

Community Children and Young People's Service (CYPS)

Parent and carer information



Introduction

This leaflet provides you with information that you will find useful about the service. If you are not sure about anything in this leaflet please ask a member of staff.

What is the Children and Young People's Service?

The service is for children and young people (4-18 years) who have persistent, moderate to severe symptoms and/or highly complex emotional distress that has not responded to previous targeted intervention.

We have community bases at:

- Monkwearmouth Hospital, Sunderland
- Benton House, Newcastle
- Craster, St Georges Hospital, Morpeth, Northumberland

Although most of our work is carried out within the community this includes outreach clinics, GP's, home address and other local venues.

What will happen when I arrive with my child?

Prior to your first appointment a member of the team will contact you.

If you wish to be seen without your child then please let the clinician know when they meet with you prior to your appointment.

Appointments usually last for approximately one hour. You should be informed if it is going to be longer.

Who will be working with my child?

The service contains a number of highly trained clinical staff from a range of disciplines. We have:

- Doctors - psychiatrists
- Nurses
- Psychological therapists
- Occupational therapists
- Dietician
- Other allied health professionals and support workers

We will work with you to ensure your child is seen by the clinician with the most appropriate skills to meet their needs. Due to the nature of your child's difficulties they may need to be seen by more than one person. This will be discussed with you.

We recognise the value in having students and trainees in our service and it may be that you are asked if it is ok for a trainee to "sit in" on a meeting or to carry out a specific piece of work with your child. If you do not wish this to happen then please let us know, this will not affect your child's treatment.

Consent/ sharing information

During your first appointment we will discuss with you issues about consent and information sharing. This is to ensure we have a clear agreement about who we may seek information from in relation to your child's difficulties and how you would like information to be communicated to you and others. If your child is old enough to understand the nature of these discussions then consent and information sharing will be led by them with your support.

Facilities

Our outreach clinics have been designed to specifically meet the needs of children and young people. We do not however have facilities to care for siblings who may accompany you to appointments. If you wish to accompany your child into the appointment it may be advisable to bring another adult with you who can look after the other children.

Is there anything else I need to know?

During your child's first appointment you may be asked to fill in some paperwork. We are happy to do this with you and to explain the reasons for this as we go along. It is important that we gather information on how your child's current difficulties are affecting them and you, and what it is that you want to happen from working with our team.

We are also keen to seek your views of the service we provide so we can improve the quality we offer to children, young people and families working with us. For that reason we will ask you to complete an evaluation of the service you have been provided with when you leave us. This is voluntary and can be anonymous if you wish.

Public transport

All our main outpatient departments are on public transport routes. If you require information please ask us when booking your first appointment or contact the Traveline office and website:

Telephone: 0871 200 22 33

Website: www.traveline.info

If you are on benefits travel expenses can be reimbursed however you will need to bring with you proof of your entitlement and identification.

Interpreters

Staff can arrange an interpreter if you need one.

What if I have a comment, suggestion, compliment or complaint about the service?

If you want to make a comment, suggestion, compliment or complaint you can:

- talk to the people directly involved in your care
- ask a member of staff for a feedback form, or complete a form on the Trust website
www.cntw.nhs.uk/contact/complaints
- telephone the Complaints Department on 0191 245 6672
- email complaints@cntw.nhs.uk

We are always looking at ways to improve services. Your feedback allows us to monitor the quality of our services and act upon issues that you bring to our attention.

You can provide feedback in the following ways:

- the quickest way for you to do this is to complete our short online survey at www.cntw.nhs.uk/yourvoice
- complete a Your Voice survey, available on wards, reception areas or from staff
- other options for sharing your feedback and experience www.cntw.nhs.uk/yourfeedback

Patient Advice and Liaison Service (PALS)

PALS provide confidential advice and support, helping you to sort out any concerns that you may have about any aspect of your or your loved ones care.

We act independently when handling patient and family concerns, liaising with staff, managers and, where appropriate, relevant organisations, to negotiate prompt solutions. If necessary, we can also refer patients and families to specific local or national-based support agencies.

North of Tyne

Tel: 0800 032 0202

Email: pals@nhct.nhs.uk

Post: FREEPOST PALS

9am to 4.30pm, Monday to Friday

An answerphone is available at all times for you to leave a message. A member of the PALS team will aim to return your call as soon as possible.

Contact details

- **Newcastle Community Children and Young People's Service**

Benton House
136 Sandyford Road
Newcastle upon Tyne
NE2 1QE

Telephone: 0191 246 6913 or Freephone 0800 652 2864

Website: www.cntw.nhs.uk

- **Northumberland Community Children and Young People's Service**

Craster
St George's Hospital
Morpeth
Northumberland
NE61 2NU

Telephone: 01670 502 700 or Freephone 0800 652 2862

Website: www.cntw.nhs.uk

- **South of Tyne and Wear Community Children and Young People's Service**

Monkwearmouth Hospital
Newcastle Road
Sunderland
SR5 1NB

Telephone: 0191 566 5500 or Freephone 0800 652 2868

Website: www.cntw.nhs.uk



Further information about the content, reference sources or production of this leaflet can be obtained from the Patient Information Centre.

This information can be made available in a range of formats on request (Braille, audio, larger print, easy read, BSL or other languages). Please contact the Patient Information Centre on 0191 246 7288.

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