

Access to Childrens and Young Peoples Services during Covid-19

Feedback Summary Report

June
2022





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Introduction

Healthwatch Plymouth is the independent local health and social care champion for Plymouth. We listen to what people like about services and what could be improved and share their experiences and views with those with the power to make change happen.

A review of patient feedback received around services in Plymouth has recently been conducted and it was noted that there had been consistent feedback around access to CAMHS services during the Covid pandemic, most of it negative (see Appendix 1 for details).

Background

To better understand the issues being raised, it was decided by the Healthwatch Plymouth Steering Group to conduct further research in the form of a survey aimed at parents who had accessed Childrens and Young People services since 1 April 2020 (start of the Covid pandemic). As a result, we asked for feedback about the following services in Plymouth:

- Paediatric Outpatients
- Child Development Centre
- Learning Disability and SEND services
- Autism
- CAMHS

We also asked for feedback from those that had transitioned from Children/Young People services to Adult Services.

We informed the Patient Experience Leads at University Hospital Plymouth and Livewell Southwest as well as the Strategic Commissioning Manager for Children Services at Plymouth City Council about this research.

What we did

An online survey was generated and shared with children and young people system partners in advance of circulation. The Strategic Commissioning Manager for



children for Plymouth City Council asked that the following question be added to the survey:

- Any other feedback you would like to share regarding children & young people's services you have used during the pandemic.

The survey was launched via the Healthwatch Plymouth e-Bulletin and social media channels on 3 February and closed at midnight on 28 February 2022. We also contacted parent support groups in Plymouth directly to advise them of the survey requesting that they communicated it within their groups.

The survey was anonymous, but some demographic details were included.

A total of 15 individuals responded to the survey. Whilst this is a small number, their feedback is significant and should not be overlooked.

Key Findings

Some key themes emerged from the discussions including:

- Long waiting times to access services following referral
- Long waiting times for follow up appointments
- Poor or lack of communication from services
- The Covid pandemic has exacerbated what were viewed as already long waiting times by users of the services



Detailed findings

The survey asked 7 specific questions:

1. Which of the following services have you used since April 2020? Tick all that apply.
 - Paediatric outpatients
 - Child Development Centre
 - Learning Disability or SEND services
 - Autism Services
 - Children's Dental Services
 - CAMHS
 - Other
2. What has been your experience of accessing services that you have used during the pandemic?
3. If you were accessing children & young people's services before the pandemic, what differences have you seen in being able to access these services since April 2020?
4. How would you rate your overall experience of the services that you have accessed?
5. Please provide detail of how services met or exceeded your expectations or didn't meet them.
6. Have you experienced a transition from children/young people's services to adult service?
 - If yes, please provide feedback on your experience.
7. Any other feedback you would like to share regarding children & young people's services you have used during the pandemic.

In addition, 5 demographic questions were asked:

- Postcode of respondent
- Age of respondent
- Gender of respondent
- Ethnicity of respondent
- Age of child

Respondents were also asked whether they were a parent/carer or patient.



Individual responses to survey

Respondent	Q1. Services used	Q4. What has been your experience of accessing services that you have used during the pandemic?	Q5. If you were accessing children & young people's services before the pandemic, what differences have you seen in being able to access these services since April 2020?	Q6. How would you rate your overall experience of the services that you have accessed?	Q7. Please provide detail of how services met or exceed your expectations or didn't meet them.
1	None. School promised CIT in 2021 but didn't contact them as far as I'm aware	Tried to do it through school but they kept fobbing us off. I don't know how else to access the services independently.	Pre-covid was non-existent too, so I don't get why everyone keeps quoting this as the issue (except to hide the fact that it has always been neglected)	Did not meet expectations	Didn't have access to a service. Didn't know how to access a service except via a school that didn't help.
2	Child Development Centre, Learning disability or SEND services, Children's dental services	We managed to access the CDC who seemed to continue to operate relatively as usual, although the waiting list is terribly long. Other services have been non-existent!!	Most services such as the dentist shut down completely with no face-to-face appointments over the past 2 years.	Did not meet expectations	There are no services! My daughter is meant to see CIT and Salt, but referrals were rejected despite being requested via CDC. The CDC waits are unacceptable, 3 years it's taken to get through a couple of appointments/ assessments.
3	Child Development Centre	Longer waiting lists than normal. Telephone contacts instead of face to face. Communication has been poor. I have had to chase everything.	Longer waiting lists. Communication has been difficult with professionals.	Did not meet expectations	2 years from referral to an appointment is not good enough. In that time my child has been failed.



