Children and Young People’s Autism Service

Following the essential preparatory work that has been taking place over the course of the past few weeks, we’re delighted that appointments have commenced this week.

More than 200 referrals were transferred to the service by the previous provider for assessment and 300 patients transferred for intervention and clinicians have begun meeting with patients either waiting to commence or continue an intervention.

Another priority for the service is to commence assessments, both with patients whose cases have been transferred to us, alongside any new referrals that come in. These assessments are about to get underway and we thank the affected patients and their families/carers for their continued understanding.

We are currently receiving an average of 40 new referrals a week and are working as hard as we can to ensure that these, alongside the referrals transferred to the service are assessed as swiftly and comprehensively as possible.

We have developed a teacher liaison form that is in the process of being shared with schools covering the south of the county. The aim of this form is to make the process as clear and supportive as possible for schools, who are a key partner.

Anyone who has not received an introductory letter from the service and believes they should have been contacted is asked to get in touch with the service on 0300 303 0691 or to email cypautismservice@mpft.nhs.uk.

We mentioned in last week’s update that we will be holding ‘Introduction to autism’ sessions for parents to learn more about autism, the difficulties that are commonly seen in children with autism and recommendations on how we can support this.

The first of these events takes place on 28 November in Rugeley and will be open to parents who haven’t previously attended an ‘Introduction to autism’ event. The booking link will shortly be posted on our Facebook (www.facebook.com/mpftnhs) and Twitter (https://twitter.com/mpftnhs) accounts and also on the service web page at www.mpft.nhs.uk/services/children-and-young-people-autism-service. A further session is also in the process of being set up in Tamworth in early December.
Contacting the service
The service can be contacted by calling 0300 303 0691 between the hours of 9am-5pm, Monday to Friday (excluding Bank Holidays). The team can also be accessed by email at cypautismservice@mpft.nhs.uk.

More information about the service can be found via MPFT’s website at www.mpft.nhs.uk/services/children-and-young-people-autism-service.

There you will find:

- Referral information (NB: Referrals into the service can only be made by a professional who has met with the child and family)
- Frequently asked questions that provide more information both to current and new users of the service
- Information should urgent help be required
- Contact details for a number of other useful services and organisations.

If you need urgent help between the hours of 9am-5pm from Monday to Friday, you can contact the Single Point of Access directly on 0300 303 0691, or call First Response (social care and health) on 0800 1313 126.

If you need urgent help out of hours (evenings, weekends or bank holidays) please contact:

- NHS 111, who have access to on-call mental health professionals; or the
- First Response Emergency Duty Team on 0345 604 2886

In the event of a medical emergency please go straight to A&E.

Should a parent or carer have a specific question relating to the care of their child, we ask they email the service at cypautismservice@mpft.nhs.uk. For more general queries or concerns please contact PALS by:

- Email: palsandexperience@mpft.nhs.uk
- Telephone: 01785 783026
- Website form: www.mpft.nhs.uk/service-users-carers/complaints-concerns-and-compliments