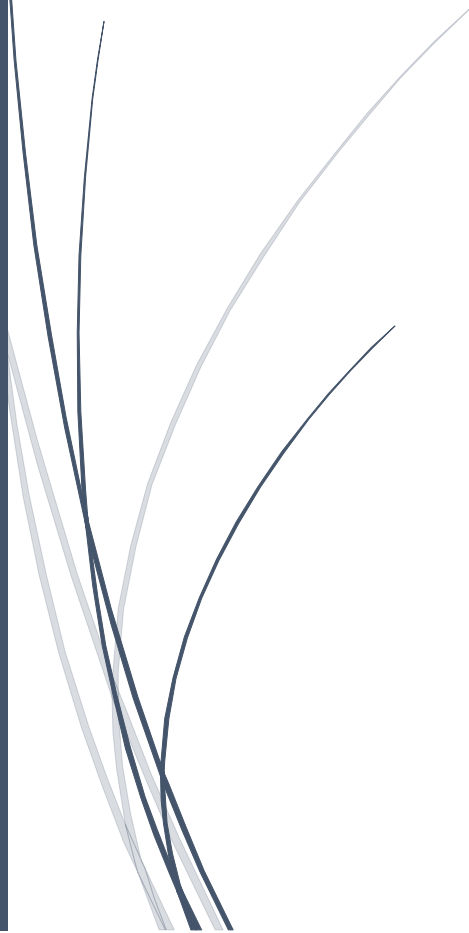


July 2018

**Woodview Child Development Centre
Summary Report**



About Healthwatch Halton

There is a local Healthwatch in every area of England. We are the independent champion for people using local health and social care services in Halton.

We listen to what people like about services, and what could be improved. We share their views with those with the power to make change happen. We also share them with Healthwatch England, the national body, to help improve the quality of services across the country.

People can also speak to us to find information about health and social care services available locally.

Our sole purpose is to help make care better for people.



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Report Summary

This report gives an overview of the results and responses from our survey on services provided from Woodview Child Development Centre and other feedback supplied directly to Healthwatch Halton.

Background

During the past 12 months we have received an increasing number of comments and concerns from parents of children accessing the services provided from Woodview Children's Centre.

These cover a range of themes including:

- Waiting times for appointments and referrals
- Poor communication and information
- Staffing

The comments we received have centred on services provided by Bridgewater Community Healthcare NHS FT.

There are a wide range of services provided by Bridgewater from Woodview including:

- Child Development Team (provide highly specialist assessment, advice, support and treatment for pre-school children with developmental difficulties and support for their families, working in partnership with other agencies.)
- Community Paediatrics
- Children's Physiotherapy
- Occupational Therapy Service
- SALT (Speech and Language Therapies) – Now run by Chatterbug CIC

Initially we logged the concerns as normal and included the data in our standard quarterly reports. As concerns continued to trickle in we contacted Bridgewater NHS Community Healthcare FT to find out a bit more about the services provided and to gain the Trust's view of the issues.

We arranged to visit the centre in October 2017. We met with the Clinical Service manager and discussed the service and the issues it faced.

These were:

- Long waiting times for referral
- Staff shortages – Difficulties in recruiting specialised staff, i.e. OT – 18 months!
- Poor communication
- High DNA's

While acknowledging the issues raised, the service did feel that part of the problems they have were from parents having unrealistic expectations of the service.

We felt that we needed to gather more feedback on the service to get a clearer picture. We decided to carry out a short survey with the aim of looking at what was good and what could be better about the services from Woodview.

We launched an online survey asking for views on the service in December 2017 and this ran until March 2018. The survey was promoted widely including through our e-bulletin and social media accounts. It was also sent to the three local special needs schools and a copy emailed to the Clinical Services Manager at Woodview Child Development Centre.

In total 82 responses have been received. One response was a duplicate submission, it was removed, leaving a total of 81 responses. In addition to the survey responses we received feedback on the service from another 13 people via email and phone calls.

WOODVIEW

Child Development Centre



81

Surveys

completed and returned



WHAT'S GOOD?



We asked people to name three good things about the services.
The most commonly used descriptor was:

'NOTHING'



64%

waited more than 5 months
from referral to first
appointment:



1 in 5

waited more than a year from
referral to first appointment



19% of respondents were happy with the amount of information given on the services and the support they could expect to receive



Many respondents asked for improvements to the service to include a named single point of contact for each child

Our thoughts

The responses provided to our survey seem to highlight a service that is struggling to meet the needs of many patients. With results from the survey pointing to such low satisfaction with the service we feel it is time for a major re-think on the provision of services from the Child Development Centre for both the provider and the commissioners of the services.

What we'd like to see happen now:

Improvements in communication and information provided to parents, including expected waiting times.

For any service dealing with the public, getting communication right is vital. We believe that parents have enough to cope with without the services they are turning to for help adding more pressures by getting the basics wrong.

Our view? If the basics are done right consistently then it will relieve pressures on the service and the parents!

We'd like to see each child have a named case co-ordinator who could:

- act as a single point of contact for the parents or carers and, if appropriate, the child or young person, through whom they can communicate with the services at the centre
- keep parents or carers and, if appropriate, the child or young person, up-to-date about the likely time and sequence of assessments

Parents told us they'd like to see improvements in administration across all services at Woodview. Currently, parents and some professionals are going **around in circles** trying to get information from the service. A mother of a young child reported having **no one to speak** to about her daughter, only forms coming back and forth. Another highlighted the fact they'd had **no reply to 8 messages left with reception**.

'Initial contact with parents and schools needs to be improved immediately - someone needs to answer the phones and ensure that messages are given to the correct members of staff and that they contact schools/parents so that everyone is clear about the referral process. Appointments for reviews need to be made without parents/schools having to phone to try and arrange them.'

(School feedback)

One parent told us there was a **'total lack of communication between departments within Woodview'**. We heard from a local school that they received no response to a number of calls they'd made to the centre. They said, 'As a SENCO, I find most of my SENCO time is dealing with parents who are **confused with the Woodview referral process** for their child and are **often frustrated** with the **lack of information or contact from Woodview.**'

Another mother had questioned Woodview on the length of wait for her children to be assessed. They informed her they were not able to tell her how long they should expect to wait or if the referral had gone to panel yet.

Diagnosed with sensory difficulties and anxiety but no info on what we should do... left us still struggling to maintain any sort of normal life with nowhere to turn because Woodview won't return our calls.

(Parent feedback)

We'd like to see an improvement in the handling of complaints about the service.

While carrying out this project, we've heard from a number of parents who've been given incorrect information on raising a complaint. One mother reported having had no call back or email response in three months of trying to communicate with Woodview. This was after raising a concern about lost information for her child. When she asked about raising a complaint she was told there was no one else to speak to except the manager she was waiting for a response from.

We have been told by staff at Woodview that parents sometimes have too high an expectation of what the service is able to do. Parent's expectations may be high, but this could be in part be because they aren't being told early enough what the service can and can't do.

Information on the service and what the processes are, and what to expect, should be given to parents at their first contact with the service.

At present, with the long waiting times between referral and first appointments it seems that parents are left in a void with apparently little to no contact from the service.

There needs to be, **'Communication... not just returned phone calls but information on the process.'**

There needs to be a much smoother 'journey' for parents and children through the service.

As a starting point we'd like to see Bridgewater Community Healthcare NHS FT provide every parent with a simple guide to what services at Woodview can and can't do for their child.

- **‘A simple promise!’** – What services at Woodview will do and what they can’t do for you.
- **Realistic communication** – Parents have been telling us that they have to regularly chase up promised phone calls and contact from the centre.
- **Ask once!** - Avoid repeated information gathering and assessments by better communication between services and professionals.

We’d also suggest the re-introduction of drop-in sessions for parents at the centre

Many parents who have spoken to us on their experiences of Woodview felt lost in the system.

They have the day to day task of caring for their child/ren, with the added responsibilities and difficulties that can come with a child who has additional needs. Parents whose children are waiting for an assessment or a first appointment can feel desperate for support and guidance.

Parents and children already within the system explained they are often left in the position of not knowing when their next appointment will be or what the aim of it is. People told us that they find themselves in the position of calling the reception and leaving messages, that are not returned, as well as chasing staff, appointments, paper work and prescriptions. Many parents also fed back that they may have a simple question to ask but do not have the opportunity to speak to anyone in order to ask it. This all adds the stress they are under and takes a lot of time and effort for both the parents and the reception staff.

