Improving referral pathways in community paediatrics – forming the solution

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Background Good quality referrals containing the correct information are a crucial first step in the patient journey. Our Community Paediatric Service receives over one hundred external referrals a month from many different sources. With no standardized process currently in place, the referrals come in various forms and are of varying quality. This can result in inappropriate or poor quality referrals being rejected, which can lead to overall delays in the child’s care.

The British Association for Community Child Health and British Association for Child and Adolescent Public Health (BACCH-BACPAH) 2014 recognise the importance of good quality referrals in their Family Friendly Framework standards. These state, in order to streamline a child’s care effectively, thorough recognition of a child’s main issues and provision of such information to referring services is required. In addition, the 2017 Royal College of Paediatrics and Child Health (RCPCH) Community workforce guide advocates clear community service referral pathways to enable effective patient care.

Objectives We aimed to review our current referral practice, and to identify improvements required, to ensure compliance with the above national standards.

Methods A month period was chosen at random, whereby 119 external referrals were received. Each referral was accessed on EMIS, and rated as poor, sufficient or good according to pre-determined criteria. The reasons for referral rejections were explored.

Results Of the 119 referrals, 103 (87%) of them were accepted. 10 (8.4%) were classified as poor quality, 61 (51.3%) as satisfactory quality and only 48 (40.3%) were deemed good quality. Of the 16 referrals that were rejected, 3 were already known to the service, 1 required advice only and 13 were deemed more suitable to another service. The majority of rejections were for children with a suspected social communication disorder who were over 5 years old, where the local agreement is for this age group to be reviewed by Child and Adolescent Mental Health Services (CAMHS).

Conclusions Our findings highlighted the need for improvement in our referral pathway. As well as enhancing the quality of referrals, it showed a need for improved communication regarding the correct local referral pathways. In response to these problems, we designed a new bespoke standardised referral document that will be distributed to all local health and education services.

The form includes mandatory sub-sections that will help facilitate clinic allocation (main concerns, reason for referral, salient background information including safeguarding assessments, overview of development and professionals involved). To minimise inappropriate referrals, the form provides an overview of up-to-date referral criteria with pathways for all possible community presentations. Lastly, it incorporates an appendix signposting parents and carers to useful local services available to them.

Going forward, we plan to review the impact of the new referral form in 6 months time, reassessing referral quality and rejection rates. Based on its success, this form could be implemented more widely to streamline the referral pathway for all community paediatric patients.

Optimal management of minor ailments in children: Healthcare professionals’ views

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Background Minor ailments are self-limiting conditions often managed without medical intervention. Children are particularly susceptible due to immature immune systems however, there are currently no gold-standard references for managing minor ailments in children, and pharmacological and non-pharmacological interventions differ both culturally and globally. There are concerns regarding carer health literacy and how this influences management decisions. Health literacy is