

West Midlands Paediatric Service

Access for Children and Young People up to 18 years.

Clinics daily at the Horizon SARC – 2 Ida Rd for (Acute) 24/7 (best interest of child)

Mon – Friday 1000 – 1800 non recent clinics in spoke sites

Child or Young Person is identified as being at risk of sexual abuse

All cases (acute and non recent) should be discussed with the acute doctor or acute nurse rotas prior to booking case in clinic. Under 13's should be accompanied by social services or police. 13+ can self refer, or details passed on by other services but it will be necessary to discuss with the client/family directly prior to booking in for acute cases. Non recent should be discussed with the acute doctor.

We will encourage our inclusion in strategy meetings where possible.

The Pathway and Service Support (Call centre) will take the details on Oasis (our server for case management), organise the examiner to attend and contact G4S to organise the crisis worker in all cases (Acute and non recent)

Holistic Assessment will be undertaken including STI screening for under 13's. Over 13's will be referred to sexual health

Case notes are scanned and sent securely to Wmppaeds.sarc@nhs.net. These will then be sent to the examiner for report writing in doctor's cases.

Case notes will be reviewed on the next working day, referrals undertaken, safeguarding referrals made in all cases and counselling services accessed. STI results are processed

Report written within 3 weeks – this allows time for peer review, consideration of evidence, results of STI screen to be considered. Clients can refer in for ongoing support services only if they do not wish to have a medical.

Quality Assurance

1. Review of case management including ongoing needs and referrals
2. Robust audit trails to ensure referrals are made and results are acted upon
3. In-house audit processes for quality of notes, photo-documentation and reports
4. Governance processes include section 11 audit, feedback initiatives and thematic review of incidents, complaints and other feedback
5. Voice of the Child – identified as a research and development area