Children and Young People’s Autism Service

The service has been continuing to make good progress over the past week.

All clinical records received from the previous provider have now been entered onto our electronic patient records system as part of the transfer process for patients either waiting to commence or continue an assessment or intervention.

In addition, the introductory letter to patients and their families/carers whose cases have been transferred to us has gone out this week.

This news has been shared through our Facebook account at www.facebook.com/mpftnhs, along with a request for anyone who believes they should have been contacted to get in touch with the service if they have not heard from us by next Friday (25 October).

We very much appreciate the patience shown by the young service users and their families/carers while this essential groundwork has been taking place and are pleased to say that all casefiles transferred to the Trust have now been clinically reviewed.

Appointments will be getting underway next week for those patients either waiting to commence or continue an intervention. Patients and their families/carers awaiting an intervention are in the process of being contacted by the service regarding this.

Assessments are due to commence by the end of October and we will shortly be contacting patients and families/carers either waiting to begin or continue an assessment.

We are also in the process of contacting patients who need to see a psychiatrist for a review of their medication to arrange an appointment.

Finally this week, we are arranging an ‘Introduction to autism’ session in November. This will be a parents group that provides more information about autism, the difficulties that are commonly seen in children with autism and recommendations on how we can support this. We will be able to share more information about this shortly.

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