

Introduction

Getting a neurodevelopmental diagnosis can be a key step in finding the right support and being able to achieve your potential in life. Children and families in Dumfries and Galloway are frustrated at the waiting times for assessment and diagnostic service and staff are unhappy at not being able to meet the needs of families. In keeping with other services across Scotland we decided to redesign our Neurodevelopmental Assessment Pathway with families to be able to diagnose multiple conditions as part of a single process and develop a profile sharing the child's strengths.

With this in mind, our **key aims** are:

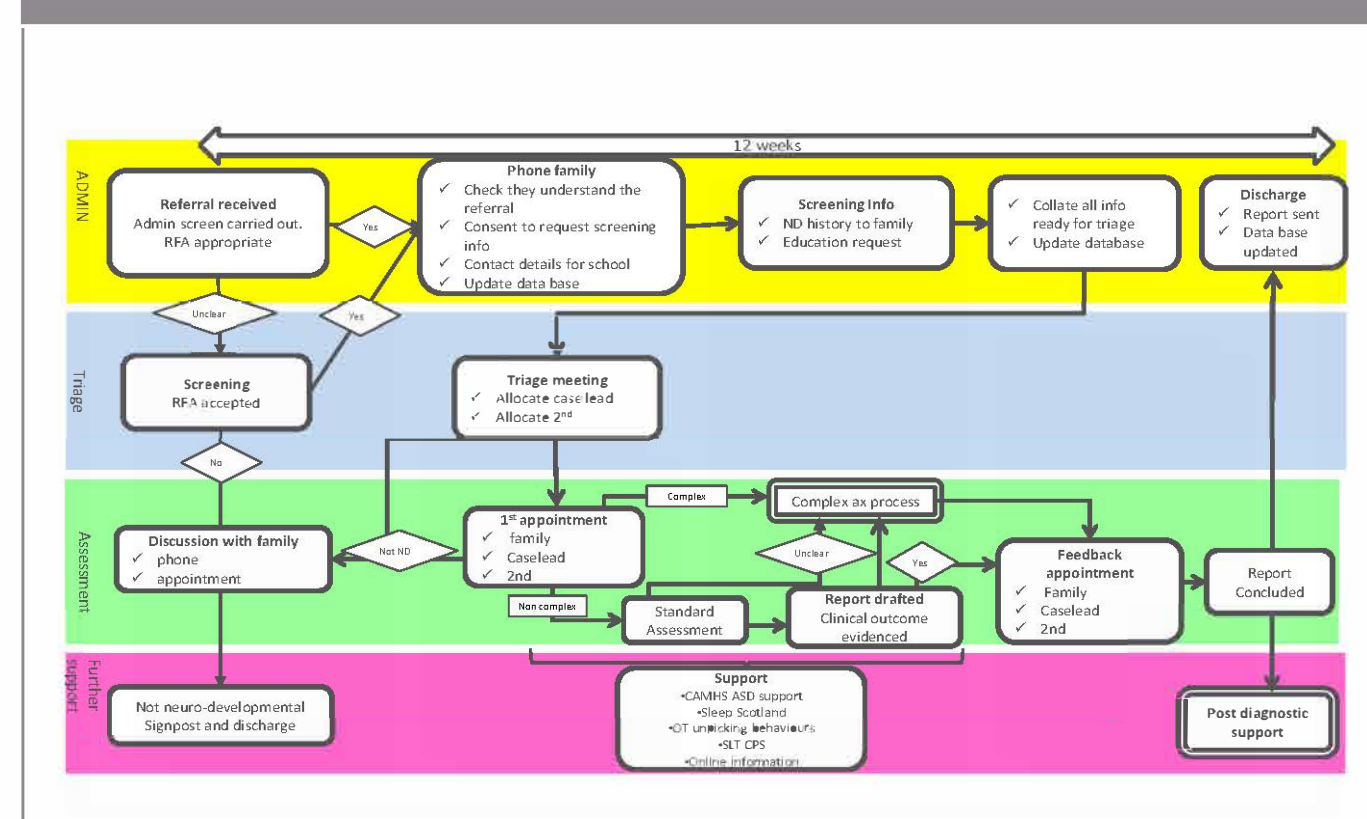
- **all children with non-complex presentations will be assessed and diagnosed within 12 weeks of referral by the end of December 2019**
- **all children who present with complex difficulties will be assessed and diagnosed within the 26 weeks of referral by the end of December 2019**

What did we do?

