

Guidance for Complex Child Protocol

NHSGGC Children's Health Services
Complex Care Management
for
Children and Young People with Exceptional Health Care Needs
Protocol

This Protocol was developed by a multidisciplinary group of professionals working within children's health services.

The protocol was developed in response to the need to improve and better support children and families navigate often complex patient pathways, and importantly to improve outcomes for those children, by enhancing care coordination and management arrangements.

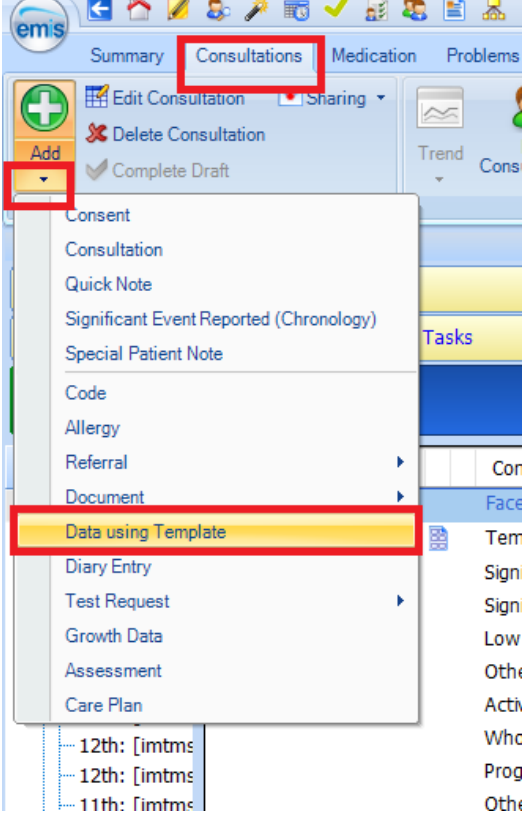
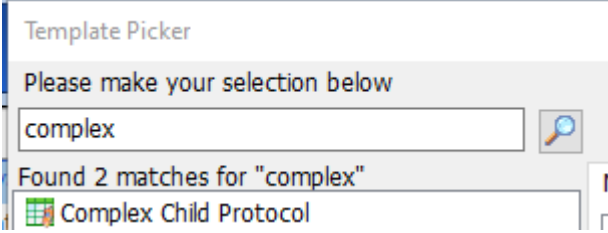
The protocol adopts GIRFEC (Getting it Right for every Child) practice model, in developing the role of Lead Health Professional (LHP) and TAC (Team Around the Child) and a single health coordination plan.

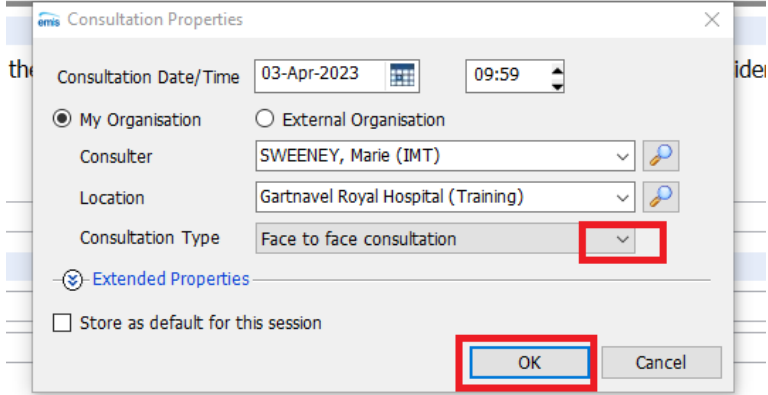
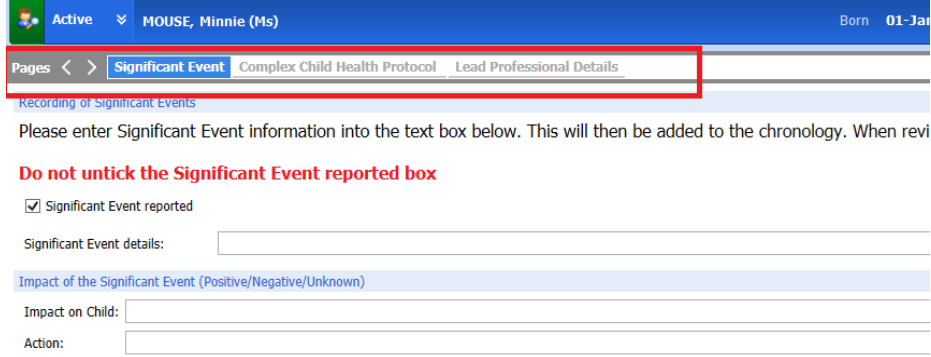
It sets out clearly the responsibilities of all professionals working in children's health services in the promotion of team working, information sharing and effective professional to professional communication, in the provision of person centred care. With all adopting a Collaborative communication and coordination ethos.

