

M Sweeney V1



Guidance for Complex Child Protocol

# **NHSGGC Children's Health Services**

### **Complex Care Management**

for

# **Children and Young People with Exceptional Health Care Needs**

#### Protocol

This Protocol was developed by a multidisciplinary group of professionals working within children's health services.

The protocol was developed in response to the need to improve and better support children and families navigate often complex patient pathways, and importantly to improve outcomes for those children, by enhancing care coordination and management arrangements.

The protocol adopts GIRFEC (Getting it Right for every Child) practice model, in developing the role of Lead Health Professional (LHP) and TAC (Team Around the Child) and a single health coordination plan.

It sets out clearly the responsibilities of all professionals working in children's health services in the promotion of team working, information sharing and effective professional to professional communication, in the provision of person centred care. With all adopting a Collaborative communication and coordination ethos.

The protocol will be implemented from Monday 17<sup>th</sup> April 2023 with all information can be sourced in the NHS GGC clinical guidelines site.

<u>Complex care management for children and young people with Exceptional Health Care Needs protocol (scot.nhs.uk)</u>

The following is in relation to Documenting that the child has an active coordination plan within EMIS records and who Health lead professional is and when review date has been set and information is added into Significant event via a multiple Tab CRT template.

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Greater Glasgow and Clyde

| Step | Action                            |   |
|------|-----------------------------------|---|
| 1    | Go to the Care Record and open    |   |
|      | the Complex Child Protocol.       | Summary Consultations Medication Problems |
|      |                                   | Filt Consultation                         |
|      | Click the add arrow               |   |
|      | Data using Template               | Add Complete Draft Trend Cons             |
|      |                                   | Consent                                   |
|      |                                   | Consultation                              |
|      |                                   | Quick Note                                |
|      |                                   | Significant Event Reported (Chronology)   |
|      |                                   | Special Patient Note                      |
|      |                                   | Code                                      |
|      |                                   | Allergy                                   |
|      |                                   | Referral Con                              |
|      |                                   | Document     Face                         |
|      |                                   | Data using Template Tem                   |
|      |                                   | Diary Entry Signi                         |
|      |                                   | Test Request                              |
|      |                                   | Growth Data Low                           |
|      |                                   | Assessment Othe                           |
|      |                                   | Care Plan Activ                           |
|      |                                   | 12th: [imtms Whc                          |
|      |                                   | Prog                                      |
|      |                                   | I I I I I I I I I I I I I I I I I I I     |
| 2    | The Template Picker pop up will   | Template Picker                           |
|      | appear – search for Complex       |   |
|      | Protocol and double click to open | Please make your selection below          |
|      |                                   | complex                                   |
|      |                                   | Found 2 matches for "complex"             |
|      |                                   | Gomplex Child Protocol                    |
|      |                                   |   |
|      |                                   |   |

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| 3 | The Consultation properties box<br>will appear – Fill in as<br>appropriate<br>Eg. you may want to change<br>consultation type                     | Consultation Properties   the Consultation Date/Time 03-Apr-2023 09:59 identified in the consultation of the consu |
|---|---|--|
| 4 | There are x3 pages in this<br>template<br>Page 1 Significant Event<br>Page 2 Complex Child Health<br>Protocol<br>Page 3 Lead Professional Details | Active       ¥       MOUSE, Minnie (Ms)       Bon       01-Jan         Pages       ¥       Significant Event       Complex Child Health Protocol       Lead Professional Details         Recording of Significant Events       Please enter Significant Event information into the text box below. This will then be added to the chronology. When revi         Do not untick the Significant Event reported box       Impact of the Significant Event (Positive/Negative/Unknown)         Impact of the Significant Event (Positive/Negative/Unknown)       Impact on Child:         Action:  |
| 5 | Within the Complex Child Health P<br>Professional is all within the same  | rotocol you can add a significant event to say the review has been added and add in who the Health template.   |



