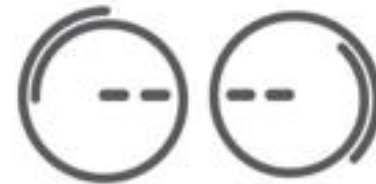


**Buckinghamshire  
SENDIAS  
Online Training  
coproduced with  
FACT Bucks**



BUCKINGHAMSHIRE  
**SEND IAS**  
SERVICE

**Navigating  
the health  
system –  
giving  
parents  
confidence**

- **Summary:** This webinar should help you to understand what is available in Buckinghamshire to support your child's health needs and how to make the most of it.
- **Duration:** 1 hour including opportunity for questions

# Navigating the health system

- Parents with views, parents with skills
- NHS Constitution
- Health services
- Health services in Buckinghamshire
- Medical terms
- Getting the best from appointments
- Identifying health needs
- Health, EHC plans and annual reviews
- Preparing for adulthood
- Resolving disagreements
- Influencing local policy

# Introduction

By the end of this workshop, we hope you will:

- Have a greater understanding of the health system
- Recognise the value of your own expert knowledge as the parent of your child with SEND
- Feel empowered to build stronger, more effective relationships with health professionals
- Know what to do when things go wrong



## What does the law say about coproduction?

### The Local Authority must have regard to:

the views, wishes and feelings of the child and their parent, or the young person;

the importance of them participating as fully as possible in decisions

the importance of them being provided with the information and support necessary to enable participation in those decisions;

the need to support them, in order to facilitate the development of the child or young person and to help him or her achieve the best possible educational and other outcomes

# Parents as experts – parents with skills

## hats



panama



boater



trilby



cowboy hat



derby (also bowler)



top hat



mortarboard



cap



beret



bill (also visor)

