

CHILDREN'S OUTPATIENTS – NEW WAYS OF WORKING CLINICAL OPERATIONAL POLICY	Policy Register No: 10025 Status: Public
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1.0 Purpose

- 1.1 To outline the purpose and function of the Children's Outpatient Department and to ensure all staff using the facility understand the philosophy of the department and work as a cohesive team to provide integrated child and family friendly services.

2.0 Aims of the Service

- 2.1 To provide an excellent and integrated children's outpatient services for children, young people and their families / carers, where the 18 week pathway is met.
- 2.2 To provide outpatient / ambulatory facilities for children and young people in a child and family friendly environment
- 2.3 The services provided will be compliant with the NSF for Children and Young People and relevant national and local guidelines, in an environment that meets the diverse needs of our service users.
- 2.4 To provide outpatient services for children and young people in a sensitive environment that meets the requirements and addresses issues around privacy and dignity.
- 2.5 To provide a service that meets the needs of children and young people by working together with other agencies to safeguard children using local and national policy and guidelines.
- 2.6 To provide a local facility for children, young people and their families who need to access some of the specialist services available in from tertiary services.

3.0 Scope of the Service

- 3.1 The Children's Outpatient Department is open from Monday to Friday 08:00 to 18:30, outreach clinics are provided at Braintree Community Hospital and St. Peters Hospital in Maldon on a sessional basis.
- 3.2 The main department could also be utilised during the weekend and evenings if activity required an increase in provision.
- 3.3 We aim to provide a facility to see children and young people up to the age of 16 years, the exception is, children with additional needs who are receiving specialist care and who need to be supported through the transition into adult services who may continue to use the facility until this transition is completed.

3.4 Exclusions from the Service

It is anticipated that the following services will continue to provide services for children within their specialist clinics.

- Young People over the age of 16 years, with the exception of 3.4
- Burns / Plastic surgery
- Ophthalmic

- Ear Nose and Throat and Oral surgery.
- Orthopaedic and Fracture Clinic

4.0 Work Flows

4.1 Access

Children, Young People and their families will access the Outpatient department via:

- GP referrals through Choose and Book or letter.
- Follow up appointments after an in-patient episode.
- Follow up appointments for day cases or ward attendees.
- Follow up appointment following well baby episode i.e. discharge from maternity services.
- Requests from tertiary centres to follow up patients locally either by resident team or visiting teams.
- Referral from Community Paediatric Nurses.
- Referral from Community Paediatricians.
- Referral from Social Services.

4.2 Process for referrals made by letter

- 4.2.1 On receipt of the letter referral the Consultant Paediatrician will grade the urgency of the appointment in the categories of urgent and routine. An urgent appointment will be offered within 10 days and a routine appointment is offered within 8 weeks of the date of receipt of the referral within documentation.
- 4.2.2 For cancer and other urgent appointments the parent / carer will be contacted by telephone and a suitable appointment will be booked, giving the family an opportunity to have as much choice as possible within a maximum 2 week timescale.
- 4.2.3 For routine appointments a letter will be sent to the next of kin with an appointment date and time, the letter will include the option of contacting the department to change the appointment if the date/time is inconvenient.

4.3 Process for Choose and Book referrals

- 4.3.1 The parent/carer will attend the GP surgery for a consultation, when the decision is made to refer the child/young person, the GP will be able to give the family access to the available appointments. The appointment is booked at the surgery during the consultation.

4.4 Goods

- 4.4.1 Stock levels will be set and managed by the Sister.
- 4.4.2 NHS supplies will be obtained through normal routes by utilizing the materials management personnel to manage stock control.
- 4.4.3 Non –stock requisition orders will be managed by the Sister using the normal non stock ordering system.