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| 6 | Add the Significant Event – Page   | Active V MOUSE, Minnie (Ms)   |  |
|---|--|---|--|
|   | 1  | Pages < > Significant Event Complex Child Health Protocol Lead Professional Details   |  |
|   |  | Recording of Significant Events   |  |
|   |  | Please enter Significant Event information into the text box below. This will then be added to the chronology<br><b>Do not untick the Significant Event reported box</b>  |  |
|   |  |   |  |
|   | ✓ Significant Event reported   |   |  |
|   |  | Significant Event details: Complex Child Health Protocol in Place   |  |
|   |  | Impact of the Significant Event (Positive/Negative/Unknown)   |  |
|   |  | Impact on Child:  |  |
|   |  | Action:   |  |
|   |  |   |  |
|   |  |   |  |
|   |  |   |  |
| 7 | Complex Child Health Protocol –  | Active         ¥         MOUSE, Hinnie (Ms)         Born         01-3an-2016 (7y 3m)         Getder         Female         CHI No.         Unknown  |  |
| 7 | Complex Child Health Protocol –<br>Page 2  | * Adhve         * HOUSE, Hinnie (Ms)         Bern         0L-Jan-2016 (7y 3m)         Gender         Female         CHI No.         Unknown           Pages < S   |  |
| 7 | Complex Child Health Protocol –<br>Page 2  | Adve V MOUSE, Minnie (Ms)     Born 01-Jan-2016 (7y 3m) Getder Fenale CH No. Unknown Pages ( ) Significant Even     Complex Child Health Protocol     Complex Child Health Protocol     Pages Sealect helms tick how if the child/surgence has a a Commiser Child Protocol in Places.  |  |
| 7 | Complex Child Health Protocol –<br>Page 2<br>Select when the review should   | Active       ¥ MOUSE, Hinnie (Ms)       Born       01-Jan-2016 (7y 3m)       Gender       Female       OH No.       Unknown         Pages       > Significant Event       Complex Child Health Protocol       Ead Professional Details       Complex Child Health Protocol       Penages select below tick box if the child/young person has a a Complex Child Protocol in Place:-  |  |
| 7 | Complex Child Health Protocol –<br>Page 2<br>Select when the review should<br>take place by ticking the box –  | Adver ¥ HOUSE, Hinnie (Ms)     Born 01-Jan-2016 (7y 3m) Getder Female CH No. Unknown  Poger () Significant Even     Complex Child Health Protocol      Complex Child Health Protocol      Please select below tick box if the child/young person has a Complex Child Protocol in Place:-      Complex Child Health Protocol      Compl |  |
| 7 | Complex Child Health Protocol –<br>Page 2<br>Select when the review should<br>take place by ticking the box –<br>Always make this at the first of  | Adver V MOUSE, Hinnle (Ms)     Born 01-Jan-2016 (7y 3m) Gender Fennele CH1 No. Unknown  Pages () Significant Event Complex Child Health Protocol  Complex Child Pro |  |
| 7 | Complex Child Health Protocol –<br>Page 2<br>Select when the review should<br>take place by ticking the box –<br>Always make this at the first of<br>the month.  | Adver      HOUSE, Hinnie (Ms)     Born 01-Jan-2016 (7y 3m)     Getder Fenale CHI No. Unknown      Pages      Significant Even     Complex Child Health Protocol     Tead Professional Details      Complex Child Health Protocol     Folow up     Complex Child Protocol     Folow up  |  |
| 7 | Complex Child Health Protocol –<br>Page 2<br>Select when the review should<br>take place by ticking the box –<br>Always make this at the first of<br>the month.  | Adver V MOUSE, Hinnle (Ms)     Born 01-Jan-2016 (7y 3m) Gender Female CH1 No. Unknown  Proper () Significant Event Complex Child Health Protocol  Complex Child Health Protocol  Please select below tick box if the child/young person has a a Complex Child Protocol in Place:-  Complex Child Health Protocol  Select this box when a review has been completed.  You should also tick this box iffwhen the child no longer requires a Complex Child Health Protocol eg when they are moving to adult services.  |  |
| 7 | Complex Child Health Protocol –<br>Page 2<br>Select when the review should<br>take place by ticking the box –<br>Always make this at the first of<br>the month.<br>This will make it easier when the<br>report of all reviews is extracted               | Adver V MOUSE, Hinnie (Ms)     Born 01:2an-2016 (7y 3m) Getder Female CH1 No. Unknown  Pager V Significant Even Complex Child Health Protocol  Complex Child Health Protocol  Please select below tick box if the child/young person has a a Complex Child Protocol in Place:-  Complex Child Health Protocol  Follow up  Complex Child Health Protocol  Follow up  Complex Child Health Protocol  Complex Child Protocol  Complex Child Health Protocol  Complex Child Health Protocol  Complex Child Protoco |  |
| 7 | Complex Child Health Protocol –<br>Page 2<br>Select when the review should<br>take place by ticking the box –<br>Always make this at the first of<br>the month.<br>This will make it easier when the<br>report of all reviews is extracted<br>from Emis  | Adver v MOUSE, Hinnie (Ms)     Born 01:Jan-2016 (7y:3m) Cerder Fenale Off No. Unknown  Pager ( ) Significant Even      Complex Child Health Protocol      Complex Child Health Protocol      Follow up      Complex Child Protocol      Follow up      Complex Child Health Protocol      Follow up      Complex Child Protocol      Foll |  |
| 7 | Complex Child Health Protocol –<br>Page 2<br>Select when the review should<br>take place by ticking the box –<br>Always make this at the first of<br>the month.<br>This will make it easier when the<br>report of all reviews is extracted<br>from Emis. | Adver V MOUSE, Hinnle (Ms)     Born 01:Jan-2016 (7y Jan) Gender Fennle Off No. Unknown      Pager V Stynificant Even     Complex Child Health Protocol     Tood Professional Details      Complex Child Health Protocol     Follow up      Complex Child Protocol     Follow      Complex Child Protocol     Follow up      Complex Child Pro |  |
| 7 | Complex Child Health Protocol –<br>Page 2<br>Select when the review should<br>take place by ticking the box –<br>Always make this at the first of<br>the month.<br>This will make it easier when the<br>report of all reviews is extracted<br>from Emis. | Adver v MOUSE, Hinnle (Ms)     Born 01:Jan-2016 (7y 3m) Getder Fennle CH Ms. Unknown      Complex Child Health Protocol     Complex Child Health Protocol     Folow up      Complex Child Protocol     F |  |



