

# Primary Care Charter

November 2013

Update from the Children and Families Network

## Welcome from the Network Directors



It is a great privilege to be the Clinical Director for the Trust's Children and Families Network. As one of the network leads alongside Lynne, we are totally committed to working with a range of stakeholders to achieve our vision which is: 'Working in partnership to achieve a healthier future for the children and young people of Lancashire'.

I see GPs as a key partner and by working together I believe that we can make some real improvements for children, young people and their families.

We have some ambitious transformational plans that we are progressing with which include; transforming services for children with complex and additional needs, providing integrated care, single point of access and support with self care. We are also looking to transform mental health and wellbeing services for children and young people with moderate and severe mental health problems through improved access to psychological therapies, establishing a single point of access and improved facilities for those that need inpatient care. Finally, we are also looking to extend the provision we offer to families accessing universal 0-19 services; this covers antenatal contact, community facilities and school nursing modernisation.

As a network we are clear about our priority areas for improvement and the feedback that you have provided will stand us in good stead for improving not only our service offering but our relationships with you as a GP community.



I'm Lynne Braley and I'm the Network Director for Children and Families at Lancashire Care. I was really pleased that my network was given the opportunity to receive feedback from GPs about the services we provide across Lancashire.

The Children and Families Network is fairly new. It was established on 1 August 2011 and brought together the Children and Families and Health Improvement Services from three former Provider Units in East Lancashire, Central Lancashire and Blackburn with Darwen along with the Mental Health and Wellbeing Services for Children and Young People already established in Lancashire Care.

As such, services are all at different stages of their development, and it is a commitment of the Network to build on the achievements and roll out good, evidence based services. The network benefits from the clinical leadership of Dr Warren Larkin and further development of the professional and clinical leadership structures is underway.

The service offering of the network is diverse and working in partnerships with GPs is key to making improvements for the benefit of people that access our services. The feedback that we have received from the recent survey will help to inform the development of improvement plans across our services and identify our priority areas.

I would like to take this opportunity to thank you for your comments.

Children and Families

Community Services

Mental Health

Secure Services

Specialist Services

## Meeting the Needs of Children and Young People

The Chai Centre in Burnley has successfully bid for Early Intervention Grant funding to pilot Common Assessment Framework (CAF) cluster arrangements in three Burnley Primary Schools. CAF is a key part of delivering frontline services that are integrated and focused around the needs of children and young people. It is a standardised approach used by practitioners to assess children's additional needs and decide how these should be met. The centre has also gained approval to deliver Central YMCA Qualifications (CQA). A first cohort of training for volunteers in Fitness Instructor level 2 is currently underway.

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### You said you didn't always know about new or changing services.

There is a wide variety of exciting developments taking place in the Children and Families Network to improve services for local people. Here are some of the highlights:

### Increasing the number of Health Visitors

The network continues to progress with the Health Visitor Implementation Plan, which is a Government commitment to increase the number of health visitors by 4,200 by 2015. In Lancashire this will result in an additional 57 health visitors who will support the delivery of a new service offer to improve the health and wellbeing of children, families and communities.

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## Integrating Services and Care Pathways

The Pan Lancashire Children and Family Psychology Services transferred into the Children and Families Network on 1 March 2012 and a review of the service structure has been undertaken to achieve integration across pathways of care.

The North Lancashire Child & Adolescent Mental Health Service (CAMHS) (Fylde & Wyre) has transferred into the Network from NHS Blackpool Provider Services. This means that the network now provides CAMHS on behalf of 5 of the 8 Clinical Commissioning Groups in Lancashire.

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### Improving Futures

A major work programme that will impact on the Network is Lancashire Improving Futures; a Lancashire wide work programme with a focus on Multi Agency Safeguarding Hubs, Multi Agency Early Support Hubs and Working Together for Families that will significantly impact on the way those services are delivered in the future.

### Working with Barnardo's

Partnership working is in place with Barnardo's and N-Compass on the delivery of Children's and Young People's Improving Access to Psychological Therapy (IAPT) services for North and Central Lancashire. The focus is on extending training to staff and service managers in Child and Adolescent Mental Health Services (CAMHS) and embedding evidence based practice across services.