Respondent	Services used	What has been your experience of accessing services that you have used during the pandemic?	If you were accessing children & young people's services before the pandemic, what differences have you seen in being able to access these services since April 2020?	How would you rate your overall experience of the services that you have accessed?	Please provide detail of how services met or exceed your expectations or didn't meet them.
4	Paediatric outpatients, Child Development Centre, Learning disability or SEND services,	I've still been supported but I may have done more of the calls to ask the questions.	Telephone calls rather than face to face appointments have eased my running around, saved me money in parking, petrol and I've not had to get a babysitter for my other children.	Exceeded expectations	Emails have been replied to in a timely manner, appointments have been consistent, I've felt supported even when other services have let me down, they've asked about me as well as my family as a whole. I've appreciated the support that was put in place for us all.
5	Paediatric outpatients, Children's dental services	Dental one check-up but delayed and now very delayed. Outpatients delay but once seen very good service.	Delays all over	Did not meet expectations	Just the delays unfortunately however service once seen outstanding.



Respondent	Services used	What has been your experience of accessing services that you have used during the pandemic?	If you were accessing children & young people's services before the pandemic, what differences have you seen in being able to access these services since April 2020?	How would you rate your overall experience of the services that you have accessed?	Please provide detail of how services met or exceed your expectations or didn't meet them.
6	CAMHS	My daughter has been suffering with severe anxiety to the point of going to school for 1 hour a day. We had to get a private therapist at first because of the wait. She has just finished a block of work and now on a waiting list for long term CBT. The intervention has really helped but I am hoping the wait isn't too long. Else starting college in September will be extremely challenging		Met expectations	They definitely helped my daughter she now is in school and seems to be happier in herself. But certain areas are still difficult and will be a barrier to moving on in the future



Respondent	Services used	What has been your experience of accessing services that you have used during the pandemic?	If you were accessing children & young people's services before the pandemic, what differences have you seen in being able to access these services since April 2020?	How would you rate your overall experience of the services that you have accessed?	Please provide detail of how services met or exceed your expectations or didn't meet them.
7	Paediatric outpatients	I have been waiting for a referral appointment to see a paediatric dietitian for my son since he was 8 weeks old, he is now nearly 10 months old, and I have just received a letter to book an appointment which is still another 8 weeks away.		Did not meet expectations	My son has multiple food allergies and should of been seen before 6 months, when I began weaning, so that a plan could be in place for how to trail foods that may cause an allergy reaction - this has obviously not happened and I have been left in the position of deciding if I should risk giving him potential foods that he may react to without any support or delaying the processes of weaning him and the impacts that that may have on him.
8	Paediatric outpatients, Learning disability or SEND services	Rubbish!!! 7 weeks for a blood test is unacceptable	There has been no access	Did not meet expectations	7 weeks for a blood test for a 9-year-old.



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9	Learning disability or SEND services	Nothing has happened since referral made	Next to no service available	Did not meet expectations	Used the Learning Disability Team was given a student to provide support once a week for a short time then referred to Adult Social Care Community Outreach Team still waiting for any input from them
10	Paediatric outpatients, Learning disability or SEND services, Children's dental services CAMHS	Long waits		Did not meet expectations	Long wait and still waiting on help for my child
11	Learning disability or SEND services, Children's dental services	What access? I was on hold for dental access centre for 2hr multiple times over 4 days just to try and get an appointment!	Easier before pandemic almost impossible since	Met expectations	Once we got an appointment & attended the appointment the service was good, the precautions in place were excellent & the staff were brilliant as usual, just trying to get the appointment took over 2 weeks of multiple calls with multiple hours on hold.



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12	Paediatric outpatients, Children's dental services CAMHS	Difficult. Long wait times as you can imagine and understandable.	Its more radio silence. You feel like you're left in limbo.	Exceeded expectations	Once in contact or be seen, the professionals are so lovely and reassuring. They really do have a tough job and demands have gone up
13	Child Development Centre	Been the worst experience ever. Tried calling them and left messages to them. I have a voicemail to say they would call me within the week. 3 weeks passes no phone call and for them to tell us when we chase it up, they never left a voicemail even though we still have it. Then being asked what will a diagnosis do for your son when he's clearly coping alright at the moment when he's not and neither are we as parents. I don't feel they are taking my concerns seriously and the fact his old school stated what we said. But he moved school they disregard that piece of evidence and instead requested the same form they already received from his previous school to the new school. They drag everything out and their time keeping is poor over an hour they were running behind and no one told us instead I had a very hyper active bored son I had to contend with.	Their communication wasn't great before but now unless you are calling and chasing up appointments they won't bother. My son was supposed to have a 12-month review which fell during the pandemic. They didn't even bother to call or explain what was happening we had to chase it all up.	Did not meet expectations	Main concern is communication and not being listened to.