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| 8 | Lead Professional Details – Page   | Pages < > Significant Event Complex Child Health Protocol Lead Professional Details  |  |  |
|---|--|--|--|--|
|   |  | Lead Professional Details for Child  |  |  |
|   | Page 3 is the Professional<br>Involved part of the template.<br>This should be where you add | Add the details of the Lead Professional - please check the information below is corr<br>This would be the single agency HEALTH lead professional that is agreed at the Tea<br>An LHP is appointed based upon assessment of need and or the professional who h<br>family.  |  |  |
|   | the single agency Health Lead<br>Professionals details in                                    |  |  |  |
|   | TYPO in the screen grab with<br>"professional" spelt wrong                                   | They may be within Acute, maternity and therefore may not be an Emis user but still proffesional is.   |  |  |
|   |  | ✓ Interaction  |  |  |
|   |  | ✓ Name of Lead Professional: Dr Grant Smith  |  |  |
|   |  | ✓ Contacts address: 18 Hospital Lane Glasgow G72 5RF   |  |  |
|   |  | ✓ Contacts Telephone Number: 0141 211 3456   |  |  |
|   |  | ✓ Contact email: grant.smith@ggc.scot.nhs.uk.hospital  |  |  |
|   |  |  |  |  |
| 9 | Save the template  | Summary Consultations Medication Problems Investigations C<br>Summary Consultations Medication Problems Investigations C<br>Summary Consultations C<br>Clear<br>Save<br>Problem Scharing Consultation<br>Consultation Clear<br>Sweenery, Marie (IMT)<br>Sweenery, Marie (IMT)<br>Sweenery, Marie (IMT)<br>Face to face consultation<br>Gartnavel Royal Hospita<br>Date/Consulter/Place |  |  |
|   |  | <u>Tasks</u> - 5 (3)   |  |  |

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| 10 | When you have saved the<br>template a Select Patient<br>Episode box will appear if<br>the patient has more than<br>one referral – Please just<br>close this by clicking the<br>cancel button. | Select Patient Episode<br>Active episodes<br>Caseload on Neuro Dev Renfrewshire - (01-Sep-2022) Referral to child and adolescent psychiatry service-TEST ND for<br>Ended episodes<br>Discharged on Paediatric Neuropsychology CAMHS FANU - (12-Sep-2019) Child and adolescent psychiatry referral-test<br>Discharged on TEST Service - (12-Sep-2019) Child and adolescent psychiatry referral-x2 referral<br>Discharged on Vacant (TEST) - (26-Oct-2018) Refer to speech therapist-TEST<br>Discharged on TEST Service - (23-Oct-2018) Referral to child and adolescent psychiatry service-this is a test patient f<br>Cancel  |  |
|----|---|---|--|
| 11 | The template will show in<br>the record like this and will<br>now be included when a<br>filter for significant event is<br>selected and the filter for<br>professionals involved.             | Date       Consultation Text         03-Apr-2023 10:16       Face to face consultation (Gartnavel Royal Hospital (Training))         Image: Comment       Face to face consultation (Gartnavel Royal Hospital (Training))         Image: Comment       Significant event reported         Significant Event details: Complex Child Health Protocol in Place         Interaction         Name of Lead Professional: Dr Grant Smith         Contacts address: 18 Hospital Lane Glasgow G72 5RF         Contact Telephone Number: 0141 211 3456         Contact email: grant.smith@ggc.scot.nhs.uk.hospital         Follow up       Diary Entry Coordinated support plan (01-May-2023) |  |
| 12 | A report will be ran to identify  | who and when the Complex Child Health Protocol requires to be reviewed.   |  |





| 13 | When the review has been<br>booked in and the patient  | Active     *     MOUSE, Minnie (Ms)       Pages < >     Significant Event     Complex Child Health Protocol     Lead Professional Details  | Born <b>01-Jan-2016 (7y 3m)</b> Gender <b>Female</b> CHI No. |
|----|--|--|--|
|    | The completed box should<br>be ticked before a new<br>review date is added. The<br>template will then be saved<br>again. | Complex Child Health Protocol<br>Please select below tick box if the child/young person has a a Complex Child Protoc   | ol in Place:-  |
|    |  | Complex Child Health Protocol Follow up<br>Completed Complex Child Protocol Select this box when a review has been completed. You should also tick this box if/when the child no longer requires a Complex Child He Complex Chil Protocol Review Completed | ealth Protocol eg when they are moving to adult services.    |
|    |  |  |  |