

## Frequently asked questions about our Children's Therapies drop in service

Oxleas NHS Foundation Trust currently offer a drop in service for families with Children Under 5 who wish to receive further advice or assessment for Speech and Language, Physiotherapy and/or Occupational Therapy. These services are currently run at Children's Centres. The timetable of which is also available with this information sheet.

This is a new way of running these services, which, up until now would have required a referral. This document lists some of the key questions families have asked us about the service.

### **Is the drop in session suitable for my child's needs?**

It may be that for more complex cases a referral should still be made. You can make a self referral, and see if your child meets the referral requirements by checking on our website, [www.oxleas.nhs.uk](http://www.oxleas.nhs.uk). There is a referral form on the website that you can complete if you are unsure, you do not need to visit your GP for a referral to be made.

Referrals would be necessary for the following conditions:

- Eating and drinking (dysphagia needs) – Speech and Language Therapy
- Acute discharge from a hospital – All therapies
- Talipes - Physiotherapy
- Torticollis - Physiotherapy
- Erbs Palsy - Physiotherapy
- Gait clinic - Physiotherapy
- Acute exacerbation of a previous respiratory condition - Physiotherapy
- Management of a respiratory condition - Physiotherapy

Alternatively you can email [oxl-tr.integratedtherapyservices@nhs.net](mailto:oxl-tr.integratedtherapyservices@nhs.net) with your question, and a therapist will be in touch to advise if the drop in session would be suitable for your child, and if not what alternative there are

### **How often do the sessions run?**

There is a timetable available on our website, [www.oxleas.nhs.uk](http://www.oxleas.nhs.uk) , with locations and times. The Children's Centre will have a poster up with the dates and times of their sessions. The Speech and Language sessions run weekly at each centre, and once a month, physiotherapy and Occupational Therapy are also at the centres. These dates are listed on the timetable.

### **Can I attend any of the centres advertised?**

Yes, as long as you have a Greenwich GP, you can go to any of the Children's Centres advertised on the timetable to be seen.

### **Am I able to access this service for my child?**

Your child will need to be registered with a Greenwich GP to be seen in our Children's Centre Drop in sessions.

### **Will my child be seen on the day I attend?**

The service has been introduced to make it quicker for your child to be seen, so you do not have to go to the Doctors, who then refers you and you then wait for an appointment, which can take up to 18 weeks. However, with a drop in service we cannot be sure of the numbers of families that will show up at any one time, and, to make the assessment effective we can only see 6 families per clinic, which means we cannot guarantee you will be seen.

### **What happens if I cannot be seen?**

The Oxleas staff on site will advise you of alternative options, and try to signpost you as best to suit your needs. You will be given a slip that you should keep to show us that you have attended a session, but could not be seen. This way we do not allow that you would keep turning up and not seen.

### **What happens after my child has been seen by a therapist?**

It may be that some advice is enough, but if not, the therapist will give you information of the next stages for your child, and in most cases, if a further appointment is required we book the next appointment for you before you leave

### **Will I have to wait a long time on the day?**

The clinic is 2 hours, made up of 6 sessions. Families check in to the Children's Centre when they arrive, and are seen on a first come first served basis. Once families are checked in and have completed the necessary form, staff can give you an APPROXIMATE wait time. You can then leave the centre if you wish, but must be back 10mins before your given time, otherwise you may lose your place and not be seen.

**Please note that this is a new service, and we are very keen to gather feedback about you and your families experience.**

**Please take 5 minutes after visiting to complete a comments form that will be available, and put it in our comments box, to allow us to improve on the service, and/or compliment the team**