We’d suggest that a regular drop in session would help with these pressures. Parents would have a set day and time they know someone is available to talk to. These sessions could help people to understand the system better, find support and access advice and guidance. This could go some way in addressing the large number of issues raised around communication and help to build a better relationship with parents and children.

Staff shortages

Difficulties in recruiting specialised staff shortages have had an obvious effect on the service being able to meet the needs of its users. From our initial talks with the Clinical Services Manager at Woodview we realise that the service is under pressure due to these shortages. At the time of our meeting in October 2017 they had been trying to recruit a new OT for over 18 months. This must be having an effect on an already busy service. We know from comments received that parents are aware of the shortages in staff the services have with one parent commenting that **‘Staff often seem to be off sick.’**

We feel that improvements in administration of the service and better communication between the services and parents would lead to the current clinical staff being able to focus more on patient care. We would like to see a review of the staffing needs for services at Woodview to ensure they can meet the needs of the service users.

Reducing DNAs

We've been informed that Woodview currently has high DNA rates for many of its services. We are aware that the service has recently introduced plans aimed at reducing DNAs, for example the use of text messaging for appointment reminders.

We'd suggest that improvements in communication and administration with parents would also lead to improved DNA rates. Healthwatch Halton would be willing to work with the service to review the reasons for high DNAs and help in monitoring the rates following the introduction of any recommendations from this report.

Improving satisfaction rates

As with DNA rates, Healthwatch Halton would be willing to work with Woodview to review the satisfaction rates for the services as any changes / improvements are introduced.

Parents voice

In addition to the survey, we spoke face to face and on the phone with parents. They told us how the issues they were having with Woodview were having an impact on their day to day lives.

A Mother's comments on her son's wellbeing -

'I have repeatedly raised concerns around his mental health and behaviours but feel it always falls on deaf ears.'

He was extremely emotional and upset which school witnessed. He is extremely unhappy at present.'

A Mother of 2 children waiting for assessment from Woodview -

Mum explained how she feels in desperate need of help, especially for her daughter, who has been excluded from school and shows dangerous behaviours. The delay in assessment also meant a diagnosis was not able to be added to her Educational plan.

A Mother describes the struggles her family are facing whilst waiting for an assessment-

'My son has now started in year 8 at school and is really struggling, he has been moved down in sets which has upset him, due to achieving low marks in his end of year assessment, although no reasonable adjustments have been put in place.'

'Day to day life is starting to get a lot harder for us. The diagnosis is needed urgently, his inappropriate behaviour has already gotten him into trouble at school due to his black and white thinking and taking things literally.'

A parent describes the physical effects on her child of low staffing levels-

'My child needs regular physio but there is never enough staff to provide this service in turn my child has got stiffer and has become very uncomfortable.'

A Mother describes her sons' appointment with the Paediatrician-

'My son is 11 and came away angry and upset at how he was spoken to. The paediatrician kept relating to glass half empty/half full which meant absolutely nothing to my son.'

This is a child with high anxiety which is having physical effects of chest pains. Again, no support offered. My son does not want to attend these appointments from now on.'

A Mother talks of years of trying to access services (received services from CAHMS at age 11)-

'We sought help at the age of 2 and a half... How can a service neglect a child to the extent they are talking about not wanting to live anymore at the age of 8?'

We have a long road ahead of us, to get our child in a better place mentally because of the neglect caused by the lack of support for the past 9 years.'

Provider / Commissioner responses

Copies of the final draft version of this report were sent to Bridgewater Community Healthcare NHS FT and NHS Halton Clinical Commissioning Group for a response to the issues raised in the report.

The responses received are shown below:

Bridgewater Community Healthcare NHS Foundation Trust said:

'Feedback from the families who use our services is extremely important to us and helps to shape and improve the care we provide. As a result, we welcome this report from Healthwatch Halton and take the findings very seriously.

Bridgewater aims to provide the highest quality care in the communities we serve and we are deeply concerned by the experiences that some families have received when using our services at Woodview Child Development Centre (Woodview CDC). We sincerely regret the frustration and upset this may have caused. The Trust's senior leadership team has already started working with staff and families to put together a robust action plan to address the issues raised by both this report and individual complaints. We will also be carrying out a full internal investigation.

We have already reviewed the records of every child on the caseload at Woodview CDC to ensure they are receiving the most appropriate care and we are in the process of contacting parents and carers about the results of this individually. In addition, we have improved administrative processes so families are able to communicate with services more effectively and earlier this year we introduced text reminders for patient appointments.

We will also be taking a number of actions in the coming months including:

- Implementing a single point of contact at the centre for every family.
- Refining referral processes to reduce waiting times.
- Improving staff training to ensure services work together more effectively so families are only asked once for information.
- Ensuring staff communicate more clearly with families about their child's care, the referral process and how to make a complaint through additional staff training.
- Improving satisfaction rates by holding a joint event with Healthwatch Halton for families so they can help inform our improvement plans.
- Speeding up the time it takes for children to receive a diagnosis by greatly increasing the number of panels held for clinicians to come together to discuss individual cases.
- Rolling out a shared electronic patient record system across Woodview CDC so records are managed more efficiently and patient record sharing between services is improved.

If you want to contribute to our improvement plans or have a comment or complaint about Woodview CDC please contact Bridgewater's Patient Services team on 0800 587 0562 or Patient.Services@bridgewater.nhs.uk.'

NHS Halton CCG said:

'We welcome the Healthwatch Halton report and have taken the findings extremely seriously. Patient experience feedback is invaluable in ensuring the quality, safety of services we commission are of a high standard.

The issues identified are totally unacceptable and as the responsible commissioner of local health care services we are working closely with Bridgewater Community Health Care NHS Foundation Trust the provider of the service as they implement the improvement plans.

We will continue to monitor the delivery of the actions until we are confident and have the required assurance that all the issued have been resolved.'

Survey results

An online survey was launched in December 2017 and ran until March 2018. The survey was promoted widely including through our e-bulletin and social media accounts. It was also sent to the three local special needs schools and a copy was emailed to the Clinical Services Manager at Woodview Child Development Centre.

A total of 82 responses have been received to the survey. Two responses were duplicated, and removed, leaving a total of 81 responses

In addition to survey responses we received feedback on the service from another 13 people via email and phone calls.

Results

For Q1, we asked which was the main service that had been accessed through Woodview.

Q1. Which service have you or your child accessed? (N)	N=81
Children's Occupational Therapy	13 16%
Child Development team	21 26%
Community Paediatric service	30 37%
Palliative Care	- -
Children's Physiotherapy	6 7%
Other (please state below)	11 14%

The top 3 responses were:

1. The Community Paediatric (CP) service - 37%
2. Child Development Team - 26%
3. Children's Occupational Therapy - 16%

From the comments section of Q1 we noted that many people stated they accessed more than one service from the centre. Taking these in to account, over 47% of all respondents said they had accessed, or tried to access, the Community Paediatric service.