### Pathfinder Status



Another key development for the network is that the Early Intervention Service was chosen as one of two national demonstration sites for 'Severe Mental Illness: Improving Access to Psychological Therapies'. This achievement has raised the service and the Trust profile nationally and has been acknowledged by the Health Minister as an area of excellent practice.

### The REACH Project

This involves the implementation of Routine Enquiry about Adversity in Childhood (REACH), a process of routinely asking clients about traumatic experiences and offering psychosocial treatments to those who report traumatic life events in the context of psychotic experiences.

### Sexual Health Services

A collaboration between the Trust's psychosexual service and East Lancashire Hospital Trust has led to the development of a tiered pathway approach to delivering psychosexual services. The new service has been funded until March 2015.



The Sexual Health Service provides medical and nurse training and is a recognised training service for the Faculty of Sexual and Reproductive Health. In addition it provides bespoke sexual health training to external organisations such as colleges, schools, GPs, pharmacists and drug services. Further information about the training is available online by following the web link below where the service has developed a range of online content relating to sexual health at [www.lancashirecare.nhs.uk/CaSH](http://www.lancashirecare.nhs.uk/CaSH)

## 04 Primary Care Charter

The headlines of the survey results suggest that services are good (once they are accessed), communication, and the commitment & support of staff.

Specific services within the network that were rated as good or excellent by the majority of GPs include:

- Speech and language therapy
- Occupational therapy
- Paediatric learning disabilities (East Lancashire and Blackburn with Darwen)
- Complex packages of care team (East Lancashire)

Other positive aspects include:

- Staff from Lancashire Care Child and Adolescent Mental Health Services treat GPs and primary care staff with courtesy and respect
- Similarly, staff from EIS treat GPs and primary care staff with courtesy and respect

***“Good support to vulnerable children and parents who need support.”***

***“The verbal advice I have received on several occasions from Child and Adolescent Mental Health Services in Leyland has been excellent.”***

***“I have had to arrange an emergency assessment on two occasions; both patients felt they were treated very well and were seen the same day.”***

The survey results suggest that the following areas are in need of improvement;

- the assessment process
- communication
- access to service
- on-going support

### Engagement Team

The Engagement Team has been set up to build upon and strengthen the relationships that the Trust has with other professionals and organisations. The services provided by the Trust and areas covered are so diverse, the Trust cannot stand alone in meeting the needs of the local population. Links with other providers are vital to provide a holistic service that will improve the health and wellbeing of local people.

One of the main functions of the Engagement Team is to identify and strengthen these links to support the Trust with its objective of providing a one stop shop approach to delivering care.

The Engagement Team is a key point of contact that you can use if you want someone to come and visit you, have a query or just want some more information about an aspect of the Trust's services.



**Steve Winterson**  
Engagement Director



**David Keddie**  
Stakeholder Engagement  
Manager



**Ian McGoay**  
Relationship Manager  
Central Locality &  
Adult Community Network



**Safeera Ahmed**  
Relationship Manager  
North Locality &  
Adult Mental Health Network



**John Gorman**  
Relationship Manager  
East / BwD Locality &  
Children and Families Network

### Customer Care

The survey suggests that the Trust needs to do more to raise awareness about its process for managing complaints.

The Trust's Medical Director, Professor Max Marshall, personally reviews complaints made by GPs to ensure that the matter has been resolved appropriately and efficiently. Further information about the Trust's complaints procedure is available at [www.lancashirecare.nhs.uk/Customer-Care](http://www.lancashirecare.nhs.uk/Customer-Care)

The Trust welcomes feedback and the Customer Care Department can be contacted by emailing [customer.care@lancashirecare.nhs.uk](mailto:customer.care@lancashirecare.nhs.uk) or calling 01772 695315 or freephone 0808 144 1010

## Service Lines in the Children & Families Network

The table below shows the service lines within the Children & Families network and the contact details for the leads. You can also email them using [firstname.surname@lancashirecare.nhs.uk](mailto:firstname.surname@lancashirecare.nhs.uk)