baseball cap



hard hat



visor

crash helmet



beanie



pom-pom

knitted hat



sombrero



sou'wester



hood

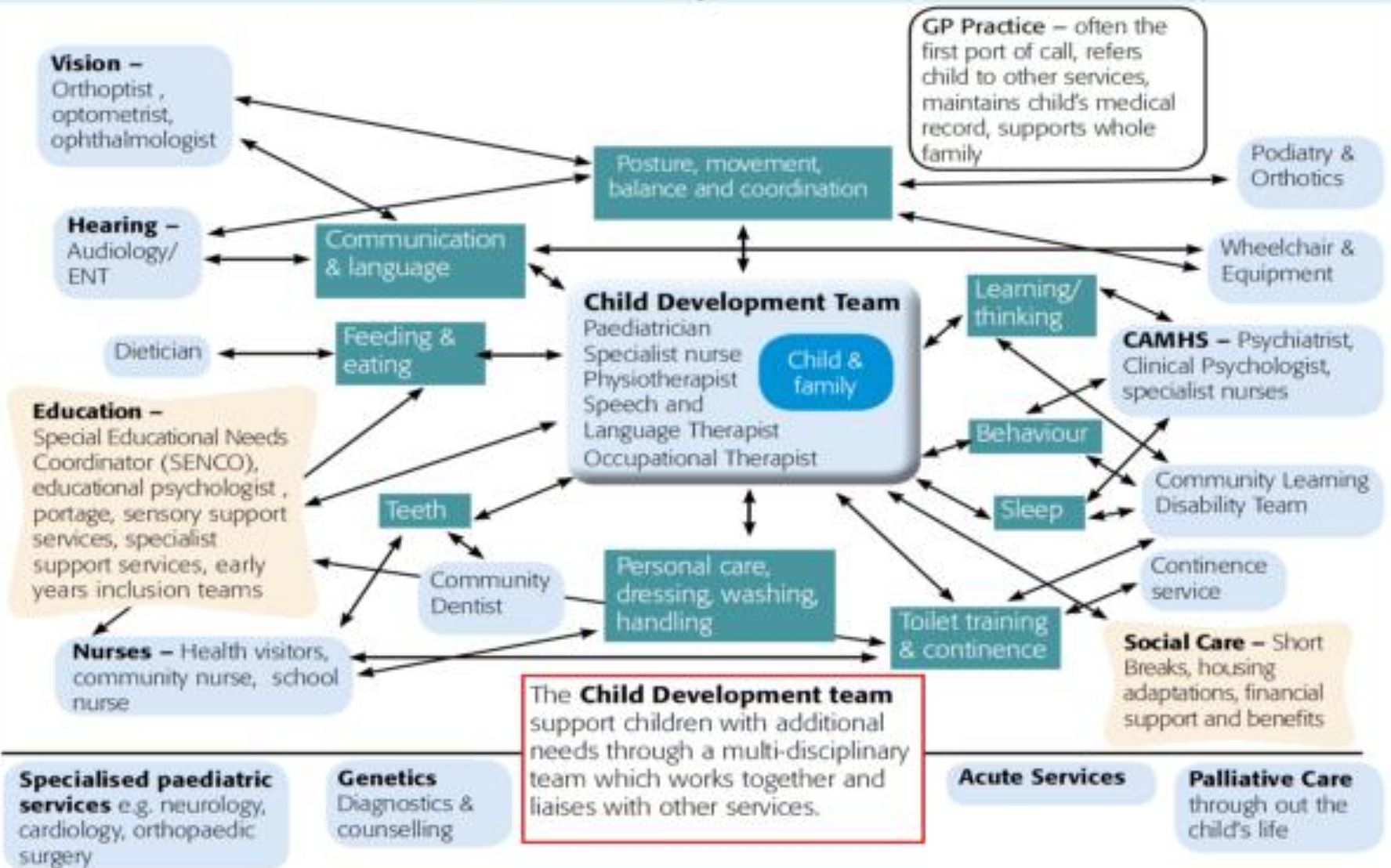


sun hats





# Child Development team





# What to expect – The NHS Constitution

**Principles: Accessible to all - Free at point of delivery, patient centred, value for money**

**Values: Dignity and respect, quality of care, compassion and equity of access**

**Rights – legal obligations**

**Pledges – commitment to provide comprehensive high quality services.**

# Health service: Structure and governance

## Key decision makers -

- Department of Health and Social Care including:
- NHS England
- Office for Health Improvement and Disparities (Public Health England)

## Local planners

- Integrated Care Systems (ICS) - Clinical Commissioning Groups
- Local authorities
- Health and Wellbeing Board