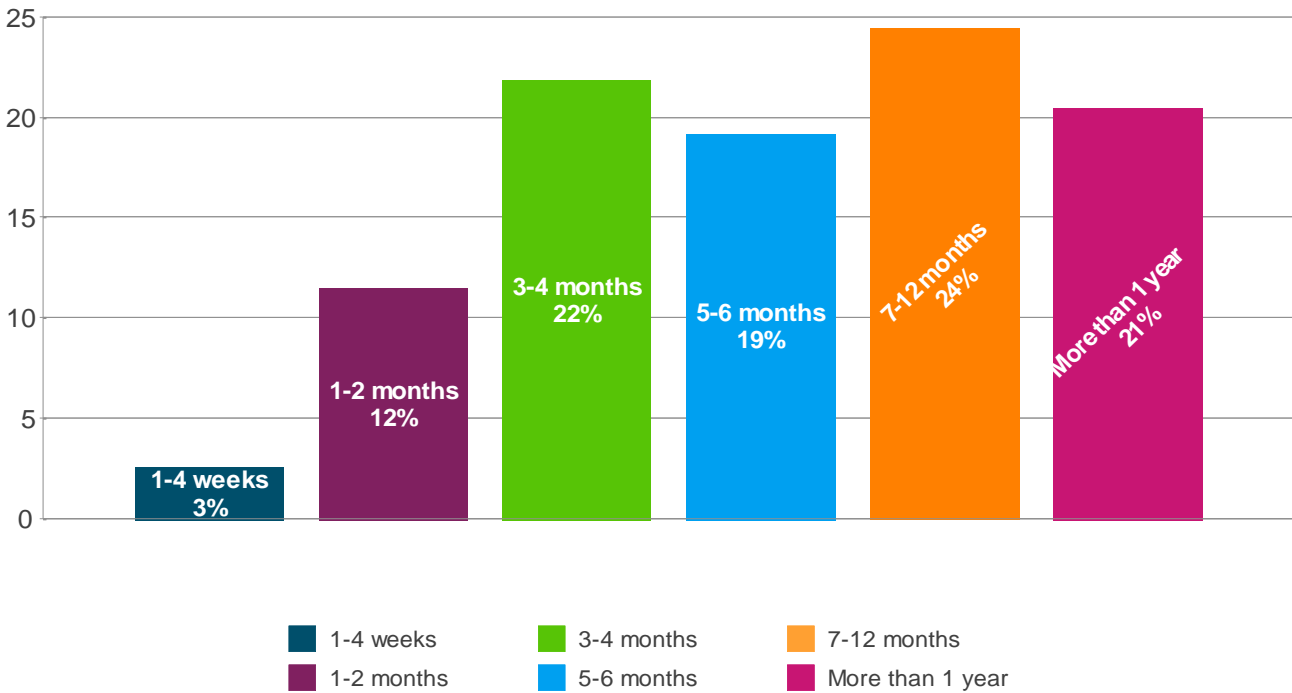
Q1 – Other services

- my child was going through the assessment process for Autism, he saw, OT, Additional needs team.
- All of the above except palliative care.
- My son is under various clinics including sleep, paediatric services, physio and OT
- And occupational therapy
- O.T physio, CDC sleep clinic dietician ASC pathway

- We have also accessed, O/T, physiotherapy, Speech & language
- All of the above apart from the palliative care
- Children's OT, CPS, CP,CDT won't let you tick more than one box
- My son sees dr khan and is also seen by OT, physio and speech and language
- Meant to have accessed but nothing ever happens...
- And paediatric services
- Plus OT and sleep
- I have accessed OT and community paed as well as behaviour and sleep clinic will only let me pick on
- All except Palliative Care
- Letter did not confirm office said it was sleep clinic when we arrived they told us behaviour review
- Also the paediatric service
- As a school we have accessed all of the above except for Palliative Care.
- O-T and P-T and development team
- Also development team, occupational team,
- Have accessed OT, SALT, child's physio, paediatrician and sleep clinic.
- OT Service, Physio Service, Development Team, Paediatric Service, Sleep Clinic, Behaviour Clinic
- Woodview
- Plus I or and child development team
- Sleep,
- Occupational therapy and paediatric
- OT, Community paediatrician, SALT
- We access IT, physio, SALT, dietician, ccnt, paediatrician
- Additional needs nursing team and paediatrician

Q2. How old is your child?	N= 80
0-2 years	2 3%
3-4 years	5 6%
5-7 years	16 20%
8-10 years	27 34%
11+ years	30 38%

Q3. How long did you wait from your initial referral to your first appointment?



In total 64% of respondents said they had waited more than 5 months from referral to first appointment / assessment.

Breaking down the responses by individual service we can see that more than one in three respondents had waited over a year to access Occupational Therapy and the Child Development Team services.

N=77	Total	Which service have you or your child accessed?				
		Children's Occupational Therapy	Child Development team	Community Paediatric service	Children's Physiotherapy	Other
Responses	77	12 15.6%	21 27.3%	28 36.4%	5 6.5%	11 14.3%
How long did you wait from your initial referral to your first appointment / assessment						
1-4 weeks	2	-	-	4%	-	9%
1-2 months	9	17%	5%	18%	-	9%
3-4 months	17	8%	14%	25%	20%	45%
5-6 months	15	17%	24%	18%	40%	9%
7-12 months	17	25%	19%	21%	40%	18%
More than 1 year	17	33%	38%	14%	-	9%

Q3 - Comments

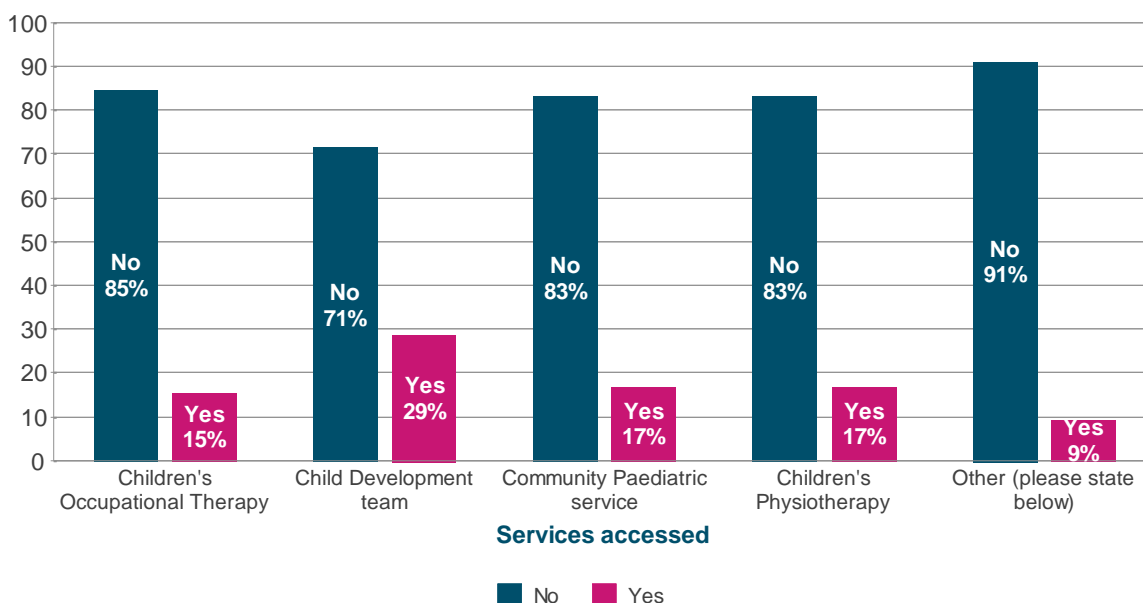
Comments

- *I was very lucky and received a cancellation appointment for the Additional needs team in January, however it then took until the April for the appointments with the OT & Speech and language, which again was ok. These appointments were completed by April but it took until October to get the next appointment with the Paediatric service, and a lot of chasing by myself for this to happen.*
- *Approximately 10 months for an initial appointment and then longer for treatment.*
- *Tried to get in touch a number of times told I was on waiting list then I got told need to be referred again by my dr*
- *Still waiting for OT as it was cancelled, was referred in May and as of Dec still not seen anybody*
- *My son has been assessed twice, we had to use CHAPs advocate to finally get them to call me back for an appointment this year after no appointment made even though it stated January for next appointment. We have no contact or regular appointments with them and phone calls are ignored with no call back. My Son struggles with ASD and sensory processing disorder, he attends a specialist school in Chester and their OT can not help him as he is apparently getting OT at Woodview???*
- *OT is a joke we have had 2 referrals and still never been seen 3 years down the line!! We got an appointment which we cancelled and then got a letter stating we had missed appointment so were taken off the list and needed re-referring in. I have given up with this service and although I know my child has sensory difficulties we try our best at home to deal with them and look for training we can do ourselves*
- *They advised letters posted not received staff very rude and impatient when you call to find out what's happening. They take down to you and aren't interested in your concerns regarding your child. Last seen therapist nearly year ago still. Yet to receive 6 month review and I know if I call I have to go through whole referral process again as they will advise you didn't respond or chase follow up*
- *Gosh cannot remember! I know we kept getting discharged and needed to get back on the list! It took from aged 2 and a half until aged 11 to get a diagnosis, with no support, Currently we are still waiting for a second appointment with OT since April this year!*
- *I got in early on a cancellation. I used to go to Woodview as the phone was always switched to answer machine. I was there checking referrals had been received etc when I was told my son could be seen that day, I was told I had been called to inform me of this but no calls had been made to my phone.*
- *Rejected referral with no reasons as to why, no triage, never met my son, it's written in his EHCP that he needs this service, lost referral, removed from waiting lists and not informed, now 17 had no support, not met the outcomes in his plan, been failed!*
- *18 month wait and still didn't have the correct paperwork*
- *It was more 2-3 months for both of my girls*
- *Asked from reception age for a referral from school, by year one was advised by school SENCO to go and cry at our own doctors.... Eventually after over a year we got an initial appointment with Dr B*
- *my son is seen regularly by dr Khan, but it took months and months for him to be seen by OT and then when seen was not seen for over 12 months for a review as I was informed there were not doing reviews as they had too many new referrals*

