

Important Information

Due to an increase in demand for our Community Paediatric Service we have changed the way in which you can reach our service.

When you call through to one of our telephone lines you will now be greeted with an automated message service advising you of our different options.

Option 1: Appointment Cancellations;

Our appointment cancellation line is a voicemail only option where you can leave a message informing us that you are unable to attend an appointment. Your appointment will then be rescheduled for the next available opportunity, and you will be notified by appointment letter 8 weeks prior to appointment date. **Please note that staff members will not give out appointment details over the phone.**

Option 2: Repeat Prescription Requests:

Again, this is a voicemail only option where you can leave a message requesting your child's regular medication. We will require you to leave your child's name, date of birth, name of medication and the name of the pharmacy to send the prescription too. **Please note prescription requests can take up to 10 days to be received at the required destination. Please only contact us after 10 days from the date of your request to chase a prescription. We are no longer able to hand out prescriptions from the Friars Gate office.**

You can also email us your repeat prescription request by emailing:

communitypaedsscripts@uhb.nhs.uk

Option 3: General Enquires:

Our phones lines for this option will be manned between 9am to 11am, Monday to Friday, outside of these times a voicemail facility will be available for parents to leave a message. Our team members will aim to respond to messages within 48 hours.

Please note that this is a general enquiry line, if your child is acutely unwell then you will be redirected to the most appropriate service i.e. 111, your GP, or A&E.

You can also send your general enquiries to us by emailing us at:

uhb-tr.communitypaediatricteam@nhs.net

Our waiting times for new and follow up appointments still remain high, and we are working on better solutions to manage these in a more timely manner. Please see below some helpful websites for you to access in the meantime;

Autism

The Specialist Assessment Service (SAS) can be contacted on 0121 722 8010. Their website also has more information which may be of use:

<https://childrenscommunitytherapies.uhb.nhs.uk/specialist-assessment-service/how-to-make-a-referral/>

Signposted to the following resources on Autism

www.autismwestmidlands.org.uk/

<https://www.autism.org.uk/advice-and-guidance>

<https://www.family-action.org.uk/solihullsendias>

www.parentingspecialchildren.co.uk

Sleep

Cerebra: <https://cerebra.org.uk/get-advice-support/sleep-advice-service/>

The Sleep Charity: <https://thesleepcharity.org.uk/>

Sleep Solutions: www.childsleepsolutions.co.uk

ADHD

www.adhdfoundation.org.uk

www.addiss.co.uk

<https://www.family-action.org.uk/solihullsendias>

www.parentingspecialchildren.co.uk

Continence and toilet training

Signposted to ERIC website for support with bladder and bowel difficulties:

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

Mental health

Advised to self-refer to mental health services (SOLAR, Solihull) via their website <https://www.bsmhft.nhs.uk/our-services/solar/>. The office number at Bishop Wilson is 0121 301 2750.

<https://www.kooth.com/>

Parenting support and online safety

Advised to seek support and access The Solihull Approach (Understanding Your Child's Behaviour) Course

<https://solihullapproachparenting.com/online-courses-for-parents/>

The code you will need is APPLEJACKS.

<https://inourplace.co.uk/>