5.0 Key Relationships

5.1 The Children's Outpatient Departments works closely, but not exclusively with:

- Children's Inpatient wards
- Children's assessment area
- Neonatal Unit
- Children's Community Nursing Team
- Pharmacy
- Psychotherapy team
- Radiology
- Phlebotomy
- Pathology
- Physiotherapy and Occupational Therapy
- Dietetics
- Health Records Centre
- Child Psychology and Psychotherapy Services
- Safeguarding Children team
- Children's Community Paediatricians
- Moulsham Grange Children's Centre
- Children's Diabetes Team
- ECG
- EEG
- Tertiary Centres including Primary Treatment Centres for children with cancer
- Tertiary Centre visiting teams
- Training and Development
- Social Services
- General Practitioners and their support teams
- Supplies
- Porterage
- Estates and Facilities
- Voluntary Services

5.2 Key Operational Requirements

5.2.1 The department will meet the standard of the Children and Young Peoples' NSF and adhere to the Safeguarding Children Policies and Procedures.

5.2.2 The clinic templates will be agreed between the Consultant and the Divisional manager to give sufficient clinic slots to meet the demands on the service and sufficient time for children and their families to meet their needs.

5.2.3 Clinics must not be cancelled less than 6 weeks before for consultant annual leave / study leave as per trust policy.

5.2.4 There will be a separation of flows from adult patients.

5.2.5 Patient records to be available for planned appointments, if notes are not available a temporary set will be prepared with the last clinic letter, discharge letter or referral letter.

- 5.2.6 The service must be fair, accessible and meets the needs of everybody, signposting and access must be suitable to meet the needs of all our clients including wide doors for double / triple buggies and family friendly signage
- 5.2.7 All reception desks should be low enough to allow children to see the faces of the staff sitting behind a desk.
- 5.2.8 The outpatient area will have Consultation / Examination rooms that are child and family friendly.
- 5.2.9 The waiting rooms will provide separate areas where appropriate facilities can be provided for both young children and adolescents.
- 5.2.10 For children with cancer or who are immunosuppressed they will be offered separate waiting facilities, either in a consulting room or in the middle waiting room, which will be closed to other patients.
- 5.2.11 Play facilities will be incorporated into the department both waiting areas and consultation rooms.
- 5.2.12 Play specialist or nursery nurse will be available to support children and their families during their clinic appointment.
- 5.2.13 There is appropriate ancillary accommodation including nappy changing area and breast / baby feeding facilities as well as facilities to heat baby milk and food.
- 5.2.14 Chaperone will be available to meet the requirements of the Chaperone Policy.
- 5.2.15 Specialist equipment will be stored appropriately to ensure that the environment remains safe for the children and young people.
- 5.2.16 Separate room needs to be available for nursing staff to weigh children and babies and have a confidential discussion with parents.
- 5.2.17 Psychotherapy Staff will be given appropriate space and to enable them to meet children in the department in a quiet space where they will be free from interruptions.
- 5.2.18 Staff will monitor waiting times during every clinic to ensure that the services can be adapted to ensure that children do not have to wait longer than 30 minutes for any appointment except in exceptional circumstances.
- 5.2.19 Staff will refer to the access policy to ensure that any child who fails to attend for their appointment are appropriately followed up.

5.3 **Key relationships with other departments**

- 5.3.1 Children and Young People attending the Trust should have an experience that meets their specific needs and complies with the standard set by the NSF for Children and young people - this specific need applies to all departments where the child/ young person visits.