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14	Child Development Centre, Learning disability or SEND services, Autism services, Children's dental services	Extremely minimal. Most support I had finally built up before 2020, instantly stopped. I've been left desperately paddling along with an additional needs child and 2 younger children. By 2nd lockdown, I had to rely heavily on the schools and their willingness to continue helping the children. Today was the first day my son has seen a paediatrician since the day he was put into the autism pathway approx 6yrs ago. Getting a dental appointment is virtually impossible, only one of my family has been able to get an appointment.	Just as minimal	Met expectations	Knowing what and how to access would be useful.
15	Paediatric outpatients, CAMHS	Not seeing a GP (<i>consultant?</i>) face to face		Did not meet expectations	



Transition from Children and Young People to Adult Services

Three respondents gave feedback around transitioning from Children to Adult services.

Respondent	Q1. Services used	Q8. Have you experienced a transition from children/young people's services to adult service?	If yes, please provide feedback on your experience.
9	Learning disability or SEND services	Yes	Hopeless no continuity and son had to even be reassessed as having a Learning Disability which was clearly diagnosed over 10 years ago.
11	Learning disability or SEND services	Yes	Not a smooth transition at all. With medical staff she went from a person to a group of body parts! With care services all they did was cut her package! Her needs hadn't changed just her age, yet her package was cut by 1/3! Everything is such a battle now she is in adult services it's exhausting & totally unnecessary.
15	CAMHS	Yes	My daughter was discharged from CAHMS because of her age (16) and has not been offered an alternative.



Other feedback from Survey

Respondent	Q1. Services used	Q9. Any other feedback you would like to share regarding children's & young people's services you have used during the pandemic.
1	None. School promised CIT in 2021 but didn't contact them as far as I'm aware	No access.
2	Child Development Centre, Learning disability or SEND services, Children's dental services	The waiting times are ridiculous and are even worse now. They are doing the best they can but are understaffed. As for support services and therapies these seem to be non-existent. The consultant has advised we access support for speech language and communication for my daughter but there isn't any, referrals are being rejected.
3	Child Development Centre	Referrals need to be dealt with in a timely manner. Communication needs to be better - even if it's just to say that there's a delay.
5	Paediatric out patients, Children's dental services	Hopefully things will improve if more funding is put into the NHS, sadly this government is not doing enough to support the service provisions and the staff and therefore patients are suffering.
7	Paediatric out patients	It seems almost impossible to get hold of a medical professional to speak to anyone. I have not heard from my son's health visitor since he was 8 weeks old, as clinics are not running face to face all I have is a number that I was given to call if I needed to, this number is NEVER answered. I have left multiple messages on the answerphone over the months, and no one ever returns my call. My son has dietary issues and so should have been having his weight gain monitored.....but I have resorted to weighing him myself on the bathroom scales as the support of the public health team and health visitors is non-existent it seems.
9	Learning disability or SEND services	We have not used any other service than the LD Team short amount of input. Son is more isolated than ever.