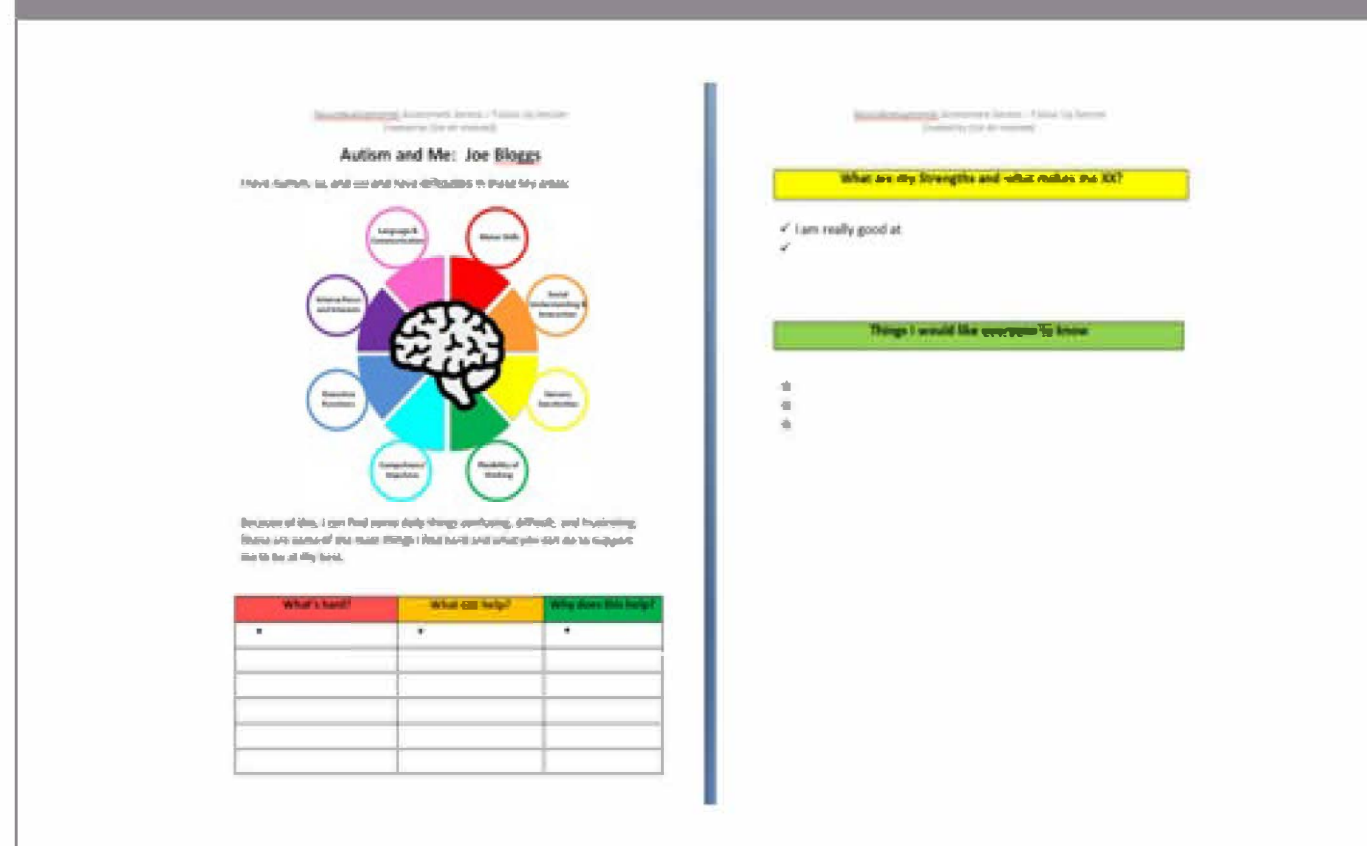
We co-design
with families



We designed a new pathway



We created a profile
that families wanted

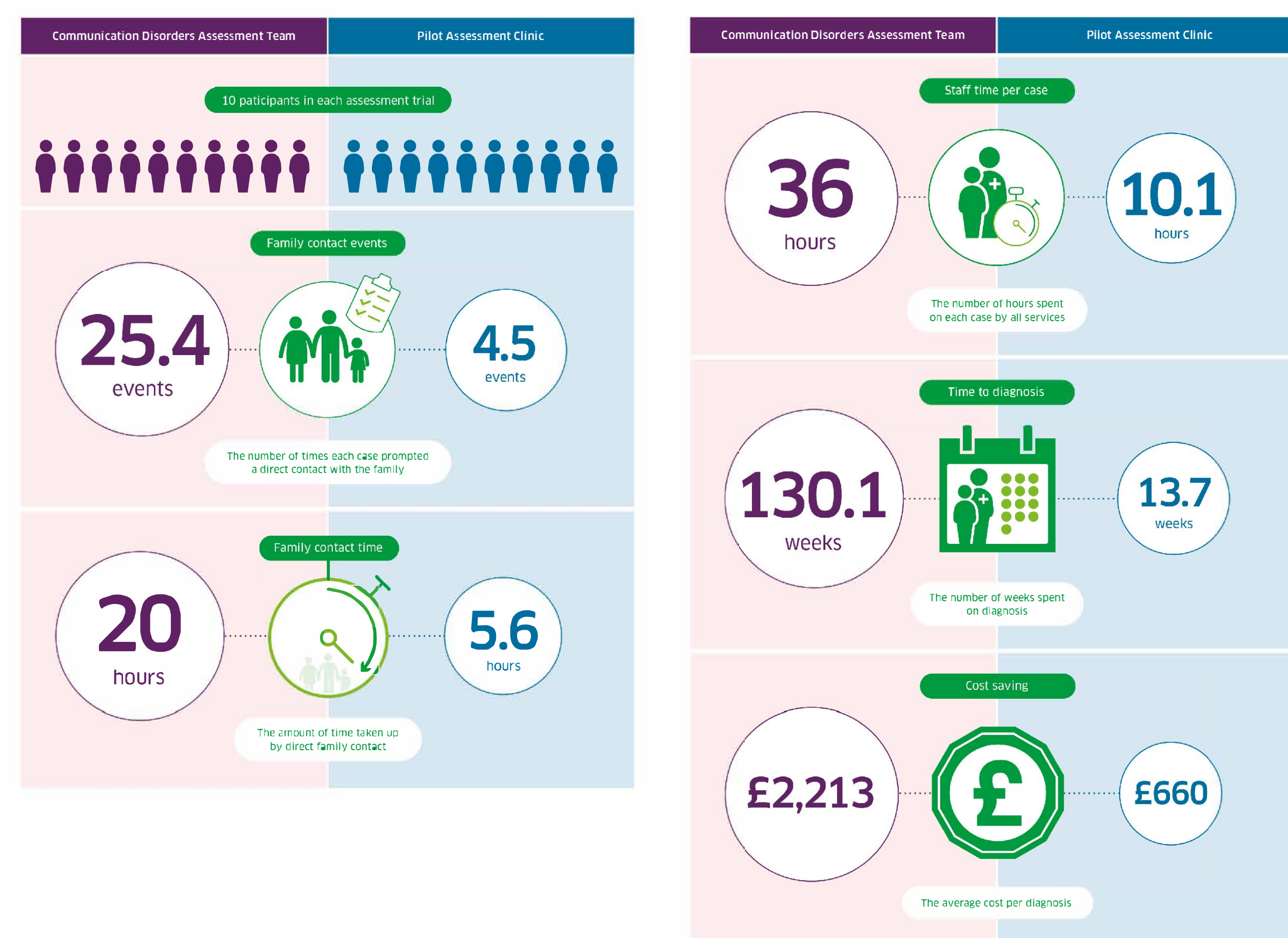


We developed checklists

Telephone Record	
Name	City State or Call
Reason contacted	
Outcome of call	
<input type="checkbox"/> Completed call <input type="checkbox"/> Attempted call only <input type="checkbox"/> Unable to contact by phone - letter sent asking family to get in touch <input type="checkbox"/> Message to letters, no further action to take. N/A sent for example. (Specify every date, month or occasion complete later) <input type="checkbox"/> Initial conversation complete later	
Initial Conversation	
This child has been referred to _____, where you aware of this referral? How recent must this be? Explain and rationale for including child in block list. Do you or someone within the Service, in the first 7 days of this child to gather more information to help in plan what activities are needed. In this case, we would like to send you a street check and you can let us know about their development. We also plan to have child's recovery school. If you have help in this you have given us gathering this information?	
Yes No Yes No	
Parent Developmental Checklist preference	
<input type="checkbox"/> page 1 <input type="checkbox"/> page 2 <input type="checkbox"/> none	
Once we hear this information, the referral will be discussed by the team and referred onto the team we get in touch with you to discuss what happens next. Do you have any questions just now?	
Notes complete	
