

Question 1

Ms. Sarah Garbett

I have recently received an automated response to an email I sent to the new EHC email address saying they will respond within 24 working hours. Could they clarify what this means of how many hours they class as a working day?

Answer 1

The service updated their email address in align with the parents and carers wishes and when moving across from the old email to the new one we ran both email accounts with the standard statement there would be an answer in 24 hours. Since then, we have now deleted the old email and the response has changed. The target response time is 24 hours and is a performance indicator that is used.

Question 2

Mr. Clarence

Please can I ask the following question regarding CAMH's.

I have had a terrible experience dealing with CAMH's trying to get support and a diagnosis for my 9 year old daughter. I know that many others have had awful experiences too. I have heard that there is going to be a new diagnosis pathway. Could you tell me, will the new pathway be with a new team or will you be continuing with CAMH's?

Myself and others are broken by CAMH's. How long are they going to be in place? I understand that they are a private company, when is their contract up for renewal?

Answer 2

We are aware of the impact the pandemic and subsequent lock downs have had on neurodevelopmental (ND) presentations and requests for assessment. These are a matter of focus and concern on a local and regional level. I am sorry your experience has been less than satisfactory.

Just over a year ago I met with a group of parents who shared their experiences with me when we started to look at our pathway in Bury. Their experiences have shaped the work we are undertaking, which is to become more needs led, based on feedback from the parent focus group . This will help people get the right support at the right time. As part of this, the service is reviewing the internal processes for ND and how they communicate with families on the pathway.

We are doing this work with CAMHs and wider system partners. Greater Manchester NHS commission Bury CAMHs services from Pennine Foundation Trust and as such their contract is not up for renewal.