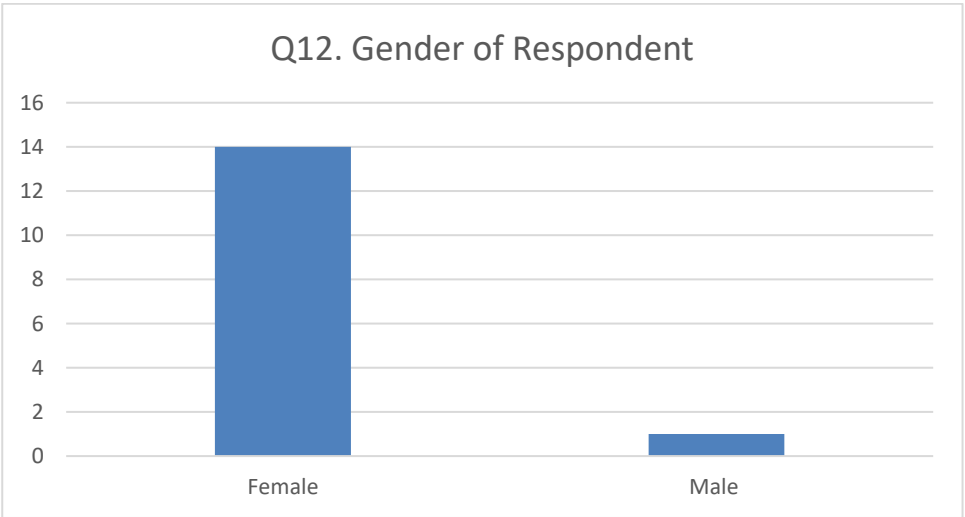
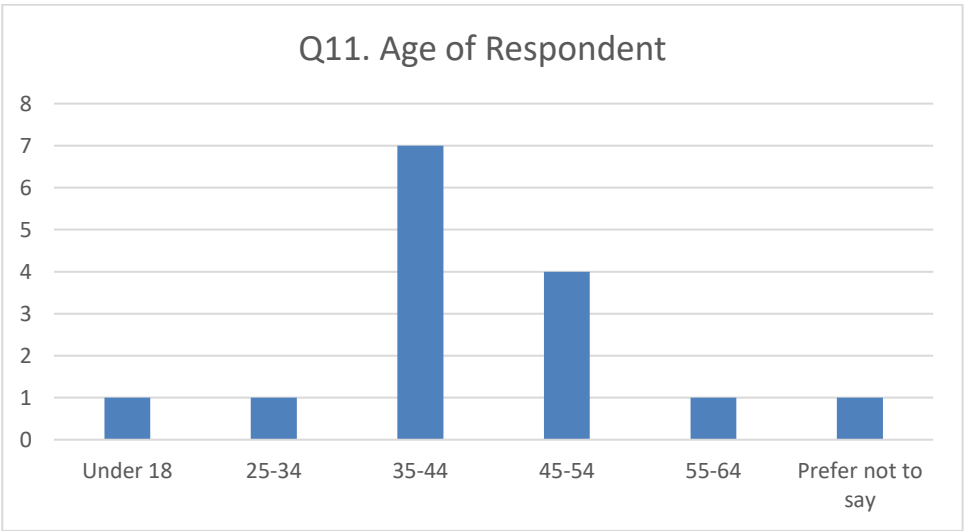
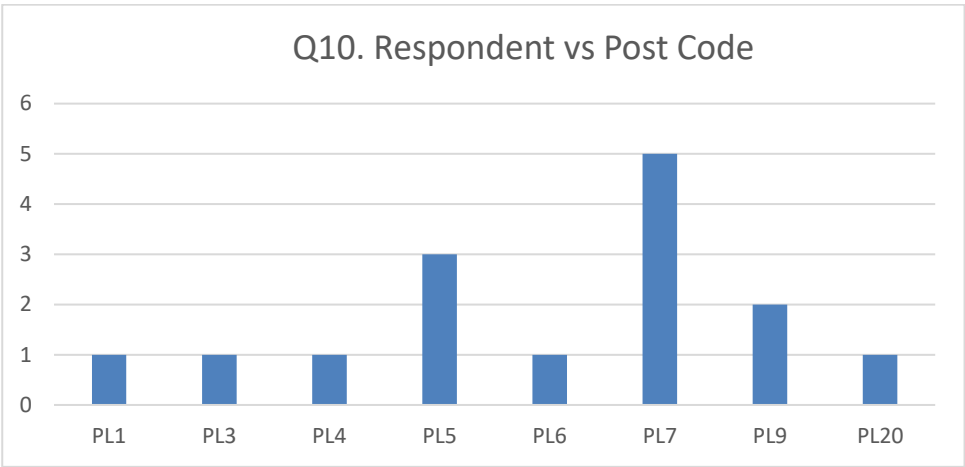