<input type="checkbox"/> Parent: Developmental checklist received <input type="checkbox"/> Information received <input type="checkbox"/> Unable to proceed	
<input type="checkbox"/> Carefile handed over to team for input <input type="checkbox"/> Database updated for adult purposes	
Name	Signed

What difference have we made so far?

Analysis of 10 families through old Pathway v new Pathway




Using positive enquiry we gathered feedback from parents who had been through the pilot clinic, asking what went well, and what could have been even better?



What we have demonstrated is that it is possible to assess and diagnose promptly, reduce the number of appointments families need to attend, save money and deliver a service which helps meet the needs of families.

Learning

Key learning from our journey so far has taught us:

- Work with families
 - Start with the end in mind
 - Relentless focus on the model for Improvement
 - Develop your project team with networks in mind
 - Learn from the setbacks
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- The logo for the Model for Improvement Network (M.I.N.) is located in the bottom right corner. It features the letters 'M', 'I', and 'N' in a large, stylized font. The 'M' is red, the 'I' is purple, and the 'N' is yellow. Below the letters is a small, colorful tree with green leaves and a brown trunk. The entire logo is set against a white background.



Next steps

We are using this feedback from families to inform changes to the next phase of clinic testing. This time we are running 25 families through the pilot assessment clinic.

Acknowledgements



Thank you to all the parents
at square peg coffee club for
having the courage and
commitment to work with us.