has reduced working hours to part time.

Future staff sickness, spikes in demand or locums unexpectedly leaving the service could impact progress.

## 2. Primary factors impacting service performance

### Capacity required for routine physical assessments:

RTT appointments facilitated over video/ telephone consultations require a face to face physical examination thereafter. These face to face appointments have been phased into capacity planning.

### New appointments vs follow up consultations

A balance is required between the booking of new (RTT) and follow up appointments to prevent disproportionate waits in either area. High risk medication reviews are prioritised.

### Medical recruitment challenges

The demand and capacity model indicates a further 3 Medics (2 Consultant Paediatricians and 1 Speciality Doctor) are required. Posts continue to be advertised with Locum cover a challenge to retain.

### Increasing demand with complex need:

Increased number of multi-disciplinary appointments required with increasing numbers of Children presenting with complex needs. School holidays have limited the availability of observation reports over the summer period.

### Increased demand for EHCP assessments

An increasing volume of EHCP assessments is resulting in service capacity being diverted from RTT and follow up appointment slots. Annual demand comparison as follows:

Month	EHCP assessments	Month	EHCP assessments
Jun-20	41	Jun-21	49
Jul-20	43	Jul-21	64
Aug-20	36	Aug-21	52

## 3. Service Improvements since the last Ofsted/ CQC inspection (2018)

Significant service improvements have been progressed to improve overdue medication reviews (highlighted in the 2018 CQC/ Ofsted inspection).

Additional investment has enabled a specialist nursing workforce, directly releasing capacity for Paediatricians to review children with more complex health conditions.

**Table 2 Specialist Nurse Caseloads, including ADHD Medication Reviews**

Month	Children on the Nursing caseload	Children overdue ADHD medication reviews	Length of time overdue ADHD medication review (weeks)
Dec-18	310	13	Not recorded
Jan-19	407	21	Not recorded
Apr-19	547	11	32
Jul-19	861	9	8
Oct-19	829	26	5
Jan-20	868	2	1
Mar-20	912	24	8
Jun-20	904	4	1

The service has achieved a **355% increase** in the number of children seen by Nurses since Dec 2018.

The waiting time for medication reviews increased from May 21 due to the secondment of a specialist nurse into the Luton Designated Clinical Officer role. A replacement has now been successfully recruited.

Sep-20	856	37	8
Jan-21	878	40	9
April-21	1020	130	7
May- 21	1034	161	11
June-21	1102	167	12
July-21	1148	172	15
August-21	1226	163	36
Sept-21	1276	141	21

Pan-Bedfordshire three new Specialist Nurses have been appointed, which will further improve the above performance. Support by locality will be allocated based on clinical need.

#### **4. Autism Spectrum Disorder (ASD) performance**

To inform the diagnostic outcome for children suspected of having an Autism Spectrum Disorder (ASD) an ADOS (Autism Diagnostic Observation Schedule) or BOSA\*) is routinely facilitated.

**Table 3: BOSA\* waiting times**

Month	Children waiting	Longest wait (weeks)
Dec-18	108	52
Jan-19	73	52
Apr-19	44	52
Jul-19	74	32
Oct-19	71	26
Jan-20	94	40
Mar-20	48	17
Jun-20	87	47
Sep-20	120	52
Jan-21	100	47
Apr-21	109	57
May-21	98	52+
June-21	119	33
July-21	156	36
August-21	163	24
Sept-21	119	33

With additional investment, over 300 BOSA assessments pan-Bedfordshire have been procured and facilitated during August/ September 21.

***To further improve waits:***

- A preferred provider has been appointed with the option to increase assessment resource as required.
- Staff members have completed their ADOS training to increase in house capacity and other members of the clinical team are encouraged to access training as courses become available.

#### **5. Action updates:**

***Leadership and recruitment:***

- A new part time clinical lead has been appointed.
- Medical posts are due to be re-advertised with interim Locum cover secured.
- Three new Clinical Nurse Specialists have been appointed.
- Options to increase EHCP assessment capacity is to be explored with commissioners.

***RTT waits:***

- A review across the Luton system is being explored with commissioners to agree how the rate of service demand can be managed sustainably.
- A SEN Facilitator contacts families and offers support for children under 5 years old on the waiting list. Parents/ carers continue to provide positive feedback.
- Referral acceptance letters include average wait times and full context on the service status. Letters also include community resources for families to access whilst waiting for appointments.

- Referral portal launching October 2021 with Community Paediatrics to improve user experience and maximise administration resource.

***ASD Clinical Pathway:***

- 3 Increasing Access to Psychological Therapies (IAPT) trainees are in post.
- Evaluation of the role of Educational Psychologist in the ASD diagnostic pathway is progressing update expected in the next 6 weeks
- 2 Posts are being recruited to support children and families whilst waiting for ASD diagnostic assessment following a successful NHSE bid.

***Partnership work to support Children and families:***

- ADHD patient resource pack has been updated with Children and families.
- Post diagnostic resource pack has been launched and shared with system partners.
- BOSA resources have been developed and now accessible via Trust webpages, including a video of what to expect for Children and families.
- A pilot for the self-monitoring of blood pressure and pulse as part of ADHD management continues- 30 families now recruited. Results available in approx. 18 months.
- Monthly forum established with parent carer groups to openly listen and share updates continues.
- Both Luton & Central Beds Local Authority Early Years SENS Team now participate in triage of referrals

\*Brief Observation of Symptoms of Autism Schedule Assessments (BOSA)

<https://www.esht.nhs.uk/service/community-paediatrics/autism-assessments/#:~:text=The%20BOSA%20assessment%20includes%3A,are%20observed%20by%20the%20clinician>