

# Community Paediatrics

Phoenix Children's Resource Centre  
40 Mason's Hill  
Bromley BR5 2RJ

020 8466 9988 / 0300 330 5777

## Tips for managing your child's behaviour

- Be clear - tell your child what is or isn't ok.
- Be consistent and follow through on what you say you will do.
- Be positive - be on the lookout for ok behaviour to praise.
- Ignore behaviours you don't like such as tantrums.
- Common pitfalls that lead to ineffective discipline:
  - Inadvertent rewarding of undesirable behaviour.
  - Failure to notice and reward desirable behaviour.
  - Inconsistent rules from day to day, situation to situation.
  - Uncoordinated approach between adults. For example one parent might reward behaviour that another parent is trying to reduce! Talk to each other and to the other adults that care for your child so this doesn't happen.

### Appointment details

Date:

Time:

Social Worker (name and phone number):

**Bromley  
Healthcare**  
better together



The Community Paediatrics service is provided by Bromley Healthcare, an award-winning social enterprise working with the NHS, delivering a wide range of community healthcare services to people of all ages in Bromley, Bexley, Croydon, Greenwich and Lewisham.

We provide a wide range of nursing, medical and therapy services for adults and children. These include District Nursing, Health Visiting, Speech and Language Therapy, Physiotherapy and Occupational Therapy. 98% of our patients would recommend our services to their friends and family.

## Tell us what you think

We want you to be happy with the service you receive from us, but we know that every so often something might go wrong. If you're unhappy with the care you receive or an element of our service, we want to hear from you.

Of course, we also want to hear from you if you're happy with the care you're receiving - it's good to be able to thank the team and let people know they're doing a good job, so if you have a compliment or congratulation, we'd like to hear from you.

If we are unable to resolve your concerns or you would like to take the matter further please contact us at the address below.

Central Court  
1 Knoll Rise  
Orpington BR6 OJA

**020 8315 8880**

[bromh.feedback@nhs.net](mailto:bromh.feedback@nhs.net)

**[bromleyhealthcare.org.uk](http://bromleyhealthcare.org.uk)**

Bromley Healthcare Community Interest Company Ltd  
Company no: 06815987 Registered in England  
Registered office: Central Court, 1 Knoll Rise, Orpington BR6 OJA  
**BHCCPMA032019**



**Child Protection  
Medical Assessments  
Community Paediatrics**

# Child Protection Medical Assessments at the Phoenix Centre

## Why have you been invited?

Children's Social Care /MASH (Multi-Agency Safeguarding Hub) team have requested a medical assessment as there may be concerns about your child.

- The medical assessment will be carried out by a children's doctor who has been specially trained for this work.
- Please bring your Red Book (Personal Child Health Record) with you if available.
- The referrer will accompany you to the assessment or send an appropriate representative (social worker).
- Your consent (written or verbal) is needed for the assessment to go ahead.
- If required, your child's siblings may need to be examined as well. We will let you know.
- The medical assessment normally takes between 60 to 90 minutes.
- On arrival the doctor will explain to you and your child what will happen.

## What happens at the assessment at the Phoenix Centre?

**This is a holistic health assessment of your child which includes a detailed history, overview of their health and a physical examination.**

- Your child's growth measurements (height and weight) will be taken by a nurse or other healthcare professional.

- The doctor may want to talk to the referrer alone at the start of the appointment.
- The doctor will then have a discussion with you about your child's present health and their past medical history including any treatments they may be on.
- They will also ask about any development or learning concerns.

## What happens during the physical examination itself?

- Your child will have a full general examination. If your child has any obvious injuries, these will be noted, measured and drawn in the child's records. Occasionally we may take pictures (with your consent) for report writing and peer review (these will be anonymised - personal data removed).
- In certain instances, a closer inspection of your child's private parts may be required. This is **NOT** an internal examination. The doctor may use a camera/Colposcope for better light to make it easier to look at. Any images taken will be stored securely and only identifiable by us.
- Your child will also be told that the examination can be stopped at any time if they or you wish, if they are feeling uncomfortable

## What happens after the assessment at the Phoenix Centre?

- The doctor will explain the findings of the assessment to you and your child (depending on your child's age and understanding) as well as to the social worker.
- The doctor will advise you if any further medical treatment or investigation (s) are necessary.

- More specific investigations such as blood tests, swabs or X-rays may need to be done. These requests would be explained and discussed with you if required.
- The doctor will write a report which will be sent to your child's GP, health visitor / school nurse, social worker and if involved/required, the Police team.
- An interim report may be given to the referrer on the day of assessment, to ensure the safety and wellbeing of your child.

## Will the assessment be kept confidential?

- Yes, we will follow the appropriate ethical, statutory and legal rules and all information about you will be handled in strict confidence and only shared with relevant agencies on a need to know basis.

## What happens if you refuse to have the assessment?

- Usually a child's parent is asked for consent for the examination. If consent is not given and if the social worker, doctor and/or police feel an examination is in your child's best interest, they may need to discuss this further with you.
- Sometimes, young people may be able to give their own consent and so the doctor will decide if this is possible.

**We appreciate that having a child protection medical can be stressful for you and your family. It is important that:**

- You understand what is happening and know that your views and those of your child are listened to.