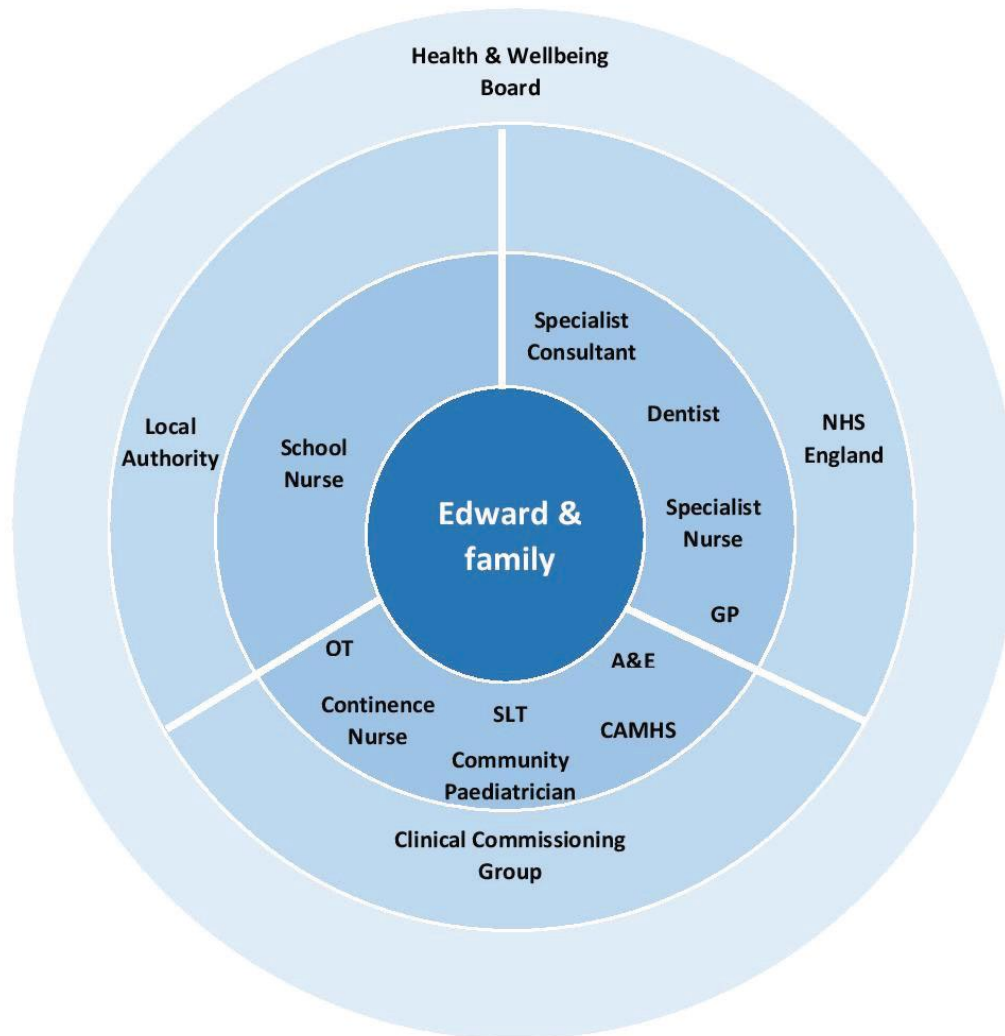
## Local providers

- NHS Trusts
- Other non-NHS providers e.g. [Bucks Camhs - Barnardo's](#); [Healios](#)

## Organisations which advise, support and regulate health e.g.

- Healthwatch
- Care Quality Commission (CQC)
- Parliamentary and Health Service Ombudsman

# Responsibilities



# Our planners in Buckinghamshire

- **Health and Wellbeing Board**
- **NHS Buckinghamshire Clinical Commissioning Group (CCG) including Primary Care Networks**
- **Buckinghamshire, Oxfordshire and Berkshire West (BOB) Integrated Care System (ICS)**
- **Buckinghamshire Council**



# Our providers in Buckinghamshire

## NHS Providers:

- [Buckinghamshire Healthcare NHS Trust](#)
- [Oxford Healthcare NHS Trust](#)
- [Hertfordshire Partnership NHS Trust](#)
- [Berkshire Healthcare](#)
- [NHS Frimley Health Foundation Trust](#)





## [Buckinghamshire Healthcare Trust](#)

Provides:

Speech and Language therapy (SALT)

Occupational therapy (OT)

Physiotherapy

School Nurses

Paediatricians

Maternity and neonatal care

Main acute and outpatient services

Healthcare may be offered across a range of settings which may be home, school or a local community base or hospital and more services are now delivered remotely where this is possible

Delivered by a range of registered professionals and assistant practitioners who are trained to support training and delivery of care

Hospital settings include Stoke Mandeville, Amersham and Wycombe



# Oxfordshire Healthcare NHS Trust

Provides:

Child and Adolescent Mental Health Service (CAMHS) for children and young people

Adult mental health services

Continuing care services for children and adults

Care may be offered across a range of settings which may be home, school or a local community base. More services are now delivered remotely where this is possible.

Delivered by a range of registered professionals and assistant practitioners who are trained to support training and delivery of care.

Single Point of Access (SPA) **Phone:** 01865 901 [951](tel:01865901951)  
[BucksCAMHSSPA@oxfordhealth.nhs.uk](mailto:BucksCAMHSSPA@oxfordhealth.nhs.uk)

## Services supporting and advising in Buckinghamshire

- [Healthwatch Bucks](#)
- [The Advocacy People](#)
- [Patient Advice and Liaison Service - Bucks PALS](#)
- [Bucks SENDIAS Service](#)
- Designated Clinical Officer for SEND





# Designated Clinical Officer (SEND)

- **Supporting joined-up working** between health services and local authorities in delivering services to children and young people with Special educational needs and disabilities (SEND)
- **Coordination and assurance** of the health services' input into the EHC process
- **Championing Co-Production** as a way of working within and across health

Caroline Hart

[dco@buckinghamshire.gov.uk](mailto:dco@buckinghamshire.gov.uk)

# Language

## Levels of care – what does this mean?

- Primary
- Secondary
- Tertiary
  
- Universal
- Targeted
- Specialist
  
- Getting Advice
- Getting Help
- Getting More help
- Getting Risk support

# Language – a barrier or an aid?

## **My disabled child**

- Has a placement
- Uses special transport
- Accesses a mainstream activity
- Is in transition
- Has annual reviews
- Has siblings
- Requires intervention
- Has peers

## **My non disabled child**

- Goes to school
- Gets the bus
- Goes swimming
- Is moving up to college
- Has parent's evenings
- Has brothers and sisters
- Requires help and support
- Has friends

# Points to Consider

- How can the language we use serve as:
- A barrier to people's understanding of your child?
- An enabler to get the support your child requires?