- *Despite having a private diagnosis with very clear recommendations, it took a phone call from my GP to get Woodview to see me.*
- *And barely anything has happened. The whole service is totally pointless. I'm actually sat in the waiting room again now at Woodview waiting to see the Additional Needs Nursing Team. She was referred nearly 2 years ago.*
- *Lost the referral*
- *They lost my son's information and it took me nearly a year to get his first appointment*
- *A request for an assessment for Autism in Sept 2016. After a series of messages left from Feb 2017 to August 2017, my doctor wrote to Woodview. I received a phone call to attend a meeting to be confirmed he is on the spectrum. He is in his last year and EHCP was being prepared so this information was a necessity.*
- *I had just had a child with DS and I personally felt this was too long to wait even if it had just been a call to say we know you exist and you are on the referral list would have been of help and support*
- *This went past the wait time given and there was still no appointment, this then took me having to call woodview for this to be brought to their attention and then an appointment was finally arranged.*
- *As a school we have had very negative experiences with the referral process at Woodview. We have experienced referrals going missing (I now hand deliver any documents from school and get a signature from a Woodview member of staff). We also spend a great deal of time trying to contact Woodview but the phone is seldom answered. I have left messages and once I got a call back regarding a message I had left but it was three months later.*
- *But that was over 10 years ago I believe it's longer these days.*
- *Don't use anymore, but had to ring 4 or 5 times before anyone would call back every time we needed to see someone*
- *Still waiting over a year now*
- *Years, after a complaint to NHS England*
- *I made a complaint*
- *Getting further appointments however is horrendous*
- *Then they cancel the appointment*
- *This was quite quick compared to most people I was happy with the waiting time.*
- *Child was originally referred by Educational Psychologist, after 18months of not hearing anything school contacted the Educational Psychologist who contacted Woodview. The child was eventually assessed and after a further 6 - 8 months we were invited to a feedback meeting. The child's parents have EAL and there was a wait for a translator although, a translator was not actually provided.*
- *Unacceptable.*
- *Still waiting for assume to even though school had rereferrd numerous till*
- *However, for OT we waited 2 years, which is unacceptable!*
- *Our son was referred as a baby*
- *At the time I rang a few times to chase it up as did the school SENCO, as son was facing permanent exclusion from school and we managed to get a cancellation appointment after about 5 months from initial referral. My 6 year old daughter has also been referred to Woodview recently in December 2017 and received no correspondence from them as of yet to even say they have received the referral.*

Q4. Are you happy with the amount of information you were given on the service and the support you can expect to receive?	N=81
No	81% (66)
Yes	19% (15)

Q4. Are you happy with the amount of information you were given on the service and support you can expect to receive?



Just 19% of respondents said they were happy with the amount of information given on the services and the support they could expect to receive.

Only 3 out of the 15 respondents gave positive supporting comments –

- ‘Yes at the time, however they never follow through with their promises’
- ‘Yes at the beginning.’
- ‘Was OK at first until medication came in it’

Themes raised -

Most comments related to **poor communication and administration** from the service.

We’ve highlighted a sample of the comments below.

- ‘We were given no indication of who we needed to see and why. We just had to wait for referrals to turn up and when they did we had to guess what they were for.’ (Parent).
- ‘Not given any information on the process and what would happen...left guessing. Every time I phoned for information or to follow up for appointments I was diverted to answer machine and have yet to be called back. Rang every day for 4 weeks and left messages but no reply.’ (Parent).
- ‘It is very difficult to get in contact with a member of staff at Woodview as it is so difficult to get through on the phone. As a school we are also not included on any correspondence to parents’

even though we might have made the initial referral so if a parent doesn't opt in when they receive a letter they are discharged without the school being able to remind the parents to attend.' (School SENCO)

- *'The process is not properly communicated, you are not given support, you don't know who to talk to although you are supposed to have a coordinator who is supposed to be your go to person and they are supposed to provide a care plan which we have never received!'* (Parent).
- *'They lost my sons information and it took me nearly a year to get his first appointment.'* (Parent).
- *'Rarely follow up on what you require. It's almost like they don't want to share information with you.'* (Parent).
- *'I received a basic report from the OT & speech & language teams, but I had to keep calling for updates to see what was happening, I was sent out SNAP forms in May which were returned in May. I was given information and an appointment for another child in May, and in September I was told my file stated forms had been returned on 8th August and this was the hold up. Again this information was not my child's.'* (Parent).
- *'I had my last appointment with my son back in April 2017 I've been phoning since before Christmas as they said it would take 18 weeks to go back to panel and get back to me! I'm still waiting as is my son.'* (Parent).
- *'Not given any information on the process and what would happen...left guessing. Everytime I phoned for information or to follow up for appointments I was diverted to answer machine and have yet to be called back. Rang everyday for 4 weeks and left messages but no reply.'* (Parent)
- *Waiting time for appointments always too long and poor communication between professionals and patients.*
- *Communication is very poor.*
- *Feel let down*
- *No son was put on the social communication pathway in May and I've still had no information*
- *We've seen 2 different people in 3 years, some after advice is given by report later but he needs to be seen on a regular basis. We have not been able to get an appointment to help when he stopped eating or when he become/still does self-injure.*
- *Communication is horrendous, support is non-existent.*
- *Was given paper with exercises on advised to try them for 6 months 3 times a day with a child who shows clear signs of pain and clearly needs some actually physical therapy*
- *We have had no support from Woodview since diagnosis. But CAMHS on the other hand have been amazing!*
- *Not quick enough on follow up appointment. Lack of communication with locum paediatric doctors standing in to help the service. Not followed through recommend actions discussed at appointment*
- *There is no support at all.*
- *Was given a diagnosis of ASD second time of being put on the pathway. Been given zero support from diagnosis. Son is now 6 years older and has developed tics verbal and physical. Also suffered badly with low moods and hormones had nobody to turn to for support at all.*
- *Can't get a foot in the door to get info!*
- *When the referral was made for my youngest child, no I had to chase them up and find out how the system works, as we needed a multi-disciplinary team.*

- *The process is not properly communicated, you are not given support, you don't know who to talk to although you are supposed to have a coordinator who is supposed to be your go to person and they are supposed to provide a care plan which we have never received!*
- *Appointments are very short and one sided, I've been asking for a MDA assessment since my son was 7. As a professional childcare worker who's worked as a SENCO with similar children it was obvious what my child's needs were. They were dismissed as he's so polite and presented so well, he was dismissed with ADHD. After my stamping feet, we have reluctantly had further diagnosis of ATNR, dysphaxia and hypermobility!*
- *Yes, at the time, however they never follow through with their promises*
- *I paid privately for my son's diagnosis with ASD by a company that are used by the NHS. Despite there being a very clear recommendation from the psychologist that my son needed melatonin- he still does not have a prescription for this over 4 months later. I have had to source this myself from America which is something I am not comfortable with but have been forced to do to keep our sanity. I feel my son has very clear needs and we are getting no support.*
- *A booklet on services available would be useful.*
- *What information....?!!!*
- *Very limited passed from pillar to post waited on a waiting list only to have to get the gp / senco to chase up where we was at as been so long with no feedback.*
- *I had my last appointment with my son back in April 2017 I've been phoning since before Christmas as they said it would take 18weeks to go back to panel and get back to me! I'm still waiting as is my son*
- *very poor communication*
- *So far not much information has been given. They keep referring to each other or a different options it could be.*
- *Being taken off the services and having to be rereferred my child has a genetic condition that will always need these services*
- *My son went for his appointment as to which in this review with the OT the concerns was raised and we was advised on the likely diagnosis, we was also told that he will get another appointment with the OT and one with the paediatric doctor for a review and possible diagnosis, I then received a letter a few weeks later, Again I had to call to chase this as was told that the OT had still not written the letter to send and still needs to do this. Then on the letter this advised of what happened in the appointment also things in the letter that was incorrect, then was advised that we will be discharged. When I questioned this and asked for a meeting I was told at the beginning of the meeting that no matter what will be discussed in this time this will not change the outcome, When I questioned this they said that because if they do not give my son a appointment in the required time they will get a fine so it is better if they just discharge then I need to re refer for him to be seen again in which we then get the long wait and have to start again.*
- *It is very difficult to get in contact with a member of staff at Woodview as it is so difficult to get through on the phone. As a school we are also not included on any correspondence to parents even though we might have made the initial referral so if a parent doesn't opt in when they receive a letter they are discharged without the school being able to remind the parents to attend.*
- *Yes, at the beginning.*
- *Absolutely no communication when I've chased I've been advised "miscommunication" "lost in the system" etc*