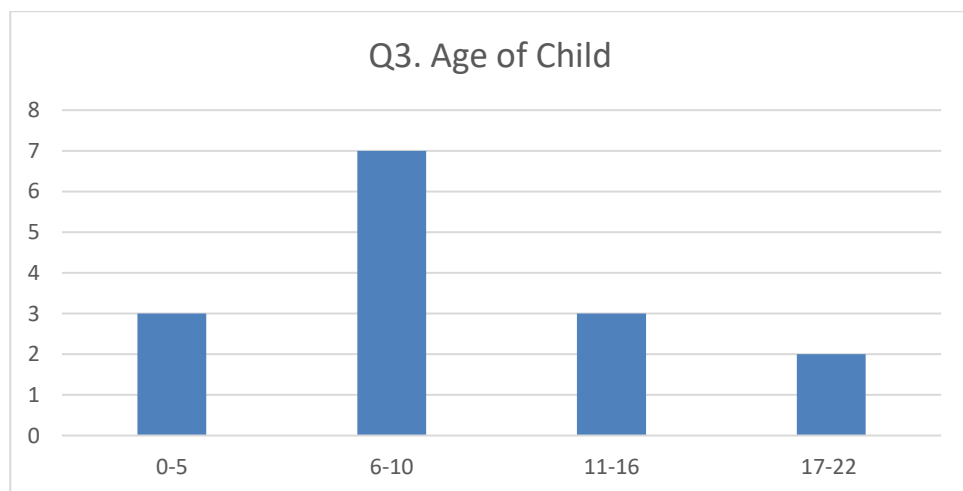
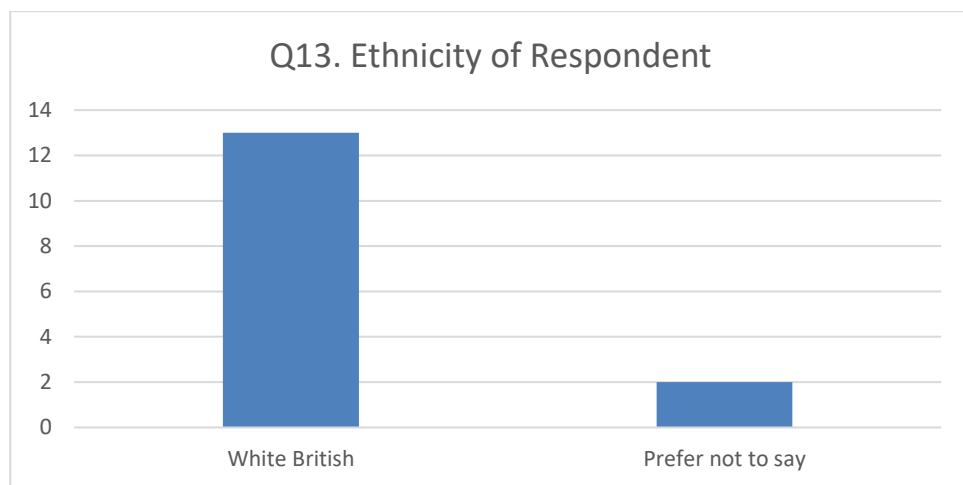
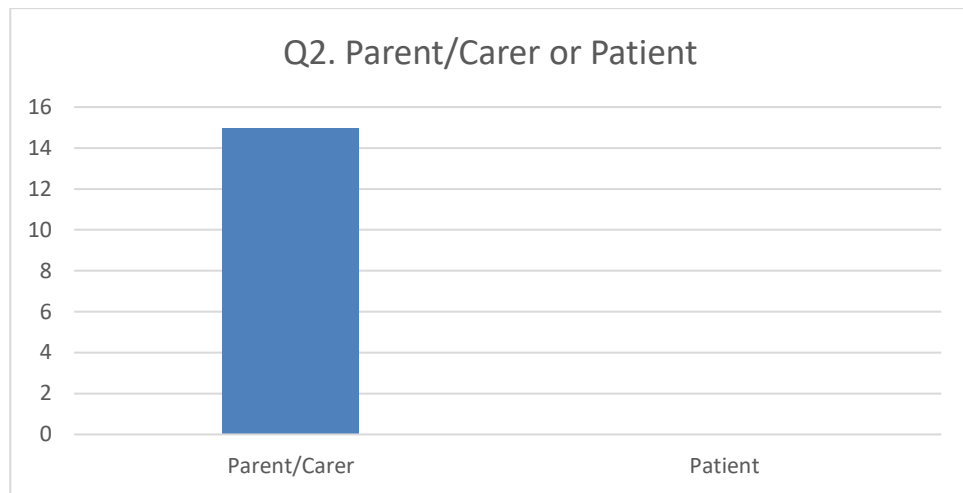
Respondent	Q1. Services used	Q9. Any other feedback you would like to share regarding children's & young people's services you have used during the pandemic.
11	Learning disability or SEND services, Children's dental services	During the pandemic everything stopped! There were no services, our social worker called to say she had been redeployed & gave me an emergency number "just in case" but she was sure we'd be fine!! Then nothing for 15 months, if it hadn't been for her education provider being in contact over the net I would have gone "bat crap crazy" as it was, I felt alone, scared, isolated & no-one gave a dam about either of us.
13	Child Development Centre	It's a shame child developmental centre are not singing from the same hymn sheet as CAHMS as my other children are under CAHMS and I can't fault them they have been really good and supportive.