# Getting the best from appointments: Appointment or disappointment



## Getting the best from appointments: asking questions

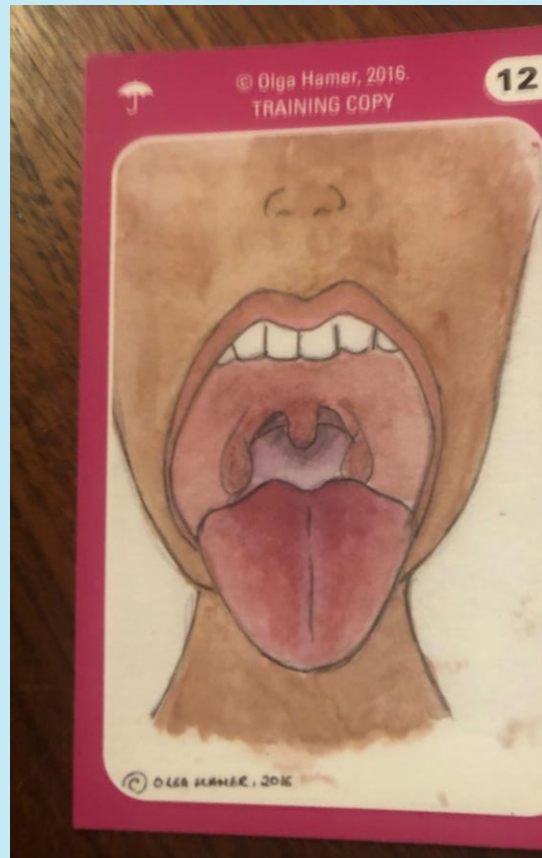
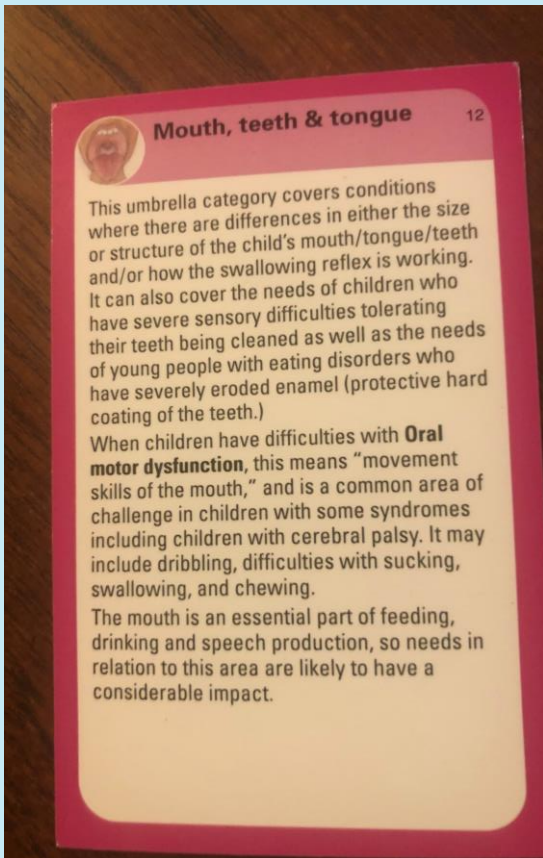
What are my  
**options**?

What are the possible  
**benefits** and **risks** of  
those options?

What help do I  
need to make **my**  
**decision**?



