



March 2026

Frequently asked questions - Community Paediatrics

1. How long will I wait for an appointment?

Community Paediatrics see children and young people for a range of reasons. Wait times vary depending on which caseload your child or young person is on. We will write to you to confirm that your referral has been accepted indicating an approximate wait time. We are continuously working hard to reduce our waiting times, so please be advised that this is an estimate only and may change. Wait times are currently in excess of 12 months and you will be contacted for an appointment strictly in waitlist order.

2. Can I call the admin team to find out when my child/young person will be seen? Why can't you give me an estimate of when I am going to be seen? How will I be contacted for an appointment?

We can't always give accurate information as to when your child will be seen, as it can depend which pathway your child is on. If you contact our admin team, they may be able to tell you where your child is on the waitlist, but this is an estimate and they may not be able to tell you when you will be offered an appointment. When your child reaches the top of the waitlist you will be contacted by our Care Coordination Centre by phone or text message to arrange an appointment.

3. Why was my friend's child seen before mine?

There could be a number of reasons for this, including but not limited to: updated screening questionnaires and evidence being available sooner, they may be on a different referral pathway or caseload, the issues being experienced, availability of appointments and if they are on a cancellation list (this is criteria based and has to be agreed by a clinician).



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4. Will my child/young person get diagnosed at their first appointment?

This is only possible for some conditions and largely depends on us having all of the required information available to us prior to the appointment (such as up to date screening questionnaires and relevant evidence). Not all conditions can be diagnosed on the same day as we may need to refer your child/young person for further tests or to a different multi-disciplinary pathway (such as the autism assessment pathway).

5. My child/young person has a private ADHD diagnosis. Why do they have to join the back of the wait list if they need medication?

Community Paediatrics see children/young people in the order they were referred to us to ensure that we offer a fair and equitable service that can be accessed by those who need it. We therefore do not prioritise children/young people who already have a private diagnosis or who are currently being prescribed medication by a private provider. Prescription medication remains the responsibility of the private provider until your child/young person has been seen in clinic.

6. My child/young person's behaviour is becoming worse; can my appointment be brought forward?

Community Paediatrics is a diagnostic service that is unable to expedite/bring forward appointments. When we wrote to you to advise that your child/young person's referral had been accepted, we provided some information on support services that can help. Please refer to this letter or visit our website: [Community Paediatrics - Bromley Healthcare](#)

7. My child/young person was recently given a diagnosis of ADHD. I was told to try some strategies first and to come back if medication is needed, but they have been discharged.

We keep children and young people open for a set period of time (6 months) and then they are discharged. If they need to come back for any reason, they will need to be placed on a different pathway. To initiate this, we would need updated information about their presentation including new screening questionnaires and evidence of any new issues. This process is solely for a clinical reason otherwise we may be unable to formalise a diagnosis, offer medication or trigger relevant signposting.



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8. I am struggling to get through on the telephone, what should I do?

We value all feedback to help improve our systems, if the telephone options are not clear to you or you are waiting a long time for your call to be answered, please let us know by emailing: bromh.feedback@nhs.net

If you would like to contact us by email instead, please see below:

For appointments or referral queries: bromh.cypqueries@nhs.net

For ADHD prescription orders: bromh.prescriptionorders@nhs.net

9. I would like a second opinion, what do I do?

Our doctors and our assessment processes are very thorough; therefore, we are unable to offer a second opinion. However, we want to learn lessons and provide reflection for the team. Therefore, if you are not happy with the outcome of your appointment, we welcome an outline of the issues experienced and a summary as to why you feel the assessment was not appropriate or robust enough. We will review this and provide signposting or further options. This may include requesting additional evidence, referral to another team (including to another service/organisation if appropriate) or suggesting a review at a later stage (pending input from another service provider or updated information).

10. My child/young person is 16, will they be seen by the Paediatric or Adult Service?

Community Paediatrics see children and young people up to the age of 18.