Service Name	East Lancashire CCG	Blackburn with Darwen CCG	Chorley & South Ribble CCG	Greater Preston CCG	West Lancashire CCG	Blackpool CCG	Fylde & Wyre CCG	North Lancashire CCG
<b>Accident Prevention</b> East - Liz McGladdery/Jacqui Burrow 01772 770053 BwD - Chris Dixon 07508 375163	✓	✓						
<b>CAMHS Tier 2/3 Community Services</b> Paul Anderton 07538 022714			✓	✓	✓	✓	✓	✓
<b>Children and Family Psychology Services</b> Dr Janine Williams (Central, North Lancashire and Blackpool) 01253	✓	✓	✓	✓	✓	✓	✓	✓
<b>Children's Centres</b> Janet Davies 01282 648184	✓							
<b>Children's Integrated Therapies &amp; Nursing Service</b> Alison Turner & Janet West (Job Share) 01254 584392	✓	✓	✓	✓	✓			
<b>Contraception and Sexual Health (CaSH) Services</b> Sue Capstick 07932 769268	✓	✓	✓	✓	✓			
<b>Early Intervention Psychosis Service (EIS)</b> Paul Anderton 07538 022714	✓	✓	✓	✓	✓	✓	✓	✓
<b>Health Improvement Service</b> Judith Mace 01254 358046	✓							
<b>Health Visiting</b> Central - Glenda Fox/Annie Lewis 01772 777136 East - Liz McGladdery/Jacqui Burrow 01772 770053 BwD - Chris Dixon 07508 375163	✓	✓	✓	✓	✓			
<b>Healthy Living Centre</b> Janet Davies 01282 648184	✓							
<b>Immunisation Services</b> Central - Glenda Fox/Annie Lewis 01772 777136 East - Liz McGladdery/Jacqui Burrow 01772 770053 BwD - Chris Dixon 07508 375163	✓	✓	✓	✓	✓			
<b>Integrated CAMHS (Tier 3 &amp; 4)</b> Terry Drake 07940 270345	✓	✓	✓	✓	✓	✓	✓	✓
<b>Paediatric Learning Disability Service</b> Sarah Wright 01772 644644	✓	✓	✓	✓	✓	✓	✓	✓
<b>Paediatric Occupational Therapy</b> Central - Cathy Evans 01772 584318 East - Tracey Dean 01254 584262 BwD - Carol Kelly 01254 584281	✓	✓	✓	✓	✓			
<b>Paediatric Physiotherapy</b> Central - Cathy Evans 01772 584318 East - Tracey Dean 01254 584262 BwD - Carol Kelly 01254 584281			✓	✓	✓			
<b>Paediatric Speech and Language Therapy (SaLT)</b> Central - Cathy Evans 01772 584318 East - Tracey Dean 01254 584262 BwD - Carol Kelly 01254 584281	✓	✓	✓	✓	✓			
<b>Parenting</b> Central - Glenda Fox/Annie Lewis 01772 777136 East - Liz McGladdery/Jacqui Burrow 01772 770053 BwD - Chris Dixon 07508 375163	✓	✓	✓	✓	✓			
<b>Safeguarding Vulnerable Adults and Children</b> Sara Barr-Frost 01772 777220	✓	✓	✓	✓	✓			
<b>School Nursing</b> Central - Glenda Fox/Annie Lewis 01772 777136 East - Liz McGladdery/Jacqui Burrow 01772 770053 BwD - Chris Dixon 07508 375163	✓	✓	✓	✓	✓			
<b>Services to Special Schools (for Children with Complex Needs)</b> Central - Cathy Evans 01772 584318 East - Tracey Dean 01254 584262 BwD - Carol Kelly 01254 584281	✓	✓	✓	✓	✓			

### Lancashire Care NHS Foundation Trust

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W: [www.lancashirecare.nhs.uk](http://www.lancashirecare.nhs.uk)

Further information and resources about the Children and Families network is available at [www.lancashirecare.nhs.uk/Children-Families](http://www.lancashirecare.nhs.uk/Children-Families)

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