



Woodview news

June 2020. Issue 4

The Woodview newsletter for patients, parents and public.

CORONAVIRUS STAY ALERT TO STAY SAFE

Welcome to the Summer Woodview Newsletter. So much has happened in such a short time as a result of the Covid-19 pandemic; firstly all staff at Woodview send best wishes and hope that you and your family are keeping safe. In this edition I am delighted to let you know about some important service improvements that we have developed quickly in response to the need for social distancing. It's great to see that adversity certainly has brought new opportunities and creativity across all Children's Specialist Services! Rachel Burbury - Physiotherapist has led an important project to implement video conferencing within children's therapy teams and I've been working hard with our Doctors to take advantage of the new facility, within community providers, to provide parent/carers with electronically transferred prescriptions. Anna Winstanley - Learning Disabilities Nurse has also provided an update about the very successful ADHD workshops that she has delivered to parents and other professionals.



We are currently planning the next Covid-19 NHS phase as part of the community provision. A significant number of our staff have been redeployed to more acute areas of care within the Trust during the pandemic; they have risen magnificently to this challenge and been a real asset in the Covid Rapid Response team, Adult Learning Disability team, District Nursing Out of Hours in Halton, the Community Equipment Stores, Padgate House and Intermediate Care Services in Warrington. I would like to say a huge thank you to all these staff and also those colleagues who have remained in children's services to continue the important work supporting priority children and young people safely. I'm very proud of the commitment, resilience and professionalism everyone has shown. Jane Kinsella, Clinical Service Manager.

Don't forget, despite Covid-19, we are here to help and staff can be contacted on the normal telephone numbers.

Contact us

Telephone: 0151 495 5400

**Woodview Child
Development Centre**
Crow Wood Lane
Widnes
WA8 3LZ

 www.bridgewater.nhs.uk

 @Bridgewater_NHS

 BridgewaterNHS

Video Consultations

Connecting parents and professionals together using technology



Our Children's Therapies service has been highlighted for making significant changes to ensure services can be provided in a safe way despite the pandemic.

It's a change they are determined to develop further to deliver high quality care but, most importantly, to improve the experience for patients, their families and carers.

The Children's Physiotherapy and Occupational therapy team, based at Woodview Child Development Centre in Widnes, sees hundreds of children every year in its clinics. Referrals are via the GP, paediatricians, hospitals, schools and health visitors and care is given to babies, children, young people from 0-19 years. The team's approach has been to see patients with a range of issues that impact on their physical functional abilities. The tools/techniques they use in the treatment of their patients is multi-faceted and very much tailored to the individual's needs. Many babies, children, young people require intensive programmes of care and support for many years and patients have various and complex range of issues that require clinical input from a wide range of services at a regional and local level.

As the country went into lockdown everyone was advised to "stay at home, protect the NHS and save lives". In response to the Covid-19 situation Children's Therapies needed to continue to deliver priority clinical activity but also allow some staff to focus on those who needed urgent care in other areas. "It was a decision that we all fully appreciated and understood" **explained Rachel Burbury, Children's Physiotherapist and Clinical Lead in Halton.**

"Initially the focus had to be on the NHS front line and supporting our colleagues to deliver priority care in the community for discharged patients from the acute sector in order to free-up essential hospital capacity," **explained Jane Kinsella , Clinical Service Manager for Children's Specialist Services in Halton.**

Now however as we move through to phase two of our response to the pandemic, the service, along with many others, is starting to gradually open their doors again; but are doing so in a considered, supportive and pragmatic way which is proving extremely popular with parents and highly effective for their patients. Thanks to the developments within our patient records system - SystmOne and the expertise of IT, the therapy staff are offering video consultations to parents/carers. Rachel reported that exciting progress implementing SystmOne video consultation capability stating: "We are 10 days in and learning all the time importantly we have been able to triage patient referrals and also work with children and their parents virtually on whatever issues they are experiencing".

"We can see how children and their parents are interpreting the advice and support we are offering. Parents also feel reassured that we continue to offer care for them and that support and advice is still available.