# Identifying health needs



- Red book
- Individual healthcare plan (school)
- Health care passport
- Diagnosis?
- Assessment reports
- EHC needs assessment
- Health Questionnaire
- SEN cards

# Health on an EHC plan

- **Section A: Health questionnaire**
- **Section B: Educational needs arising from health issues**
- **Section C: The child or young person's health care needs which relate to their SEN.**
- **Section E: The outcomes sought for the child or young person (including outcomes for life). These include outcomes relating to health, such as an outcome about moving from paediatric to adult health services.**
- **Section F: Occupational therapy and physiotherapy or other therapies will be listed as educational provision when they educate or train a child or young person – or enable them to access education.**
- **Section G: Any health provision reasonably required by the learning difficulties or disabilities which result in the child/ YP having SEN**
- **Section J: Personal budget- including personal health budget e.g. for Continuing Care or a Wheelchair**
- **Section K: any medical reports should be listed as an Appendix C**
- [IPSEA checklist](#)
- [Securing health advice for EHC plans](#)
- [Buckinghamshire CCG personal health budgets](#)



# Annual review of EHC plan

- Health questionnaires available here: <https://schoolsweb.buckscc.gov.uk/send-and-inclusion/ehc-plans/annual-reviews/>
- Medical reports

# Preparing for adulthood

- When should children start to take responsibility for their own health needs?
- How will it feel for them if this does not happen?
- How can we help them to start?

# Moving from children's to adult's health services



- Bassetlaw video
- <https://youtu.be/VkfltEXf044>

# Understanding consent

- **People aged 16 or over are entitled to consent to their own treatment, and this can only be overruled in exceptional circumstances.**
- Like adults, young people (aged 16 or 17) are presumed to have sufficient capacity to decide on their own medical treatment, unless there's significant evidence to suggest otherwise.
- Children under the age of 16 can consent to their own treatment if they're believed to have enough intelligence, competence and understanding to fully appreciate what's involved in their treatment.
- This is known as being Gillick competent.
  
- <https://www.nhs.uk/conditions/consent-to-treatment/children/>



## Do you have a learning disability? Tell your doctor.

They can offer you extra support – making things easier at your appointments.

You could also get a free Annual Health Check.

To find out more, speak to your doctor or visit [www.mencap.org.uk/dontmissout](http://www.mencap.org.uk/dontmissout)

**#DontMissout**



Learning disability register and free annual health check for 14 years plus

## Health check video for people with learning disabilities

- <https://youtu.be/5aylMC4U0a0>



# Resources for your child

- [Everything you need to get the most out of the NHS animation](#)
- [NHS youth rights in healthcare - guide for young people](#)
- [NHS 'go' app for young people to help take control of health needs](#)
- [Series of videos to help children of different ages know what to expect in hospital](#)
- [Buckinghamshire CAMHS - website for young people](#)
- [App for children to reduce anxiety about going into hospital](#)
- [Buckinghamshire SALT - self-referral by young person](#)

# What to do if things go wrong?

- [Healthwatch](#) - advise you on how to make a [complaint](#) about different services or individuals. If you need [extra support to make a complaint](#), Healthwatch can help you find that too.
- [PALS - for informal complaints and advice on making a formal complaint](#)
- [Help with formal health complaints - the Advocacy People](#)
- If your issue is that health needs and/or provision are not identified on an EHC Plan, you may be able to resolve via an Annual Review.
- If you have a right of appeal, you may resolve your issue via Mediation and/or [SEND Tribunal - extended appeals](#)
- If your issue is that health provision in section F of your plan is not being delivered, see [Enforcing your EHC plan - IPSEA](#)
- [Get your rights - complaints - website for young people about complaining about the NHS](#)



# Further information

- [Bucks SEND Local Offer - health](#)
- [Children and Young People's Buckinghamshire Healthcare Services](#)
- [Buckinghamshire CAMHS](#)
- [Buckinghamshire autism toolbox](#)
- [How does the NHS in England work - King's Fund animation](#)

# Want to influence local health policy?

- [Buckinghamshire SEND Coproduction Charter](#)
- [FACT Bucks](#)
- Parent Dialogue Group PDG - Therapies, CAMHS
- GP Patient Reference Group [PRG]
- Buckinghamshire Coproduction Charter

# Bucks SENDIAS Service

- [Bucks SENDIAS | Buckinghamshire Council \(buckscc.gov.uk\)](https://buckscc.gov.uk)
- [Bucks SENDIAS Service Video](#)
- [Bucks SENDIAS Contact Form](#)
- For enquiries from new and existing service users
- Sign up for our email updates
- Live webchat – Mondays 1-3pm; Fridays 10am- 12 noon

# FACT Bucks

<https://www.factbucks.org.uk/>