- *No information given*
- *Very poor at follow ups and keeping you informed. Takes months to get anywhere with occ health and physio*
- *Not at all, they lost the first referral.so have to wait again and again no apology*
- *Never been given any information, advice, recommendation.*
- *Information received in advance was incredibly vague. My child was referred into the services due to suspected autism. We were given no indication of who we needed to see and why. We just had to wait for referrals to turn up and when they did we had to guess what they were for. For example we had one letter which mentioned a behavioural psychologist and we were given no indication as to why this was needed and what it would involve. We also had to chase resources that were promised to us by the SALT team.*
- *Referrals that I would told would be made haven't been and I haven't heard anything even after repeatedly chasing*
- *Rarely follow up on what you require. It's almost like they don't want to share information with you*
- *My daughter has had 'issues' since the age of 2 but because she can contain it in school it's not a issue. It's ok for me and my family to struggle. Woodview told us they was referring my daughter to OT last September now we are being told no referral was ever made! We was told there was. They promise to ring back and never ever do! Disgusted isn't the world.*
- *Staff are not trained in all areas of paediatric Care such as APD and SPD. They are unsympathetic and have no professional ability in these areas*
- *My daughter was diagnosed ADHD and I haven't really had any support or information on how to move forward with this for my daughter's sake. Seen paediatrician back in October and haven't seen her since even with being given medication I think this is a little short for support.*
- *Awful service from start to finish*
- *We have not received any information and are still awaiting feedback. Through the entire process school phoned and emailed Woodview, however, no one from the service replied to these enquires.*
- *Was OK at first until medication came in it*
- *We got lost in the system, we should of had a return appointment but after not hearing after 6 months I called them up and apparently my son has never been seen there. Even though we had seen a pedestrian & a OT.. No follow up appointment or diagnosis was given cause they had never heard of him.*
- *Poor communication loose paperwork on a regular basis*
- *I have had 2 children seen by woodview for different things my eldest son was put on the pathway for autism to be given a diagnosis of social communication difficulties even though nobody even met him I. He was also discharge with out our knowledge told us about he was supposed to be seen in 6 months and he was not and when we contacted them we was told he was discharged. My younger son had be referred by school 3 times the I got a letter to make an appointment and I did when I got there it was just a routine paediatric appointment not the initial assent appointment and the letter stated and the doctor did not know what I was on about. Every time you have a paediatrician appointment there is always a different doctor and you have to re tell your story again*
- *We were advised when we would be followed up and its not happened.*
- *You get nothing apart from a letter with my name and address on and another child name on*
- *Did not receive any information or support*

From the comments received and parents we've spoken to, it appears that even the most basic communication tasks, such as returning phone calls, are not always being carried out correctly.

Delays for appointments are adding to the general dissatisfaction that we're hearing from parents and some professionals who deal with the service.

- *'Waiting time for appointments always too long and poor communication between professionals and patients.'* (Parent)
- *'Not quick enough on follow up appointment.'* (Parent)
- *'Appointments are very short and one sided, I've been asking for an MDA assessment since my son was 7. As a professional childcare worker who's worked as a SENCO with similar children it was obvious what my child's needs were. They were dismissed as he's so polite and presented so well, he was dismissed with ADHD. After my stamping feet, we have reluctantly had further diagnosis of ATNR, dyspraxia and hypermobility!'* (Parent)
- *'We got lost in the system, we should have had a return appointment but after not hearing after 6 months I called them up and apparently my son has never been seen there.'* (Parent)

For questions 5 & 6 we asked people to name 3 aspects of the service they liked and 3 they felt could be improved. We didn't want to just gather a satisfaction rating on the service. We wanted to build up a picture of the service using the feedback from people using the service.

Q5 - We asked people to name 3 good things about the services provided from Woodview Development Centre (N=66)

Interestingly, everyone who took part in the survey was able to suggest 3 things that could be improved. Sixty-six people responded to question 5, of which over 30 stated they were unable to name 3 positives about the service.

Please tell us up to 3 things that are good about the service.

time appointment
good services staff service
Nothing none
helpful

Positive comments

The clinical staff at the service were generally well thought of and seen as supportive once people were within the service.

- *'The people we have seen have been without exception kind, caring and understanding. Both myself and my child have felt comfortable in the surroundings. My daughter was even comfortable enough to second appointment with the SALT team (at her school) on her own which is unheard of.'*
- *'Some clinicians are helpful and offer realistic advice.'*
- *'Close to home so less time and distance to travel. Friendly staff.'*
- *'Reception.'*
- *'Everybody seems willing to listen. It's close to home.'*
- *'Everything in one place, flexible appointments, great staff, real experts.'*
- *'Staff friendly When eventually get an appointment they are on time.'*
- *'Physio friendly, professional and approachable.'*
- *'The physiotherapists we have seen have been fantastic, and their appointments run like clockwork.'*
- *'The physiotherapy team were great with my son helping with his needs and supporting me.'*
- *'Staff try they best but have limited funding. Some services are very interested with your child and really care.'*
- *'More than words speech therapy course Eye clinic.'*
- *'At the time when my son needed help he was taken into the Woodview nursery and help was given by the nursery manager.'*
- *'Dr B listen to me and my son and multidiscipline of needs were given in one area.'*
- *'They work around my working day where possible and take my concerns seriously and explain what and why things happen.'*
- *'Our last appointment was with occupational therapy and was very useful.'*
- *'Wait times for appointments once at clinic have been minimal.'*
- *'All professionals involved with our family are very caring and understanding. The offer to deliver medical supplies is a big help. We can ring at anytime for help or advice.'*
- *'Some services will go into school which reduces disruption. Sandra curtain was fabulous and helpful when she worked there.'*
- *'I found the physio department really good and helpful also the sleep clinic actually listen too us'*
- *'Physio (Rachel) friendly, professional and approachable'*
- *'The More than Words Course. That's it.'*
- *'More than words speech therapy course Eye clinic'*
- *'Staff'*
- *'Repeat prescription easy to order and collect'*
- *'Links to all other services. Short waiting time on actual day for an appointment. Nice environment for children'*
- *'Assessing the child's needs friendly staff (especially Sarah the physio) good sized physio room in Widnes'*
- *'SALT - Kirsty & Alex Dr Ledi'*

Ideally, we would like to see all services providing the kind of help and support mentioned in the first comment above.

All other responses to Q5

- Unfortunately there were none, the service was very slow and the communication was awful. On 2 occasions I was given information about another child and even sent to an appointment that was for another child. I am very concerned that my child information has now been given to other people too. The team do not communicate and do not know what is happening with each case, there is no handover for when staff are on leave, you just have to wait for them to return, and then they do not contact you as they are 'too busy' after returning from leave.
- Unfortunately I am unable to name 1
- 3 things are you having a laugh. The best thing about WOODVIEW is when you leave the place.
- Reception
- Nothing
- I don't have 3 positive things to say, the SLT service we receive is fab but is not via Woodview anymore.
- In my sons 13yrs I have attended Woodview on a number of occasions and none have been pleasant or helpful
- Apologies for being so blunt, but none that we have experienced.
- Some clinicians are helpful and offer realistic advice. Sorry can't think of 3
- Absolutely nothing
- nothing
- Nothing, utter disgrace of a service! From first point of contact to last it's an utter cock up! Lost referral, poor communication, kids not fairly or thoroughly assessed when they do get a foot in, cycles of being referred back in and when in crisis do any of them listen all preventable if they worked proactively!
- I'm sorry to say but nothing so far has been good. There is a huge lack of communication. The paediatrician I saw was totally unprofessional and an official complaint was made. Have felt like I've been going around in circles for 20 months now and getting nowhere. Poor communication, poor patient care and no joined up thinking between departments.
- When you eventually get an appointment, they do keep to appointment times
- Not much because of the delays.
- I can't. It's been shocking
- Our last appointment was with occupational therapy and was very useful.
- Staff are friendly
- Prescription service for repeat is positive and easy
- I cannot think of three positive things
- Have the eye tests done there and the person testing using sign and symbols
- the appointment with the OT at the time is ok and this does give you hope (then all changes after this) I don't have any other good feedback at this time as having a bad experience with them
- When services do come in to school the staff work well with the child but there is little information sharing with the school regarding next steps.
- Not sure if I can really,
- None
- There are none
- I honestly can't think of any
- Nothing at the moment haven't got of the word go yet .
- None.
- Nothing it a terrible service, I am forever complaining to them