- 5.3.2 There should be easy access to/from diagnostics/ pharmacy and support services and the journey to other department must be double pushchair friendly.
- 5.4 Key requirements from Facilities Management (F.M)**
- 5.4.1 Departmental cleaning schedules should be configured to provide adequate cleaning to meet the 85% standard of the 49 steps audit.
- 5.4.2 Cleaning should take place at the end of the morning clinic and at the end of the day with ad hoc cleaning during the day as required.
- 5.4.3 Daily hard facilities support is provided by the Estate and Facilities department
- 5.4.4 Stores and pharmacy should be delivered at the beginning of the day prior to the start of clinic.
- 5.5 Environment requirements**
- 5.5.1 The department is decorated in a family friendly way that will meet the needs of children from 0 – 16 years of age.
- 5.6 Wayfinding**
- 5.6.1 Signage is clear and identifies children's OPD.
- 5.6.2 Journeys to other departments must be clearly marked.
- 5.7 Security requirements**
- 5.7.1 There should be a facility in each of the consulting rooms and at reception to enable the clinician to alert security.
- 5.7.2 An environmental Risk assessment is performed annually to assess the risks to staff, patients and visitors an action plan is available for staff.
- 5.8 Medical Records security**
- 5.8.1 All patient records will be managed and stored securely in the children's patient library.
- 5.8.2 All movement of patient records will be accurately tracked in accordance with the Trust's case note tracking Policy.
- 5.8.3 All new documentation will be secured into a folder prior to it leaving the department.
- 5.8.4 All staff must comply with professional bodies' standards of record keeping and MEHT clinical record keeping guidelines
- 5.8.5 All notes/ patient information must be stored in a locked room / cupboard when they are not in use.
- 5.8.6 Confidential waste must be disposed following the Trust policy for safe disposal.

5.9 Manual Handling

5.9.1 The service will be delivered in accordance with and compliance to the Trust's Manual Handling Policies.

5.9.2 All staff receive mandatory training.

5.10 Fire Safety

5.10.1 The service will be compliant with the Trust's Fire Safety Policy, Fire Evacuation Policy and other local fire plans and procedures.

(The detail of these items will then be developed as part of the separate Fire Safety Work Programme, as led by the Trust's Fire Officer.)

5.11 ICT Requirements

5.11.1 All consultation rooms, reception areas, staff base and sisters office require a network cable, telephone line and PC facilities to enable staff to access all online data.

5.11.2 All PCs in the department must be networked to a colour printer/ fax/copier

6.0 Staffing

6.1 Staff Profile

6.1.1 All staff working in or using the facilities will be required to work in a way that embraces the philosophy of family centred care.

6.1.2 The Children's Outpatient Sister will be a Children's Trained Nurse and will have overall management responsibility for the effective running of the department.

6.1.3 The Sister will be supported to manage the department by the Divisional Manager / Business manager for Operational issues and the Lead Nurses for clinical issues.

6.1.4 The Sister will be responsible for ensuring that the nursing staff are up to date with all trust policies and procedures, mandatory training and meet their competencies to fulfil their role.

6.1.5 Staffing requirements will be decided by using an appropriate skill mix tool and by agreement with the Divisional Manager / Lead Nurse. This assessment will take into account the skills of the staff to provide an effective service.

6.1.6 A play specialist will be available to support children and their families.

6.1.7 During a clinic session there should always be at least one children's trained nurse on duty and appropriately qualified support worker preferably a trained nursery nurse.

6.1.8 A consultant will be available to support all junior staff undertaking clinic sessions in the department.

6.1.9 Medical students will be welcomed and supported to attend the department; however children and their families must be given the opportunity to decline their presence.

- 6.1.10 Student nurses on the children's pathways will be supported in the department by qualified children's nurses with the appropriate NMC mentorship qualification.
- 6.1.11 The reception staff must be experienced in working with children, and completed their Level 3 Safeguarding Children training, have and an advanced CRB check and have experience and or training in communicating with children.

6.2 Training and Education

- 6.2.1 Staff meet the mandatory training requirements set out by the Trust in the Mandatory Training Policy.
- 6.2.2 Staff are trained to use all specialist equipment and sign a competency statement following training.
- 6.2.3 Qualified nursing staff will be trained to provide effective mentorship to student nurses and be on the Trust mentorship register.