The response to video consultations from parents has been overwhelmingly positive. They use either a phone or device, and follow the link from an email to join the consultation. Those parents who have used the service have said it's easy to use, practical and very, very welcome. They feel they're not alone and that is really important at this difficult time. Basically video conferencing has provided us with an opportunity to give "hands-off" but still individual assessment and treatment advice, at a time when only a small number of urgent cases are being seen face to face. It has allowed us to treat those we weren't able to reach in lockdown. We're determined to continue to use the learning from this experience and share with other services in Children's Specialist Services.

We couldn't have done it without the support of managers and our colleagues in IT and it's been a real team effort. The whole team has embraced this initiative and I am proud of their flexibility and continued drive to support families. Going forwards we plan to continue using video consultations for some patients; it's a win win situation because it will allow us to see more patients and may reduce the traveling difficulties getting to appointments for our patients especially those with complex needs and disabilities. We couldn't be more pleased by what we've achieved in a relatively short period of time."

Finally Jane acknowledges that

"The Children's Therapies have demonstrated a strong commitment to the children and families they work with. All the team has been motivated, determined and creative in adverse times! I am hugely proud of their achievements and Rachel's leadership."

Introducing ADHD Workshops

During late 2019 the Neurodevelopmental Nursing team introduced ADHD workshops initially held at Woodview and then other venues within Runcorn including children's centres. The team has now successfully delivered six workshops to date and planned to hold at least one workshop each month depending on demand. Each session has been well attended with between 5-10 parents participating in the interactive and informative sessions. Anna Winstanley, a senior neurodevelopmental nurse, has also used her expertise to facilitate a workshop specifically aimed at school SEN Coordinators to help them better support children with ADHD who have challenging behaviour in school that impact on their learning.

In the future Anna intends to offer similar development opportunities for school nurses and local authority support teams. Anna reports that "During the workshop we talk about what is ADHD, the assessment process, maintenance and monitoring of ADHD and, medication and behavioural support including feelings."

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The Neurodevelopmental Nursing Team (NDNT)

ADHD WORKSHOP

for families and carers who have a child with an ADHD diagnosis

TOPICS WE COVER:

- What is ADHD?
- Managing ADHD
- Medication
- Sleep

Please contact the service on 0151 4955418 to book your free place
Neurodevelopmental Nursing Team, Woodview CDC, Crow, Wood lane, Widnes, WA8 3LZ

"I use visual tools and other resources to help provide practical information and facilitate learning such as emotions cards, games to play to talk about emotions with children and young people, and medication options. This approach has been well received from parents who have asked for copies of the resources to use at home.

What did parents tell us?

"So happy I came to the workshop today it's given me a lot of help and support that I need"

"Open and honest and parents feel they have time to input and ask questions"

"Has a better understanding of behaviour and ADHD traits"

"Loved this, I feel like I'm more in the know of ADHD and how to deal with my child's needs better"

Continuous Quality Improvement

As a nursing team we are always keen to continue to improve the support we offer children and families and we have already used or plan to use some of your suggestions including:

You said:

Make ADHD resources easily available.

Greater access to information about ADHD medication.

We plan to develop digital teenage ADHD resources as part of a programme to help support transition to adult services.

We listened:

We will make these resources available from our website:

The paediatric service has an ADHD medication leaflet available on the website.

The nursing team has obtained a detailed medication information leaflet in an electronic format that is being emailed to parents/carers on request.

Plan to develop as part of our digital offer as part of a programme to help support transition to adult services.

Sadly just as the workshops gained popularity and dates for 2020 were being advertised, Covid-19 hit and this has inevitably meant we have ceased all face to face group activities.

However in the background the nursing and therapy teams are now working to develop a different offer to replace workshops that we have previously delivered and; resources that can be accessed anytime on line. Watch this space for more information!

The Prescription Process Made Easier

The Community Paediatric Service is now able to send prescriptions directly to a nominated pharmacy. This means that you will no longer need to collect a paper prescription from Woodview Child Development Centre or Lister Road Clinic. We have implemented this new process quickly in response to the Covid-19 situation to make the repeat prescription collection process easier for parents/carers and to also reduce the number of people attending our clinics and maintain social distancing.