- Can't think of any
- There wasn't anything good
- None
- N/A
- None. Prescriptions always wrong i.e. name, doses etc Staff are unapproachable
- The initial assessment appointment time was probably the only service that has been of any use.
- Supportive and helpful staff that provide a good range of information to parents.
- None
- At first no problems. The only good thing, and that went.
- It has a good car park and I can't think of anything that is good about this poor below standard service
- Nothing
- Nothing
- None

Q6 - We asked people to name 3 things that could be improved about the services provided from Woodview Development Centre (N=81)



The most commonly suggested improvement was communication.

Q6. Please tell us up to 3 things that you think could be improved

- Less waiting time for appointments. Better communication. More staff
- In 2016 I went through the same process with my daughter and the difference was unbelievable, I had a co-ordinator and she kept me updated through the full process. It still took time which i understand but I had confidence in the process due to the co-ordinator being able to explain what was happening. If I had any questions I knew I would be able to contact her and she would be able to answer them.
- Reception staff, waiting time, communication. I waited that long for a response I lost out on 4 weeks DLA money.
- The wait is too long for all services and referral go missing often or just don't get done when it's in house referral. Communication between different specialities and reception is dire. Treatment after assessment wasn't available for sensory integration as no staff trained in it... Basically given information sheets which I could have printed off the Internet myself.
- Occupational Therapy waiting list is far too long, kids in our area are crying out for OT sessions. My son was seen on the first appointment and discharged at the same time after waiting for over a year for the appointment. I am now trying to get him re-referred again as he is desperate for sessions.
- Reception staff / telephone staff Waiting times Communication to parents! Tell us when we should expect appointments and answers
- Communication. Information sharing. Better admin staff....messages just do not get passed on leaving parents extremely frustrated. The smell could be improved as it is horrendous.

- Reception are lovely.
- No feedback or communication from the social communication pathway, got to continuously chase appointments Have to ring up for a prescription every month for melatonin for sleep then go and collect prescription rather than being able to order 6 months worth of medication or be able too just get medication from GP
- Someone to actually see my Son. Regular appointments to see his struggles and help with Therapy
- Appointments been made when they should be. Not having to chase 6 months after the appointment should have been. My son I had been attending Woodview since early years and is still undiagnosed and going into high school. After being allowed to slip through the net by the failings and lack of support from Woodview
- The use of poor locum that diagnose and want to start meds for ADHD on a child they have met for 20 minutes then for a permanent Dr from Woodview to say he has no authority to diagnose and prescribe like that, why use him then, 50 minutes wait for appointment. Dr repeatedly going to car, checking his phone, disorganised. Notes from an appointment taking 3 months, and lots if inaccuracies...the list can go!
- Staff could be more considerate regarding your feelings and not be so dismissive or rude Better communication regarding appointments and follow ups. Building needs updating to ensure it suits all children needs
- A complete overhaul of the service, doctors on the team don't seem to have a grasp on the reality of living with a child with Autism, if it wasn't for CAMHS observations and them sitting in front of the panel and arguing my son's case we would be in dire straits and still would not have a diagnosis. I really do believe the place needs new doctors, improve communications. Why on earth is the CD C being fined if they don't discharge children quickly? Early intervention is crucial, and because of the lack of structure and the ridiculous sham of, "Quick let's just discharge and hope they won't come back again!" attitude, then maybe my son would not need the child's equivalent to Prozac! Do not take gospel what schools are informing them about our children, sadly a lot of schools do not have a level of understanding about Autism and this is letting our children down, because they are giving the CDC misinformation about our children, then the CDC won't diagnose! First and fore most they should be listening to the parents, we know our children best. There needs to be a multi-agency approach under one roof! How much does it cost to have all the services spread all over the borough when we could have one central base!
- Quicker review appointments Better diagnosis or referrals too long winded to get the support needed Not enough communication
- 1.when you see a doctor, you get the same one each appointment. 2. your calls are returned, and you're not fobbed off. 3.your details are logged asap from your appointment so there is a record of what was discussed at the time
- Communication, knowledge and waiting times (for appointments, reports and follow ups).
- Better follow up services and after diagnosis support
- Everything! Re train staff, sort the admin system and communication skillset! Timescales, broaden staff knowledge and remove the paper exercise that staff continuously use that never have an outcome! Stop kicking kids off the autism pathway, you're pushing kids into poor mental health by doing so! Audit your staff, too many on easy money for doing Nothing, redirect the funding into where it's needed
- Communication...not just returned phone calls but information on process.
- Explanation of how the service works when you need multi-disciplinary teams. Physiotherapy and orthotics working as one team in the same unit would be very helpful as once assessed you then need to

be referred to orthotics which can be another 2 month wait, so 6mths down the line your child is still in pain. You are buying shoes etc that you don't know whether they are helping or making the situation worse. Closer working with other teams to speed referrals up especially for children.

- Appointment waiting time is too long also waiting for review appointments are always over due 4 months should mean 4 months not 12 months. Better communication in all areas.
- Communication between departments within Woodview. Recognition of the opinions of parents that are supported by the child's school. Communication to the parents in appointment times as to actually what can be done to help with a diagnosis, easier access to MDAs if requested by the parents and not leaving us feel fobbed off and left to struggle for years with only a yearly 'catch up' when there is so much going on at school and home.
- They should keep you informed of their progress. 2. They should return calls. 3. They shouldn't make promises they can't keep
- Each service do not communicate with the other, too long between appointments, not following up on suggested treatments
- Time from completing forms and giving info to even first appointment
- Speed Services talking to each other and actually getting back to you. Son had SALT appointment, heard nothing since - no report, no follow up despite it being promised. Listening to parents and GP
- Waiting area-unstimulating and no privacy for children who are distressed. Consider use of play room opposite which appears under used. Long delay in answering phone.
- Everything. Receptionists have no idea what's happening. You can never speak to a real person - just answering machines. Nobody ever calls you or emails you back. The service itself is useless - offers nothing of substance. You have to repeat yourself over and over again
- Referrals and paperwork sent go missing You are Palmed off with being on a waiting list. Children are not diagnosed quick enough
- The waiting times for an initial appointment
- Speech therapy is few and far between, on-going appointments are with assistants and not the actual therapist
- More publicity - we didn't know how to access services until we pushed our GP More training for parents, SALT etc
- less waiting times.. at the moment it takes a while for appointments to come through (at first) community paed needs to listen a bit more to concerns of the parent, rather than talking over them or at them I can't think of anything else you're all fab!
- Communication needs to be better, Woodview have lost some of our son's paperwork and repeatedly sent letters to the wrong address, as well as staff attending wrong address for an appointment.
- Communication, transparency, information
- Wait time. Training of staff that take calls. Actual follow up and completion of outcomes promised in appointments
- Communication with parents Feedback to other services involved Listen - when you phone to rearrange an appointment you get closed to the service as a DNA - not true nine times out of ten
- Re start the nursery as it's all on site. 2. Communication between staff on site and with the parents. 3. Too many staff changes upsetting for special needs children.
- I am presently happy with the service
- Communication is appalling.