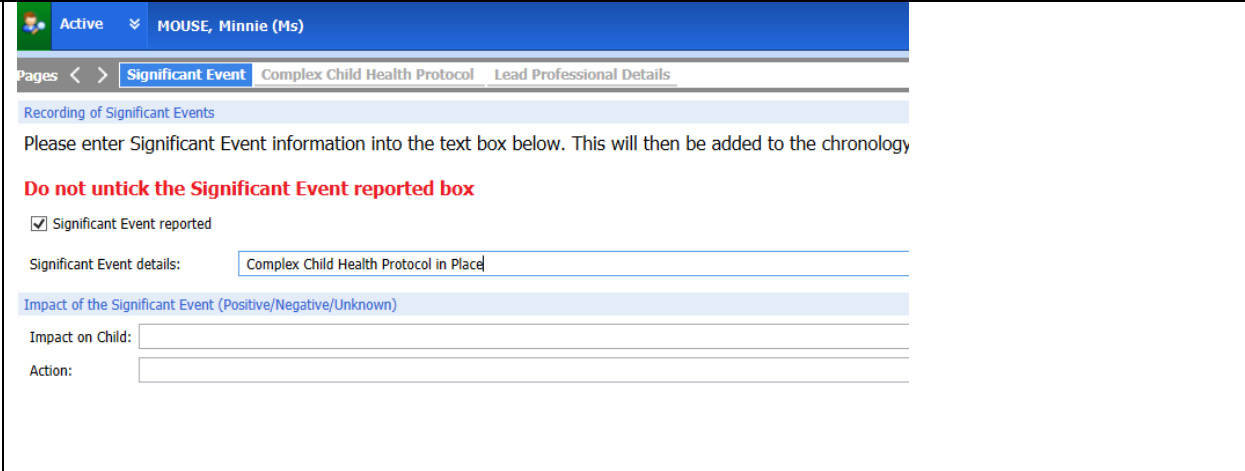
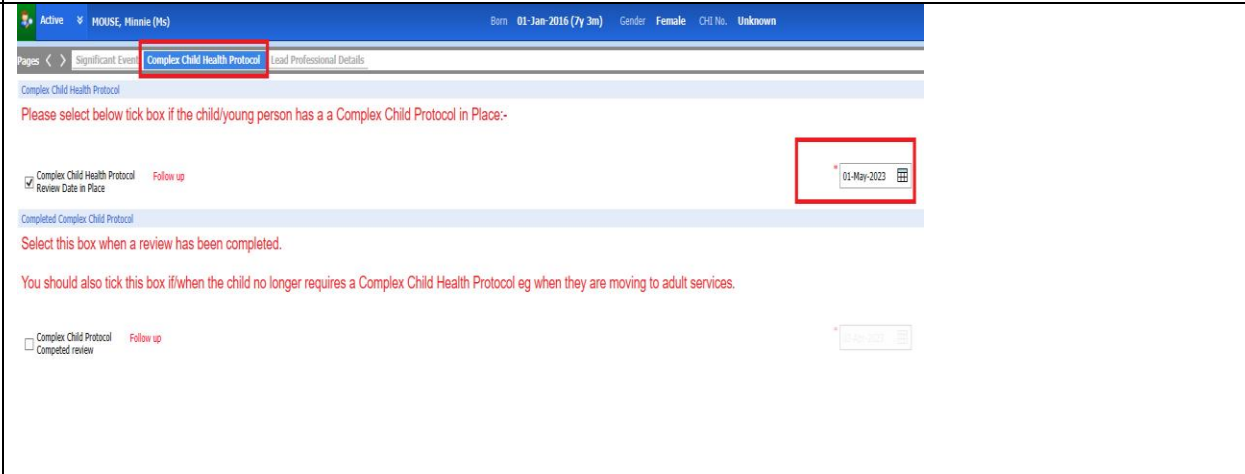
The protocol will be implemented from **Monday 17th April 2023** with all information can be sourced in the NHS GGC clinical guidelines site.

