

Patient Advice and Liaison Service

The Patient Advice and Liaison Service (PALS) acts on behalf of service users, families and carers to negotiate prompt solutions and help bring about changes in the way that services are developed. As well as providing a confidential advice and support service, PALS will help guide you through the different services available from the NHS.

Tel: 0161 716 3178

Comments and complaints

We want to learn from comments and complaints about our services. If you have any, please speak with a member of staff. Every effort will be made to resolve any concerns and complaining will not cause any difficulties in your care with us.

You can also contact the Trust's Complaints Department via post at Trust Headquarters, 225 Old Street, Ashton-under-Lyne, OL6 7SR.

Tel: 0161 716 3083

Email: complaints.penninecare@nhs.net

Become a member of our Trust

You can be the voice of your community by electing or becoming a governor, find out more about your local mental health and community services, and receive updates, comment on our plans and get invitations to health events.

Tel: 0161 716 3960

Email: ftmembership.penninecare@nhs.net

Alternative formats

If you need help to understand this information, require it in another format such as large print, spoken (on CD) or Braille, or require it in a different language – speak to a member of staff.

Contact us

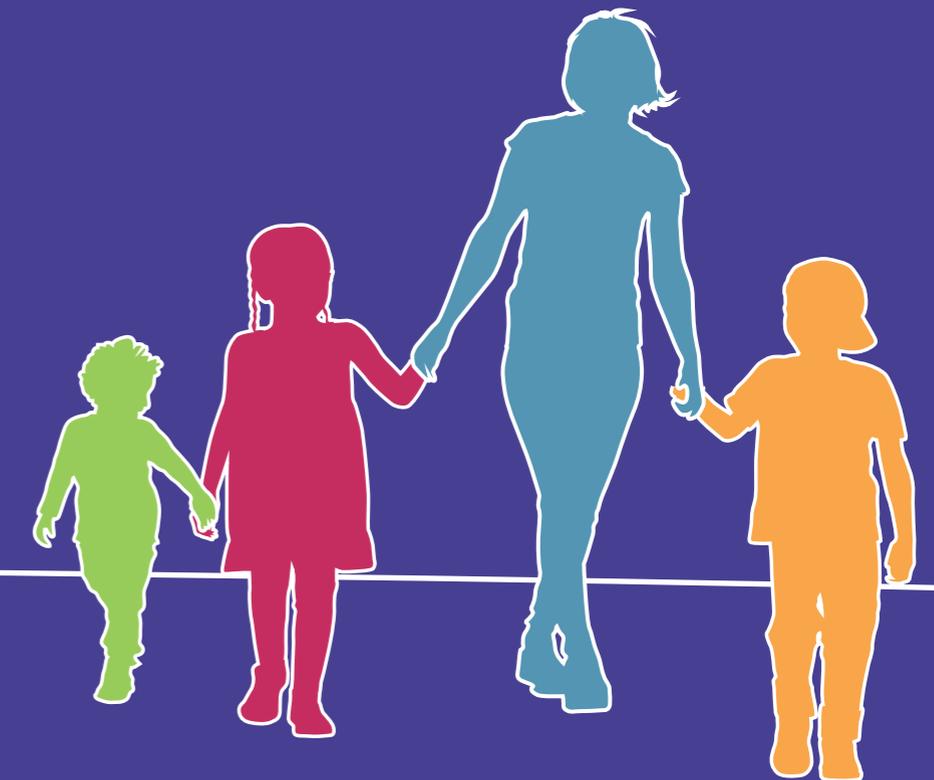
Community Paediatric Service,
Werneth Primary Care Centre,
Floor 3,
Featherstall Road South,
Werneth,
OL9 7AY

Tel: 0161 484 1252

Email: pcn-tr.OldhamCommunityPaeds@nhs.net

Community Paediatric Service

Information for parents and carers



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LIVING WELL

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 www.penninecare.nhs.uk

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About the Community Paediatric Service

We provide an assessment and diagnosis service for children aged 0-18 years, who experience difficulties in their development. We also help and support the co-ordination of services involved with children and young people.

This would include:

- Assessment and care management for children and young people who may have neurodevelopmental disorders and complex health needs, for example autism/ADHD/dyspraxia/epilepsy/cerebral palsy and global developmental delay
- Multi-agency assessments for children and young people who may have undiagnosed learning difficulties and may require ongoing support
- Medical information for children undergoing Education Health and Care plan assessments
- Statutory health assessments for Looked After Children and those who are about to be adopted or fostered

Referral to the service

Your child can be referred by:

- GP
- School nurse
- Health visitor
- Other health professionals working with your child
- The local authority for EHC plan supporting information
- School
- Pre-school

Your child may be referred because of:

- Social communication difficulties
- Learning difficulties
- Significant concerns regarding development including those children with complex health needs

Your Community Paediatric Service comprises of:

- Consultant paediatricians and speciality doctors
- Speciality nursing staff
- Service coordinators
- Specialist outreach nursery nurses
- Administration staff

You and your child may be seen by any of the above professionals or multiple professionals for example a speech and language therapist, occupational therapist or physiotherapist. We may also request additional information about your child from their school or nursery setting.

You can expect to be seen for your first appointment between 16 and 20 weeks after we receive your child's referral.

Children with complex health needs

The Community Paediatric Service works closely with the Children's Community Nursing Team and therapy services that support children and young people with long-term complex health needs and children and young people who require palliative care.

Consent

We will always ensure that we have your consent before we assess or provide treatment for your child.