- improve communication to parents and reduce waiting times have all specialities under one roof- a one stop shop for special needs- instead of multiple fragmented appts to different clinics- children are often seen in adult services- when they need specialist child services! Employ an occupational therapist trained in sensory processing disorder
- Waiting times and communication during the waiting time - Phone calls not returned, not kept up to date.
- I hand delivered both school and parent snap forms and they misplaced it. Not very good communication. Reports are non-existent at this point.
- Re-referring to services is ridiculous. Need more OT. More help and info on sensory needs
- I think that paediatricians and consultants and educational psychologists need to communicate as one says one thing and other says different
- keep track on appointments so if this does go over the time frame a appointment is given so this does not go over. 2. Reviews of the appointments that have been done need to be done straight away so that things are not forgotten and then the letter received afterwards is not incorrect in anyway or misleading 3. have more respect for parents taking their children to Woodview as they give such a different feeling once the appointment has been and gone. 4. DO NOT discharge a child from the services just because they will get a fine if not seen in time for them to then be re referred to have to start again, as this is a massive set back and this will then make it more difficult for the child and the parents.
- Initial contact with parents and schools needs to be improved immediately - someone needs to answer the phones and ensure that messages are given to the correct members of staff and that they contact schools/parents so that everyone is clear about the referral process. Appointments for reviews need to be made without parents/schools having to phone to try and arrange them.
- People getting back in touch with you without having to keep ringing up. Having the physio that he's meant to be having and not having to keep ringing and finding out when they are doing it. More staff urgently to cover the kids and what they need.
- Communication Shorter waiting time's Accessibility
- Time taken Staff knowledge is appalling and lack of experience
- Returning phone calls, keeping parents up to date when there are delays instead of waiting for parents to chase
- To get their act together when dealing with parents and especially children when getting the results for the sake of all concerned quicker rather than months and months later.
- Communication Assessment process Note keeping/ documentation.
- Communication - switch board and reception terrible Complaints procedure Better services from every department - each departments do not talk to each other
- More information about what the appointments will entail. I don't need a large amount of detail, just who we will see and what kind of things they will ask about. For instance some appointments needed me to recall a large amount of details about my pregnancy and child's birth. Luckily, I was present at these appointments but some of them the child's father has been the accompanying parent and there were questions that he would not have known. As working parents we can't always both accompany our child to all appointments. It is also incredibly difficult to prepare an autistic child to attend an appointment when you do not know what will happen or why it's needed. We've even had appointments when the letter was signed by a woman but we saw a man. This totally threw my child who had seen the letter and was expecting a woman. I understand that the visible anxiety this uncertainty causes is in itself a sign of autism but I really can't understand why it's necessary. For some families the uncertainty may mean they

struggle to get the child to attend at all. Also, if you say you will send resources please do so. The sleep clinic have been brilliant at this but the SALT team have not. Other parents I know have reported the same experience.

- Communication
- Customer service and calling people back Referral system between departments Having a direct contact via phone or email
- They should follow up and do what they say they are going to do They should return calls The place should be more inviting
- The paediatrician needs to stop imitating kidd
- Communication. Referrals Support
- The staff being more understanding instead of judgemental Keeping appointments instead of cancelling to stop making parents feel like it's their fault it's the reason my child hits an punches me along with the courses they send you on
- Communication with patents Impossible to get hold of anyone to chase things up Failed promises from staff to contact patents / not replying to messages left by parents
- More doctors on hand to answer wood Views mistakes Managers don't care More accessible time scales
- Keeping the same person for appointments and assessments so we don't have to explain to other people the whole situation again more communication and information.
- Sometimes have to chase things up e.g. ADHD assessment forms and there can be long periods between appointments
- More occupational therapist that specialise in sensory issues Stop cancelling appointments Decrease waiting times Have helpful managers not patronising ones
- Communication Speed of appointment Single point of contact provided
- Getting in touch with parents whose child is suffering. Monitoring tablets that they give out. Checking the side effects. The tablets have on a child. Listening to parents instead of ignoring them.
- No loosing patient information Following up on appointments Being more accessible
- Don't make up referral rules as you go Don't lose paperwork then do nothing about it See a child after waiting a long time and discharge. Only to be proven at a private appt that parents and school thoughts correct
- Listening skills to the parents Non judgemental Staff numbers no OT!
- Everything I was told by a member of staff from Woodview that my child had been let down and had a poor service
- Listen to parents concerns Return phone calls Don't discharge children from services via letter but call to discuss
- OT - 2 years waiting is not acceptable, we eventually had an appointment in June 2017 and said we would be seen again in 4-6 months its now Feb 2018 and still no appointment!
- Messages that are left with the receptionist need to be passed to the therapists or nurses in question. Phone lines could do with a little more attention for on coming calls. Please do not tell parents when they ring that the professional they wish to contact is "unobtainable"!! Maybe rephrase with "out on visits" or "in a clinic" or even "can I take a message or could another person help you" When a dietician clinic is being held advice parents to have their child weighed in school prior to the appointment if they cannot physically stand on the scales..... some children are too heavy for parents to lift and hold.
- Everything

- 'More staff as no one ever returns calls or answer machine messages. Better follow up after paediatrician appointments, we recently waited 13 weeks for a letter about what happened during the appointment. Requested it by telephone numerous times. This also meant my son was on the wrong dosage of medication for the same period. Less abrupt doctors who take more time to listen to parents (we had a good experience with a locum however).'

Q7 Any other comments you'd like to make?

- The service has caused myself and family exceptional stress, my son has not received any help which he desperately needs, he has now been given a diagnosis, but I still have not received this in writing. Unfortunately, with the diagnosis all my son has been given is medication and no other form of support.
- I've had a terrible time with Woodview services. Lost letters, appointments not made, having to get re-referral made. No communication with the school at all
- I feel the entire place needs more staff, better communication between themselves and patients and a central system of storing patient information as have been to several appointment where notes could not be found. Waiting times need reducing.
- I complained after our first Paediatric appointment, it was extremely unprofessional. It was interrupted 3 times by their mobile phone which the call was taken each time. We were then asked to go wait in reception where to my amazement the remainder of the appointment took place in reception!!
- No other than I feel my child and I have been completely let down
- Knock the place down and build a modern facility.
- Feel let down with occupational therapist my daughter needs help with pincher grip and advice was needed but no help
- I would like a one point of contact to update you with what is happening with the communication pathway, my son has had several assessments, but I don't know if they have decided to follow it up or not
- I have almost given up that my son will see anyone at Woodview again, I'm so appalled at how we've been treated. My son needs an OT.
- Every time my child requires a referral and I know it's through Woodview I know he will not be help it will not make his life better and it will probably take a year or two to get sorted. You go to these people to help you understand your child's needs and disability better and to make sure she's getting all the support they need, however you are always left not knowing fobbed off for another year or two or till you have to start process again as somehow you are blamed for not chasing or it's never been passed on so you have to request referral again fill in your life story again and then when you get there they go through all the paperwork again as no one every reads it until your sat at your appointment
- I wrote a 9 page report to Ofsted when they did their recent visit to Halton.
- My son is 12 and has been under community paed's for a few years and no closer to a diagnosis. Other behaviours are now more apparent as he is getting older send struggling with school and home. If diagnosis was easier and quicker more support would be available
- Waiting times for services are unacceptable. Following the initial appointment with the Dr her only plan was a referral to OT despite my son being unwell with many psychiatric symptoms. The wait to see OT was 6 months, we were seen in Feb this year and are still waiting for the review appointment now. I chased up all reports from Woodview and only then received them months later. Communicate is terrible. I felt I was not listen to at all by the Dr there, as I was unhappy with her suggestion that as my son eats, sleeps and communicates he is fine and her 'diagnosis' of 'sensory problems', I kept researching. I knew there was more to it as my son had recently developed OCD, (food contamination issues), misophonia, rages, tics, severe separation anxiety and sensory problems. I found the correct diagnosis and treatment for PANDAS. Under Woodview I was left unsupported and alone and had I waited to be lead by them my

son's life would not be what it is now. I asked my GP to refer us to the behaviour team here, after an initial assessment it sounded promising, they could help with some issues, after hearing nothing back / getting no report I contacted Woodview to be told we'd been discharged from that service as there was no help they could offer.