6.3 Facilities

- 6.3.1 There is a facility for staff to change into and out of their uniform.
- 6.3.2 Toilet facilities are available for staff within the clinic environment.
- 6.3.3 Staff have access to canteen / refreshments during the hours of the clinic.
- 6.3.4 Staff lockers are provided to ensure safety of personal belongings whilst at work.
- 6.3.5 Cold water is available at all times for staff and visitors.

7.0 Equipment Requirements

Please see Appendix 3.

8.0 Infection Prevention

- 8.1 The service will be delivered in accordance with and compliance to the Trust's Infection Prevention Policies.
- 8.2 Universal Precautions and ANTT (Aseptic Non-touch Technique) are followed.
- 8.3 All equipment is cleaned daily and recorded on the departmental cleaning record.
- 8.4 Staff are monitored for compliance. The service is supported by an Infection Prevention Team

9.0 Equality and Diversity

- 9.1 Mid Essex Hospital Services NHS Trust is committed to the provision of a service that is fair, accessible and meets the needs of all individuals.

10.0 Contingency

- Trust policies and local procedures
- Major Incident Plan
- Consultant and administration staff sickness managed by Divisional Manager
- Nursing staff managed by Children's outpatient Sister
- IT and phone down time – mobile phones made available to department, clinic appointments paper copies made.

11.0 Auditing this Policy

11.1 The audit of this policy will be on a yearly basis and will be reviewed at the Divisional Governance Meetings.

12.0 Responsibilities

12.1 The Divisional Manager for Women, Children and Sexual Health Directorate is operationally and financially accountable for service delivery.

12.2 The Outpatient Team will remain professionally accountable for their actions. They will work in conjunction with the Divisional Manager and Lead Nurse to ensure that the service is delivered within the confines of the agreed budget and operational requirements.

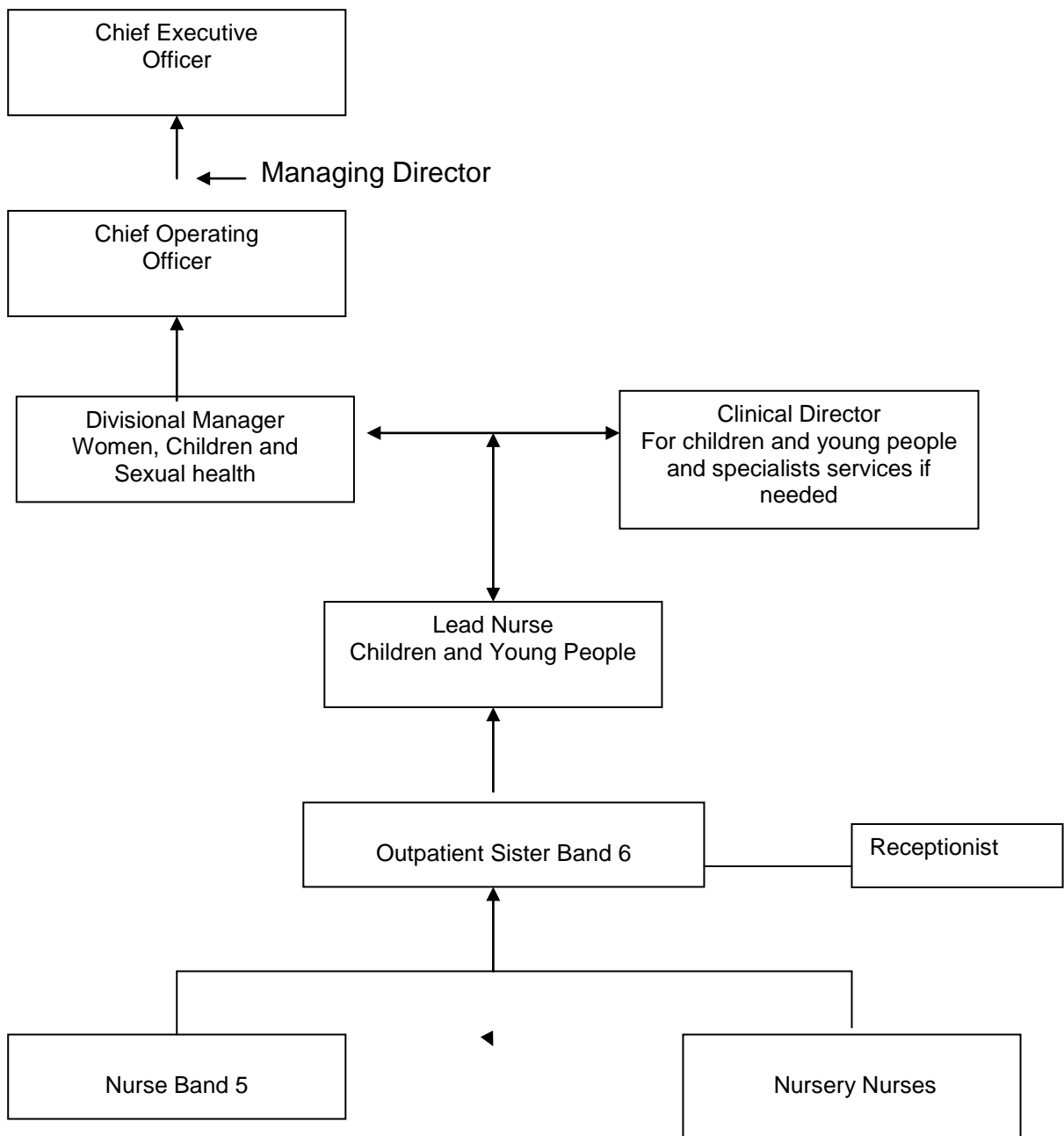
12.3 The Outpatient Sister has the day to day responsibility for delivering the service supported by the Lead Nurse for Children and Young People.

