

NDD Update



Challenges


There were a number of strategic and operational challenges identified via the NDD Oversight group. These can be broken down into the following areas

Referral process and documentation

- Significant backlog in referrals being held within Barnardo's. Therefore, referrals failing to reach the Triage Panel in a timely manner
- Inappropriate referrals being made, in some instances due to lack of understanding or clarity over scope of the NDD pathway
- Referral form being too broad, making it difficult to decide the appropriate route to take
- Lack of understanding and clarity re the role of the NDD pathway
- Inappropriate referrals, not related to NDD, requiring resource to redirect to other services
- Lack of clarity regarding expectations


Challenges

Triage process

- Lack of clear definition regarding the role and responsibilities of Triage Panel, causing confusion for professionals and parents/carers
 - Currently 15 cases per week discussed at Triage- with the growth in demand waiting lists will continue to grow, meaning this approach is not sustainable
 - Lack of definition re the role of Barnardo's within the Triage process
 - Lack of understanding regarding information required to allow a referral to progress
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Challenges

Clinical Model

- Currently a lack of understanding re the role and scope of the NDD Pathway. Inadvertently creating a situation where inappropriate referrals are made through the incorrect pathway.
 - Current model is reliant upon liaison with two different providers- NSFT and WSFT. Creates challenges in terms of commissioner/provider relationships and expectations
 - Recruitment challenges mean services do not have sufficient staffing levels
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Demand and Capacity Mapping

Lack of understanding regarding the demands within the system, which is required to forecast potential demand both in the short and longer term.


- Challenging to give a long term forecast when commissioning services
- Important to provide families with clarity regarding potential future demand
- Process of collecting demand and capacity data for the individual services has recently been completed.
- This data is being modelled as it comes through. Some discrepancies and queries have arisen, that have needed service input.
- Estimate an initial draft forecast can be provided shortly, and can be shared
- NHSE guidance issued on 5th April does give assumptions to use when commissioning based on population size.

Addressing these challenges

To address these challenges, it was agreed a deep dive into the NDD pathway would be undertaken, considering the challenges but also working with partners to establish any potential solutions.

- Number of workstreams were established, with partners from across the system, including education, providers, CYP Engagement Hub and the Parent Carer Forum and school colleagues contributing.
 - These partners have helped produce the recommendations and will hold the ICB to account to ensure they are implemented in a timely manner
 - We will also commit to sharing changes in the pathway with school colleagues, parents/carers and wider partners
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Summary of recommendations That the proposed new way of working for Suffolk is approved and implemented without delay, this includes the following changes

- Adopting the revised referral form
 - Creating guidance documents for CYP, parents/carers and professionals to ensure the referral process and requirements are understood by
 - Introducing a Clinical Lead role as a priority who will focus on the following
 - 1 Supporting the coordination function
 - 2 To screen referrals
 - 3 Chair triage panel
 - 4 Finalise new Standard Operating Procedures (SOP) and implement them
 - Restricting access to Autism and ADHD assessment and diagnosis only
 - Publishing revised narrative on the local offer detailing accessibility criteria
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Continued

- Screening is undertaken by the proposed new clinical lead. This will be dependent upon the decision from the ICB Executive, however preference would be for the clinical lead to start immediately.
 - Review the pre assessment screening tool in relation to ADHD assessments
 - Triage panel focus on the cases with more complexity only. This would be implemented once the clinical lead is in post
 - A single service clinical delivery model is developed and agreed
 - Request for additional investment to address the increasing demand within clinical services
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