

### 3. When will I receive the clinic letter?

We aim to send the letter within 3 weeks of your appointment.

Please make sure that you provide us with your up to date address and phone number so that there are no delays.

### 4. My child is concerned about being examined.

Let your child know before the appointment, that they are going to be examined. We have privacy curtains and try hard to protect their modesty. If a child does not wish to be examined at any point we would not continue the examination.

### 5. Will I get a diagnosis at the first appointment?

We often cannot make a diagnosis at the first appointment although aim to understand your child's difficulties so we can offer appropriate advice.

### 6. What can I do if I can't attend or no longer feel an appointment is needed?

If you are unable to attend the appointment offered, or no longer feel your child needs to be seen, please contact our administrative team on **0208 315 4672** so that your appointment can be re-scheduled and the current slot can be offered to another child.

The Community Paediatric 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

BHCCPAP022019



**What to expect  
from a Community  
Paediatric appointment**

## Welcome to the Community Paediatric service. You have been offered an appointment with the doctor following a referral by your child's GP/ Heath Visitor/school/nursery.

### On arrival

You will have received your appointment for a morning /afternoon clinic. Once you book in at the reception, you will be sent to the relevant clinical area. A clinic nurse will measure your child's height and weight. We may also need to measure blood pressure/heart rate.

### Appointment

Each initial clinic appointment will be around 45-60minutes. Your child will be called in by the doctor. We usually try our best to run the clinics on time although unfortunately clinics may be running late due to unforeseen circumstances (we will let you know if this is happening and give an estimate). We would suggest you arrive 5-10 minutes early for the appointment.

### At the assessment

At the assessment the doctor will take a detailed history of your concerns. This will include current problems, past medical history, birth history, family and social history, history of any allergies, vaccination status, any medications etc. Parents can find it helpful to write down their concerns before the appointment so they do not forget anything.

We would suggest bringing your child's Red Book to the initial appointment and a folder of medical reports/documents if you have one.

Following talking to you, we will usually do a clinical examination of your child. This will involve them having to remove clothing for a physical examination. We welcome parents to observe us examining their child. Older children can request a chaperone (someone who will be present during the procedure) for the examination.

You, or your child are welcome to speak to us alone if needed. Please tell us at the start of the appointment if you wish to do so. As part of our assessment involves observing your child it is important it does not take up a majority of the appointment.

In pre-school children we may do a developmental assessment which involves your child doing a number of tasks such as building towers and puzzles etc.



## Following the appointment

You will receive the clinic letter from us with the plan that we have agreed during the clinic appointment.

Your GP will get a copy of the letter and any other health professionals involved. We often send parents an extra copy of the clinic letter for you to pass to your child's nursery or school.

You may be also requested to fill in some questionnaires about your child. We may also send questionnaires to your child's nursery/school with your permission as this helps us in our assessment.

## Frequently Asked Questions

### 1. Can I bring my questions to the appointment?

You are very welcome to prepare your questions beforehand and bring them with you for the appointment.

We can go through them at the time of the appointment.

### 2. Will I be allowed to bring up my child's favourite toys/books?

Yes, of course. You can bring up your child's favourite toys/books to the appointment as this will help them to feel familiar to their environment.

You can also bring videos of your child and show us if you think it might help us in our formulation.