The ordering process remains unchanged and parents/ carers should continue to request repeat prescriptions in the usual way by email Halton.prescriptions@nhs.net or using the automated telephone prescription line on 01928 593042. We will provide prescriptions within 5 working days.

The Community Paediatric Service is unable to add or change your nominated pharmacist; therefore please contact your GP and/or discuss with your normal pharmacist to add or change the pharmacy you would like to use. Feedback so far has been very positive and all parents have received an individual letter.



Multi Disciplinary Team (MDT) Update - Joan Ward, MDT Coordinator

I am pleased to report that the MDT has continued working with partner agencies and progressed children's Autistic Spectrum Disorder (ASD) assessments since lockdown. We have successfully used technology to continue holding weekly MDT meetings. The MDT would usually offer a face to face meeting to explain the outcome of the assessment to parents/carers. However due to covid-19 situation families have been offered the option of a written report or to wait for a face to face at some point in the future. To date most families have opted for a report and some parents have also spoken to the team by phone if any further explanation was needed. New ways of sharing information will continue to be used in the future which will help improve the process for families.

Unfortunately the new monthly referral drop in session has been cancelled for the foreseeable future; however the team is still on hand to discuss any queries or to provide advice for families regarding the assessment process. We are always happy to receive your call. The MDT is still receiving referrals during this period and new assessments will be arranged when face to face appointments are possible.

Compliment for Children's Audiology

"Often people only write with a complaint nowadays, but I would like to applaud the exceptional service I received this week from two audiologists. I have never been received with such warmth, patience and professionalism by a healthcare professional as I did by the two audiologists on duty on the day.I don't have the words to express how grateful I am for their empathy and the attention they gave to [my baby] when providing his care. They are a true credit to the NHS trust, and should be recognised for their service, their kindness and their professionalism. Please see that they are acknowledged. A big thank you to two wonderful women and a big thank you to Bridgewater too! An exceptionally positive experience".

- May 2020

Well done to Alison Rimmer, Chief Audiologist and Emma Smith, Audiologist



Going the extra mile!

Huge thank you to the Newborn Hearing Screening team who have extended their working day hours during Covid-19 pandemic in order to screen as many babies as possible before being discharged from hospital.





Woodview news

What's New in Children's Specialist Services?

Welcome to a new medical secretary called Diane Beswick and our locum consultant Dr Michael Ogundele.

The first of our newly developed on line physiotherapy exercise videos has gone out on Youtube, [Watch it here](#)

We have made some changes in Woodview reception area to maintain social distancing and to keep everyone safe. We would politely ask if you have a face to face appointment please:

Only attend the appointment if you and your child are well & please let us know if you can't attend in advance and we will rearrange your appointment

Use the hand sanitisers provided when you enter and leave health buildings

Where possible arrive on time for the appointment time to avoid congestion in reception

Only one parent to attend the appointment with their child

Wear a face covering when attending your GP and in Bridgewater clinics we will provide masks

1

If you have a query regarding your child's appointment or current treatment please contact the **service** directly on 0151 495 5400, selecting the appropriate option.

2

If you have a query or concern regarding your child's assessment process by the multi-disciplinary team (formally known as panel) please contact our Case Coordinator **Joan Ward** on 0151 495 5400 or at bchft.haltonmdt@nhs.net.

3

For any informal complaints or queries please contact our Clinical Manager **Jane Kinsella** on 07831 118352 or at bchft.haltonmdtreferral@nhs.net.

4

You can also raise a concern or make a formal complaint about any services at Woodview CDC by contacting Bridgewater Community Healthcare NHS Foundation Trust's **Patient Services Team** on 0800 587 0562 or Patient.Services@bridgewater.nhs.uk.

Healthwatch provides an Advocacy service that can help if anyone needs support to raise a concern or complaint. Healthwatch Halton can be contacted on: 0300 777 6543 or enquiries@healthwatchhalton.co.uk