Demographic Data

The following demographic data was collected.







Healthwatch Observations

The Covid-19 pandemic and resulting guidelines has meant that services across health and social care initially had to become more focussed on remote delivery. This has led to an increase in waiting time for appointments and the ability to be seen face to face.

As services start to recover and return to a more stable delivery, communications with parents need to become more robust to ensure they remain informed and assured around the treatment pathway for their child. Feedback from the survey appears to indicate that it has been parents driving the communication rather than the service.

Response from Commissioners and Service Providers

Response from Strategic Commissioner and Head of SEND, Plymouth City Council

We welcome the opportunity to hear from children, young people and their families about their experiences of the services we commission as well as deliver ourselves. The Covid-19 pandemic has been a really challenging time for all of our services, in having to switch very quickly to a virtual offer, and now moving back towards our usual ways of working. We know that for some families it has been easier to receive emails and attend meetings virtually, but for others not being able to access face to face support has been really difficult.

During the Covid-19 pandemic the SEND Service has recognised the importance of effective communication, with families, settings and partner agencies. Responding to families in a timely way has been crucial and therefore as a SEND service, in partnership with our Plymouth Independent Advice and Support for SEND Service (PIAS) we implemented a help line.

In addition to this, planning and consultation meetings between EP's, advisory support teams and schools has enabled discussions and planning to take place at an early intervention level.

We have a strong Parent Carer Forum and our joint working relationship with them has enabled us to gather the views of parent/carers throughout the pandemic and to shape services together. More information is available here:

<https://www.plymouthpcv.co.uk/>

We are conscious of the impact the Covid - 19 pandemic has particularly had on children and young people with SEND. Although not all young people have found



the virtual platform easily accessible, our Youth Forum has continued to provide support to young people across the city so that they can still meet with others, receive updates and have opportunities for their voices to be heard:

<https://www.plymouthias.org.uk/young-people-support/youth-ascends/>

Response from Childrens Services Commissioner, NHS Devon Clinical Commissioning Group

We want all children and young people in Devon to have the best start in life, growing up happy, healthy and safe. We are committed to working with children, young people and their families/carers to understand their needs and commission (buy) services on their behalf.

We too welcome this report and acknowledge what a challenging time it has been for both those using our local services and those running them during the pandemic.

We acknowledge that there are long waits for some services and the system locally is receiving some extra funding for mental health and other areas of priority including the key worker project, extra support for children with emotional wellbeing needs and mental health, and those with autism, as well as helping children and young people to stay well through healthy weight and asthma initiatives.

Working closely with our local providers of services and listening to the feedback from those using them, we are trying different ways of working to get families the support and help they need.

Response from Frank O’Friel Care Group Manager for Women’s and Children’s University Hospitals Plymouth

We welcome the Healthwatch report and are heartened to hear positive experiences of good communication, consistent appointments, and support for the family as a whole, when things have gone well. As a Trust we work closely with all patient feedback, and what we’ve learned from this survey will support our continuous service improvement, as addressed below.

Child Development Centre waiting times:

We acknowledge that the current waiting times to see a clinician within the Community Paediatrics team is longer than is acceptable for families. During the Covid 19 pandemic we were tasked with redeploying staff to other areas which impacted on waiting times for children. In addition to this we have seen a significant increase in referrals to the service. The combined effect of these is waiting times from referral to appointment have risen 36 weeks to 49 weeks.

We are attempting to mitigate this by running additional clinics, some of which have been (and will be) at the weekends. We are prioritising urgent cases and



working with our partner agencies to ensure advice and support is in place to meet the needs of the children whilst they await an assessment.

Telephone and video consultations: In the initial phase of the Covid 19 pandemic all appointments were converted to telephone appointments, and later video consults, unless a significant clinical risk that required face to face contact was identified - this was part of the national response in reducing spread of the virus. From May 2020 face to face contact was re-established where required but we have continued with an increased use of telephone and video consults as many families have expressed that they find this type of appointment to be beneficial. They have expressed that it is easier to speak to the clinician, less disruptive to the child and family with reduced time off school and work. We try to agree the format for the next appointment with the family but if the situation changes, we are happy to rearrange.

Supporting better communication:

We accept that at times communication has been difficult with frequent last-minute changes to clinics due to absence related to Covid. During the initial phase of the pandemic, we set up a generic email inbox for the Child Development Centre to support families and professionals in contacting the CDC. Information was added to the clinic letters to signpost families to support and to update them. Carers are advised to call if they require support before their next appointment.

