

Who do we call if medication needs changing?

If medication needs changing, or you have concerns about your child, then please contact the clinic as normal. If it is not urgent (i.e. does not need a response that day), business support will agree a time with you for a clinic clinician to call you back within a telephone clinic. If it is urgent, they will ask our Duty clinician to return your call. If needed, the reviewing clinician on the telephone may also offer a face-to-face clinic appointment and arrange this with you. This may be with the next available clinician in the clinic. If things continue to escalate and are not going well, we will discuss your child's case at our CAMHS allocations meeting and may decide to allocate your child to a nurse prescriber, or an alternative clinician, depending on the best person to meet their needs. They will meet with you and your child until things are settled and they can return to being reviewed in the ADHD clinic. This allows us to be more responsive to your child's needs and to step up and down intensity of care when needed.



What if we don't like the clinic system?

We will be evaluating this clinic system over the coming year and will be asking for your feedback after your appointment. We would be grateful for your participation in this evaluation and welcome your opinion on what works well or not so well. We will take all feedback into account and will look at this alongside any benefits that the changes have brought to our ability to meet growing demands and to reduce waiting times for families. If unsuccessful, we would need to continue to consider alternative ways of working in order to meet increasing demands for a medication appointment. We ask that you give the clinic this period of time as a trial. We hope that by reviewing and adapting to feedback this will be a successful and positive change in the way we work.

Useful information

Telephone number for Southampton CAMHS West: 023 8103 0061

Email for contacting clinicians:

SNHS.CAMHSWEST@nhs.net

Please write in the subject 'FAO and the name of the clinician' so it can be forwarded to them directly.

Feedback can be given to Re:Minds at info@reminds.org.uk which will be passed onto CAMHS anonymously.

The new ADHD Clinic at Southampton CAMHS



www.reminds.org.uk
www.facebook.com/reminds

Why is the system changing?

We need to change the way we work to meet the demand for medication review appointments for ADHD.

By doing this we can make more Doctors and nurses available to give more appointments to families.



What if my child will not come to their appointment because they don't want to see someone different each time?

We will try to keep consistency for families as much as we can but we are unable to promise this. If your child refuses to attend their appointment then please contact the clinic so we can discuss this with you. There will only be a small number of clinicians working in the ADHD clinic and we hope that you can get to know us as a team. We are looking at ways to make this easier for families and to introduce ourselves to you so that you and your child know who you will see. This will hopefully lessen any anxieties.

Where does the clinic take place?

Currently the clinics will take place at Horizon. Previously we have held some clinics at the Thornhill Centre for Healthy Living and we hope to be able to resume these once the clinics are set up fully and running well.

Will the car park be packed when it is a clinic day?

As appointments will be sent out individually, we would expect that the car parks will not be affected by the introduction of clinics.

What if I want to keep my clinician?

We can try to keep consistency of clinician but cannot promise that this will always be the case due to demands. Please discuss any concerns with your current clinician or you can call the clinic and ask to speak with someone within the ADHD clinic and we can discuss your concerns with you.

Does everyone wait together and get called in by whoever is free?

No, you will continue to be offered an appointment day and time allocated specifically for your child as before.

What will happen when we come for our appointment?

There will be no changes to how your current appointment runs. You will be greeted at reception and collected by your clinician.

They will take you to the clinic room to discuss with you and your child their medication, progress at home and school, and their physical health, along with any concerns or improvements you would like to discuss. If medication needs to be altered, this will happen in the appointment as before and we will also continue to contact/work alongside other services involved, as needed.

Who will liaise with schools?

We will liaise with your child's school as we did before. This provides a good insight into how your child is progressing, which can be reviewed with you in-session. If concerns are raised within a clinic appointment and further contact is needed, the clinician reviewing on the day will follow this up, either on that day or within their next telephone review clinic depending on the urgency.

