Children and Young People's Autism Service

This week, we wanted to provide an update of how the Trust's interim Children and Young People's Autism Service is progressing following the safe transfer of patient records from the previous provider, Midlands Psychology.

As part of the recent change, a number of health professionals from Midlands Psychology have transferred to MPFT to continue working in the interim service.

As well as having inductions to the Trust, these colleagues have also been receiving additional training (e.g. on our electronic patient records system; MPFT risk assessment processes) and orientation to the organisation. We appreciate this has been an unsettling time for the staff who have transferred over and we are keen to ensure they feel comfortable in their new environment and part of a team.

An introductory letter from the Trust is in the process of being sent out to patients and their families/carers whose cases have been transferred to us. As well as providing more information on the recent changes, the letter also states that we will be in touch again following a review of their child’s notes to discuss next steps.

Alongside this, the team have been working as swiftly as possible to input the clinical records we have received onto our electronic patient records system for patients who are either waiting to commence or continue an assessment or intervention. This is an essential step we need to take as part of the transfer process and is due to be completed next week.

All casefiles transferred to MPFT are in the process of being clinically reviewed. We are progressing well with this and, once the casefiles are reviewed we will contact each patient and their parent/carer to outline next steps relating to their care.

Any parent/carer who doesn’t receive a letter by the end of October 2019, and believes their child’s case should have been transferred to MPFT is asked to contact us on the number/email address below.

Contacting the service
The service can be accessed by calling 0300 303 0691 between the hours of 9am-5pm, Monday to Friday (excluding Bank Holidays). The team can also be emailed 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