We are currently looking at Patient Knows Best, a platform to help facilitate communication. We are also developing a Neurodevelopmental Hub which will be accessed via email / telephone. The aim will be to improve early access to advice and reduce the number of re-referrals back to the service where a diagnosis has already been provided, thus reducing waiting lists.

Autism Assessment Pathway:

Once referred into the assessment pathway children are seen by a range of other professionals who contribute to the process of assessing whether a diagnosis of Autistic Spectrum Condition is clinically appropriate. Families are advised that contact with the doctor will not be until after completion of the assessment, if deemed clinically necessary. Not all children require a medical review following the assessment process.

When referred into the pathway the child is discharged to the Assessment Team who then provide the appropriate signposting or referral to community support.

The average time to progress through the assessment pathway has been 10 months; this was impacted by school closures and lack of access to Educational Psychology and school information during the pandemic.

Blood clinics and outpatient appointments:

We have seen an impact of Covid on waiting times with the challenges of social distancing limiting capacity, staff being moved to cover frontline services and increased staff sickness and vacancies all having an impact on outpatient services.

We have now returned to offering face to face appointments across all services and have utilised additional staff to provide additional blood clinic capacity as demand for this service has increased.



We have introduced a programme to review our outpatient service to maximise clinic efficiency and are actively recruiting staff to help increase our capacity and reduce waiting lists.

Response from Tracy Clasby, Livewell Southwest

You said that the current waiting time for CAMHS was too long.

We recognise that the current wait is 22 weeks for early help assessment and brief intervention. This was slightly less during the Covid period at about 17 weeks but was only 7-8 weeks before the pandemic. In recognition of the restriction of service during the pandemic, there has always been a duty worker available 09.00-17.00 Monday to Friday for anyone with queries or requiring early help support

There is also a 24/7 crisis line available for any young person or family in distress or for professionals who are supporting them. There has been 24-hour crisis response to urgent situations throughout the pandemic and whilst some work has been delivered virtually, if a young person preferred to be seen face to face or this was clinically relevant then it was facilitated with appropriate PPE and risk assessments.

Face to face group work did stop during the pandemic but young people were either offered a virtual group or where possible one to one sessions. Group work has now resumed fully.

You said that access to dental care was poor, but it is not clear if this relates to access to General Dental Practitioners or the Livewell dental service, apart from one response which specifies the Dental Access Centre.

We acknowledge that there are long waiting times to our phone service and in July 2021 installed the Netcall system so that now if waiting in a queue, you are advised of the approximate wait (previously the phone would just be engaged). This issue has been discussed with Commissioners as for example, the call handling service received just over 9000 calls into the service in March 2022.

Next Steps

The next 12 months will see services start to return to normal under the Government's 'Living with Covid' strategy. It will also see the Integrated Care System (ICS) for Devon go live on the 1 July 2022. As part of the ICS, Local Care Partnerships have been formed to deliver services at a place level.

Healthwatch Plymouth will continue to monitor patient/parent feedback around Children and Young People services and recommend to the Plymouth Local Care Partnership that we conduct a co-produced follow up survey at the start of 2023 to see if the issues around access have improved.



Appendix 1 - Other feedback received by Healthwatch about Children and Young People's services during the Covid-19 pandemic

Date Received	Service	Reviewer Post Code/Area	Review
17-09-2020	CAMHS	PL7	Initially assessed two years ago. Since then, has had intense anxiety management, psychology, and autism spectrum assessment / diagnosis. Now waiting for further input due to depression and recent Crisis intervention. The practitioners are amazing. Receptionist is welcoming. Autism assessment team so helpful. Only negative is that the service is oversubscribed so long waiting time for support other than emergency/crisis. Probably lack of funding.
11-10-2020	CAMHS	PL2	My son has been under CAMHS for eight years now, since the age of 6 and I cannot fault the care that he has had from the team at CAMHS.
22-12-2020	CAMHS	PL20	10 years of 'thinking about it', then discharged to adult services.
08-01-2021	CAMHS	Plymouth	I have a teen who was referred to CAMHS by his GP for anxiety, this has hugely impacted his daily life and continues to. Initial meeting was done with my child and myself and the person said he would be happy to work with him. Then contacted by someone else who said she would be working with my son and came to see him for an hour (40 minutes) each week. This lasted for about 6 visits as she cancelled a couple of times. (Sickness, cat died etc) She also filled in the wrong paperwork for his specialist school placement. Then referred to someone else, who met with us twice and said he would then work with him for a while. They said they would be in touch after them cancelling an appointment, they never got back in touch. Then lockdown 1 happened and no one got in touch until I chased them. Then they said my son was in another waiting list which took months and months to be seen. Then a manager saw us and explained that his colleague would be working with my son. Within 3 weeks we were then told sorry someone else will now be working with him. Unfortunately, my son has no trust in this level of service and has withdrawn completely. CAMHS have written a letter to his GP to say my son has not engaged and mentioned nothing of the above. Truly awful service for vulnerable young people.