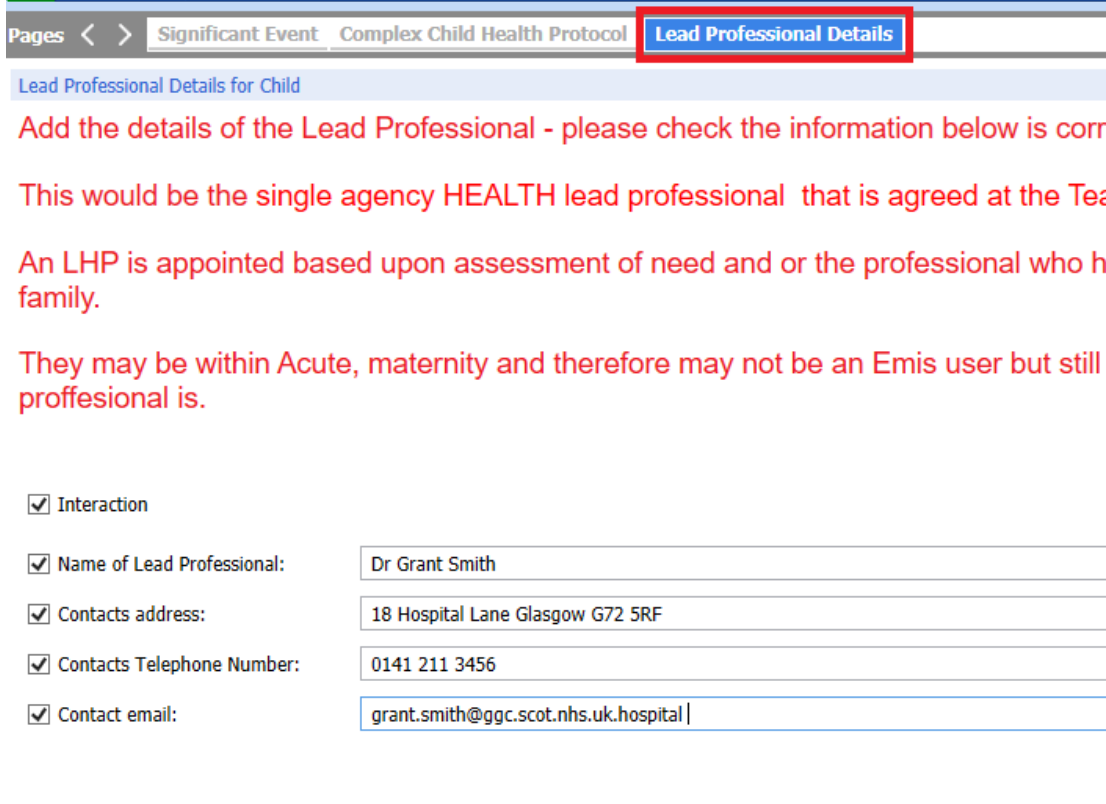
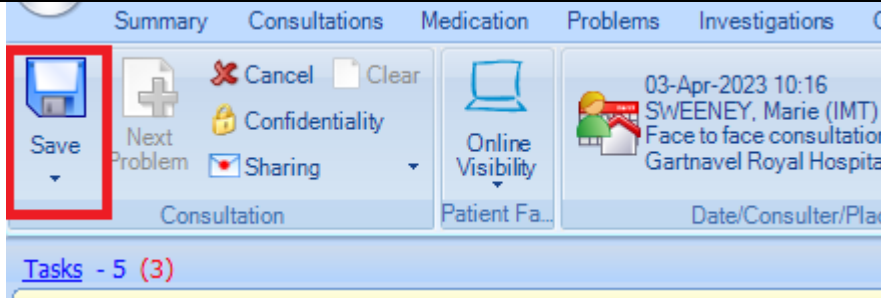
[Complex care management for children and young people with Exceptional Health Care Needs protocol \(scot.nhs.uk\)](https://scot.nhs.uk)

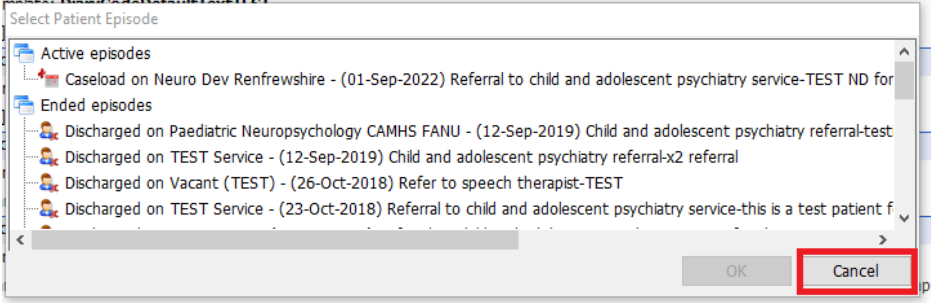

The following is in relation to Documenting that the child has an active coordination plan within EMIS records and who Health lead professional is and when review date has been set and information is added into Significant event via a multiple Tab CRT template.