12.4 The Outpatient Team will remain accountable for ensuring that they comply with all MEHT clinical and documentation guidelines.

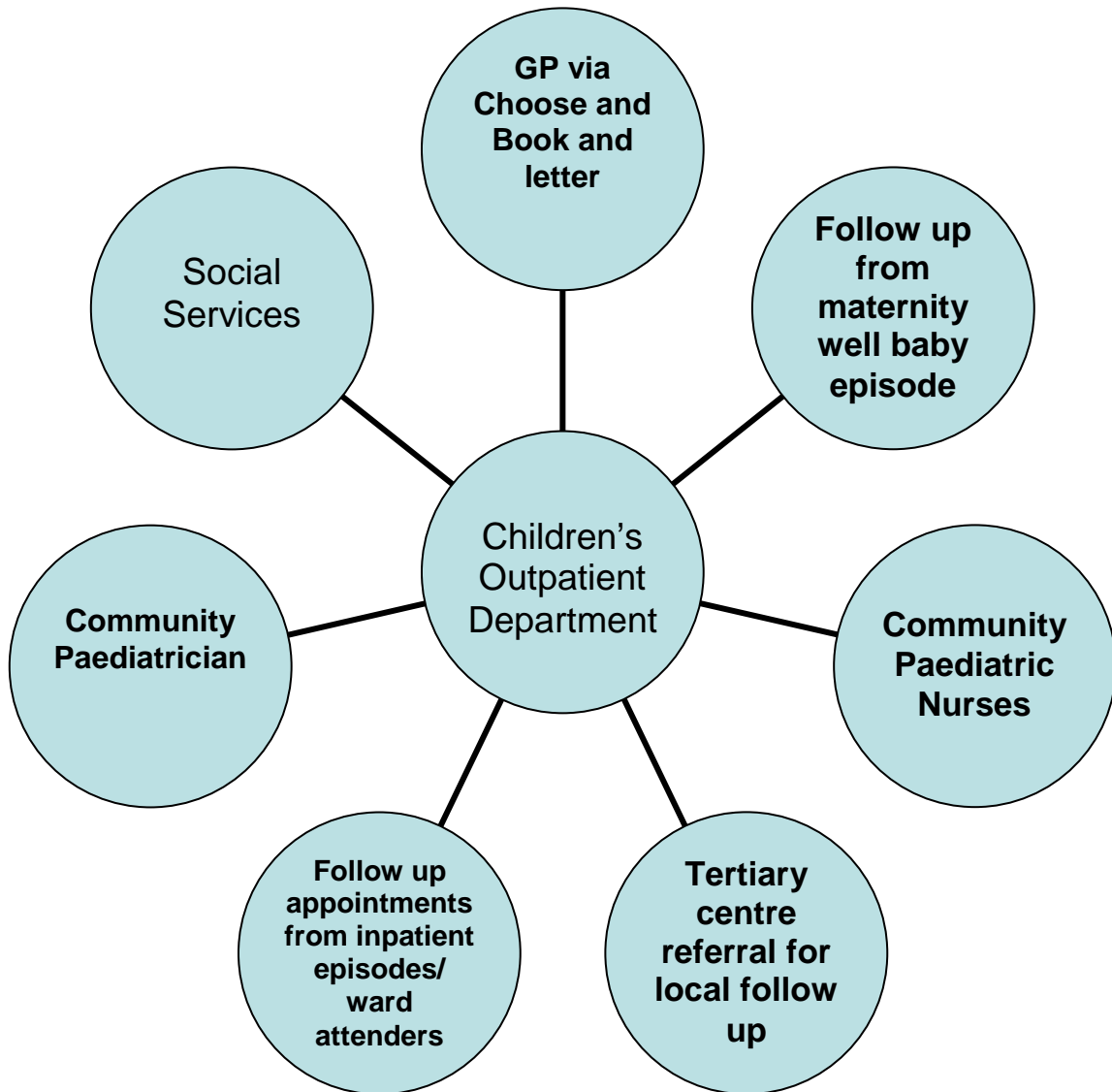
13.0 References

13.1 Getting the right start: National Service Framework for children, Young People and maternity Services 2003

Appendix 1 - Organisational Chart



Appendix 2 – Work Flows



Appendix 3

EQUIPMENT LIST

TREATMENT ROOM

Genius Thermometer	1
Bayer DCA 2000+	2
Viasys Flowscreen	1
Ohmeda Biox 3740 Pulse Oximeter	1
Accoson BIP Machine (Manual)	1
Dinamap BIP Machine	1
Channel Weightcare sit on Scales	1
SECA Alpha stand on Scales	1
Chasmors Height Board	1
Bayer Ascensia BM Machine	1

BABY ROOM

Marsden Baby Weight Scales	1
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ROOM 1

Sonos 7500 System 3D Scanner	1
Huntleigh Examination Couch	1
Ophthalmic	
Marsden Wheelchair Weight Scales	1
Ophthalmoscope Oroscope	1

ROOM 2

Huntleigh Examination Couch	
Ophthalmoscope	1
Chasmors Height Board	
Oroscope	1

ROOM 3

Huntleigh Examination Couch	1
Ophthalmoscope	1
Chasmors Height Board	1
Oroscope	1

ROOM 4

Huntleigh Examination Couch	1
Ophthalmoscope	1
Oroscope	1

ROOM 5

CLEAN UTILITY

Chasmors Height Board (baby)	2
Drug Fridge	1
Wescor Sweat Test Collector	
Sluice	
Bayer Clinitec Urinalysis Machine	1

ADOLESCENT ROOM

Play Stations	4
Flat Screen T.V.	4
Age appropriate games	
Age appropriate games	

PLAY ROOM

Age appropriate toys	
Train table	
Bug table	
Cozy Coup Cars	
Kiddie Motor Bike	
Suction Unit LSU	
Resus Trolley	

RECEPTION AREA

Computers	
Fax / Scanner / Photocopy	
Notes Trolley	