Date Received	Service	Reviewer Post Code/Area	Review
09-04-2021	CAMHS	Plymouth	So, initially when I first began at CAMHS I struggled a lot, my cognitive behavioural therapist wasn't helpful. I didn't even get to talk about my issues. All we ended up talking about was sports. I then got referred to a great psychiatrist who ended up diagnosing me with MDD, PTSD and ASD, which finally got people to understand what was going on in my head. My psychiatrist then left, then I got moved onto another one. He then wanted to take me off all my medication (which I actually benefit from) stop me going to CAMHS as he thought I'm perfectly fine. Then got onto my third psychiatrist (same one now) and he's absolutely fantastic, he's amazing at his job. Sits and listens to other problems, identify the cause of the issue without being abrupt with the questions. I'll forever have these lifelong conditions- but, now that people know they are so understanding.
13-05-2021	CAMHS	PL5	My daughter is coming up to 17 years old and can't wait for her 18th so she can receive actual help and support from the adult mental health team instead of the apparent care from the so-called professionals who has done nothing but patronise and belittle her own feelings and thoughts. Although she has previous experiences of being a risk to herself, my recent concerns was shrugged off and laughed at and far from taken seriously. CAMHS idea of helping a young adult who is struggling with her mental health is to apply for emergency foster care . They choose who they want to help and who aren't worthy of the support . This is only our experience though I sincerely hope anyone else doesn't get the treatment my family has.
06-10-2021	CAMHS	PL4	CAMHS did nothing for me I'm a 16-year-old no matter how much I asked for a psychiatric assessment and diagnosis they never did it even when they said they would. They would talk to me only about my boyfriend not much else I never got to actually talk about how I felt. I also had a dietitian who saw me twice and said the same thing both times. I started cognitive behaviour therapy I did half a session and broke down and they told me I wasn't ready and dropped my case with them. I want to be put on medication but can't without their permission which is very unlikely. I am very sad and very disappointed with the "service" I received.
28-10-2021	CAMHS	Plymouth	My poor daughter has been attending here for support for some time now. They are awful, no one listens, the advice is terrible, there is no compassion or understanding and defiantly no help. Hormones have not made her suicidal!! She is not medication reliant, as she's never been on meds... and a hot bath and a cup of tea does not solve anything... she leaves feeling like the world has just collapsed around her....1hr 30 min appointment but told to leave after 20mins as she's too emotional.

Date Received	Service	Reviewer Post Code/Area	Review
09-02-2022	CAMHS	Plymouth	Morning we are at present trying to get help for our son who is having suicidal thoughts. We have spoken to CAMHS as he was being seen by them but not at present. They have offered little help just said if not coping then he is best to be home and do his school work at home. This is not going to help as someone has to be with him and we both work. He was having CBT with CAMHS but now waiting to be seen by neurological team to be assessed for Autism. We would like to know if there is anywhere else, we can go for help as it's a very important year for him. If you could email me with anything to help that would be great, we await to hear from you.
05-02-2021	Child Development Centre	PL4	Waited a long time for an appointment. Appointments kept getting cancelled. One appointment got cancelled then I received a letter saying I had an appointment the same day but a different time. Thought it was strange so phoned the hospital to check it was right, they confirmed the appointment. Went to the appointment booked in. Waited for 40 min after appointment time only to be told the appointment was cancelled.
Dec 2021	Diabetic Outpatients, Child Development Centre	PL3	My child had two appointments booked for the same day, Diabetic Outpatients for the AM and the Child Development Centre for the PM. A decision was made to cancel the Child Development Centre appointment as my child's records would not be available due to the Diabetic appointment. We had been waiting a considerable time for the CDC appointment and it appears that no thought was given to this when it was cancelled. Surely there must have been a way that my child's records could have been available for both appointments? Now we have to wait even longer to be seen by the CDC.

Contact us



Jan Cutting Healthy Living Centre
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Beacon Park Road
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