Voice for Change meeting – 23 January 2020

Questions/observations from attendees

Patient notes
- What is happening about children and young people’s files that were held by the previous provider that were not active but part of their ‘open door’ service?
- I have hard copies of my child’s record from the previous provider. Do I need to hand this to MPFT?
- Where do the notes get stored at the previous provider or be archived, or do they get sent back to the previous provider or are they archived?
- Transfer of patient files confirmation.
- Freedom of Information/subject access request pro-forma given to parents for the previous provider, to get data.

Schools
- How have you communicated the change of provider to schools?
- I have called MPFT and they didn’t have my son’s notes. Please could you advise parents in your weekly update how to get the notes?
- What is happening regarding sensory support?
- How are MPFT preparing for handover following the decision over procurement?
- What is the lead time on appointments for new referrals?
- My child is a closed case but I feel that they need new support?
- How are MPFT planning to address waiting times?
- What is the position on additional diagnoses such as pathological demand avoidance (PDA), sensory processing disorder (SPD), dyspraxia, attention deficit hyperactivity disorder (ADHD) etc?
- Are the staff trained in autism or will they be undertaking some form of training?
- How long will the process take once you have sent a self-referral with evidence of the child’s diagnosis?
- Can you do consultations over the phone?
- What does the new service specification say about education, health and care plans (EHCPs)? Is this a condition of remaining in the service until 25?
- No appointments.
- Consistency of messages on what to do for parents to progress.

Questions/observations from Autism Pyramid Group members - autismpyramidgroup@gmail.com
- Child has a working diagnosis – are they likely to be seen by MPFT or will they have to wait for new provider?
- Timescale from referral by GP for autism assessment?
- Transfer of files from the previous provider – where are our children’s notes and files being stored?
- I had one appointment with the previous provider, but have heard nothing since.
- Have been told I am on a waiting list.
- I do not have a specific appointment date and have spoken to PALS to complain.
- Feel like interim provider is not providing a service at present.
- Has there been communication to schools, social services and other agencies who may be involved as parents are having to tell these agencies that the previous provider are no longer responsible for autism services?
- Main concern from parents is that their children have been lost in the system.