- It's disgusting that there isn't any support for teenage ASD kids or parents
- The whole service needs to be overhauled and made more streamlined. They are dealing with children in desperate need of help and families who are tearing their hair out with worry and frustration. every appointment I have had I have taken my son's private diagnosis with me as despite having sent it twice... it never seems to be on file. Private diagnosis need to be taken into consideration to help speed up the process
- I had a lot of concerns when referred to woodview as I had heard so many bad reports about the service. I feel reasonably lucky that I have had no problems as such with the centre. But I think that is due to not needing behavioural and educational support.
- Although Woodview seems a friendly place, I dread going to any appointments, or even to pick prescriptions up as I always feel as though my child and I are a burden. We've plodded on for so long I wonder how much help we will receive before moving to adult services.
- Woodview is a service that is supposed to be there for the children of the community. However, getting them to return calls is neighbouring on impossible. Getting to see the community paediatrician is a non-starter. Getting equipment which is essential is impossible. The service is a total let down
- My son has been seen at Woodview for the last 3 years and I feel we are no further on than we were the day he was referred, I feel that Dr is not interested and greeted us this time with, *"how can I help you"*, well for a start she sent us the appointment which I took to be his 6 monthly review, she didn't know what other services my son receives and I feel there is a general lack of communication, surely everyone who is involved with my sons development should know what each other are doing? I feel that it get suggested that my child has conditions such as dyspraxia and hyper mobility and sensory processing disorder yet no official testing is carried out and that this information is not even documented, I don't understand how my son is supposed to receive the support her needs when people can't even be bothered to officially diagnose anything for him, and he just has to continue to struggle as the teachers at school don't know what to do to help him as we don't know what he needs
- The whole service needs a makeover You're doing nothing to help parents or children - all you do is stress us out even more Everything we've achieved with our daughter we've done alone. There's LOTS of things out there to help these kids as I've found out over the last 2 years. LOTS. And we've got our daughter to a much better place, no thanks to Woodview. More parents and kids need to know practical ways to help their kids and improve family life. They need expert advice. I don't know what Woodview is meant to do, but in our experience, all they do is send our letters for appointments (when you chase them) that lead absolutely nowhere.
- Very frustrating and hard having a child with needs let along being met with services that appear to fail your child and when you attend Woodview yourself they send you away so that it buys time saving funding while your child sits in the system.
- Had two referrals and both got lost meaning increased waiting times
- some info regarding what's happening with speech and language being sent out would be good.. other than they've been taken over by chatterbugs. It seems all up in the air (which isn't anyone's fault :0)
- When we attended a paediatric appointment, the doctor was very dismissive of our concerns and referred to our other children in front of our son as normal. We were given a questionnaire to fill in about our son and had to quickly fill it in as the original had been lost at Woodview.
- I'd like to know what the panel said about my son
- I have been told my son would be referred to different service none of which has happened
- This is an inadequate service. Staff do not communicate well. Documents are often lost - I sent two documents stapled together yet only one was acknowledged. Referrals get declined and sent to CAMHS when it may not be a mental health issue

- put parents on the consultation panel to help advise where the service if failing special needs children-use impart/chaps/hafs
- Woodview appears to be a self contained black hole. Referrals were made by school and I witnessed them being faxed to Woodview, I saw school place them in their mail bag, but when I telephoned Woodview had not received referrals. Waiting times were far too long. There was an utter lack of communication. Woodview are a service that deal with children, as parents we trust them with our most precious gift and they appear to pay no mind to this whatsoever. I have a complete lack of trust in this service.
- Put information in letter so it is not a guessing game
- It is hard enough to have to get an appointment with Woodview for them to see your child that you are having these difficulties with, and hard enough to know that you do need this extra support from an outside firm for you to go to these appointments eventually to then be given hope that something is going to move forward and you will actually get some help and advice with regards to this. Also, have some hope that someone is actually listening to you and taking in what you are saying for them to just shut you down and tell you that they are discharging so they don't get a fine. It's ok though as you can just re refer like this is easy to do! It's the child that is suffering more than anything as without the help from them we get nowhere and the child is then left to suffer which effects so much more than they think.
- I am so disappointed with the current service provided by Woodview. As a SENCO, I find that most of my SENCO time is dealing with parents who are very confused with the Woodview referral process for their child and are often frustrated with the lack of information or contact from Woodview. The school office is often asked by parents to ring up Woodview as they can't get through to anyone which takes up time in an already busy office. I personally become very frustrated when Woodview say they haven't received documents from us when they have or send out forms too late for school to complete for reviews.
- 10 years ago it was brilliant and had a key worker. Now with cut backs and a lot less staff appointments are awful and I know it's not staff fault but seriously needs a good shake up.
- I've had nothing but negative experiences within Woodview cdc one name continually crops up 4+ yrs on waiting list only to be told my child is "lost in the system" shocking heartbreaking and extremely bad service.
- This service is not fit for purpose as far as I'm concerned, they have neglected my child and his needs which has contributed to him having a miserable child hood. He's had no treatment no input and they can't even write a prescription correctly which has led to me paying privately for his medication. Doctor also inappropriate
- Yes, they need to be change things to support their patients
- Overall the staff have been fair and the reports accurate. The lack of advance information and the lack of anyone being able to provide any clarity as to the process we have to go through is the hardest part for me. Even my GP could not tell me what the system was as she told me it seems to vary from child to child. This makes the whole thing even more challenging than it needs to be. Right now I'm still stuck in limbo. I have 4 reports from different departments, I think one of my reports is missing but I've seen so many people I can't keep track and I have no clue what happens next. I've just been informed by letter about 6 weeks after my last appointment that my child's info will go back to panel and I will hear back. This was 6 months ago and from what I understand there is a panel once a month. I have no idea how long we wait in this limbo or what happens next. I understand there are huge waiting lists but the lack of clarity is shocking. Just knowing the projected wait and the process would make a massive difference both to myself and my child.
- My son is being let down by this service and we have had very little support or contact no matter how much I have contacted and chased up appointments. This is having a massive impact of my son's mental health and our family as a whole
- My son has now been waiting 8 months for a new walking frame. Despite weekly calls that I make to them every week I am fobbed off with a different reason why it hasn't been provided. I have also asked on numerous occasions for an OT visit to make equipment larger for my child. They don't even ring you back. The service is going downhill more and more. I hate having to deal with them.

- Woodview desperately needs some sort of reform, appalling care!!!!
- I'm getting fed up of them telling me I should do this n that with my child when I have already done it. And then to be told he doing it for attention when my child gets praised for all the good but to be told to ignore him when he throws kicks an punches me it's because he wants attention. what should I do let my child mark me!
- Found the initial assessment appointment quicker than thought. However, feel totally ignored now. Assessments completed. Have been waiting for several months for sleep clinic to get in touch, have called, left messages, even visited in person and nobody has acknowledged this. Have been waiting just as many months for the outcome of a further panel meeting. Child diagnosed with sensory difficulties and anxiety but no info on what we should do...left us still struggling to maintain any sort of normal life with nowhere to turn because Woodview won't return our calls.
- Had to go privately as Woodview lead times unacceptable and hindering children Lost all faith in this establishment
- Yes , Woodview are beyond appalling. My little boy has been severely let down by this service
- The child's parent has informed us that after the assessment she was told that although her child has autistic tendencies these were just 'quirks' of his character. They were also told that if they wanted to reapply they could. School are still awaiting feedback.
- They gave my daughter tablets that had a bad effect on my child's health. We tried everything to talk to Woodview. Phone calls, email. We had to go to the doctor. With the utmost urgency we tried to get Woodview to respond to our worries. Only to basically have the door slammed in our face. They caused our family a lot of worry and upset. They are not helpful. Not responsive. And are not responsible. They should be held accountable.
- The initial appointment was made when my Done was approximately 10 he is 18 this year and still waiting to be seen?
- It is very hard to get through to them on the phone. The locum community paediatricians are appalling. Waiting times for appointments are unacceptable. The departments do not communicate with each other. My son is desperate for OT support and all we have had is a quick appointment which generate information I could source from the internet, in fact the recommendations were for me to go to Amazon and buy certain books!
- Overall the service we receive is very good. Most appointments can be held in school which for us is much better and less unsettling for our son. All staff we have contact with are brilliant with our son and try their best to get assessments and equipment as fast as they can.
- Fed up of being fobbed off they say they will ring back pass message on etc and never do. They never send reports to you don't keep you updated on the progress
- In my opinion Woodview seems to be understaffed and underfunded and vulnerable children are suffering. As well as having frustrating experiences regarding my son's care (of which there is more than I have detailed here), my daughter has recently been referred to Woodview by our GP, this was in December 2017 and as yet we have received no correspondence from them to even say that they have received the referral. I have left answer machine messages which are not returned and finally spoke to someone there last week who told me they couldn't see my daughter on the system. It is highly frustrating.

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