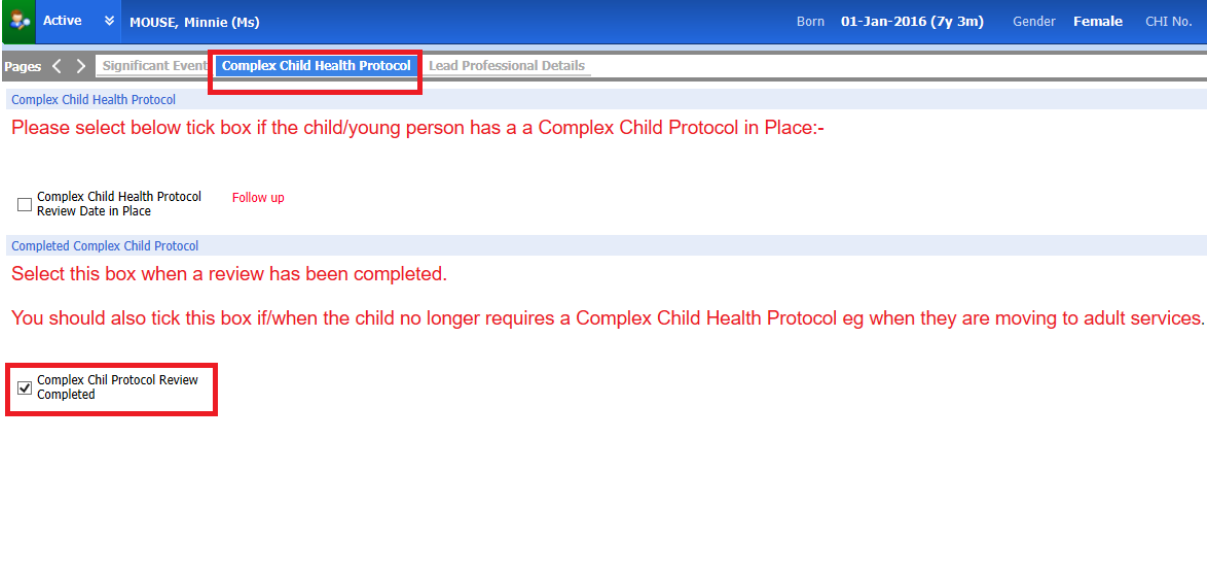
Step	Action	
1	<p>Go to the Care Record and open the Complex Child Protocol.</p> <p>Click the add arrow Data using Template</p>	 <p>The screenshot shows the 'ems' software interface. The 'Consultations' tab is selected and highlighted with a red box. Below it, the 'Add' button (a green cross in a circle) is also highlighted with a red box. A dropdown menu is open, listing various options. The option 'Data using Template' is highlighted with a red box and a yellow background. Other options in the menu include Consent, Consultation, Quick Note, Significant Event Reported (Chronology), Special Patient Note, Code, Allergy, Referral, Document, Diary Entry, Test Request, Growth Data, Assessment, and Care Plan.</p>
2	<p>The Template Picker pop up will appear – search for Complex Protocol and double click to open</p>	 <p>The screenshot shows a 'Template Picker' pop-up window. It contains a search bar with the text 'complex' entered. Below the search bar, it says 'Found 2 matches for "complex"'. A list of results is shown, with 'Complex Child Protocol' being the first and only visible item. The window has a title bar that says 'Template Picker'.</p>

<p>3</p>	<p>The Consultation properties box will appear – Fill in as appropriate</p> <p>Eg. you may want to change consultation type</p>	
<p>4</p>	<p>There are x3 pages in this template</p> <p>Page 1 Significant Event</p> <p>Page 2 Complex Child Health Protocol</p> <p>Page 3 Lead Professional Details</p>	
<p>5</p>	<p>Within the Complex Child Health Protocol you can add a significant event to say the review has been added and add in who the Health Professional is all within the same template.</p>	

<p>6</p>	<p>Add the Significant Event – Page 1</p>	
<p>7</p>	<p>Complex Child Health Protocol – Page 2</p> <p>Select when the review should take place by ticking the box – Always make this at the first of the month.</p> <p>This will make it easier when the report of all reviews is extracted from Emis.</p>	

<p>8</p>	<p>Lead Professional Details – Page 3</p> <p>Page 3 is the Professional Involved part of the template. This should be where you add the single agency Health Lead Professionals details in</p> <p>TYPO in the screen grab with “professional” spelt wrong</p>	
<p>9</p>	<p>Save the template</p>	

10	<p>When you have saved the template a Select Patient Episode box will appear if the patient has more than one referral – Please just close this by clicking the cancel button.</p>	
11	<p>The template will show in the record like this and will now be included when a filter for significant event is selected and the filter for professionals involved.</p>	
12	<p>A report will be ran to identify who and when the Complex Child Health Protocol requires to be reviewed.</p>	

13	<p>When the review has been booked in and the patient has been seen the template should be added again using the above steps.</p> <p>The completed box should be ticked before a new review date is added. The template will then be saved again.</p>	 <p>The screenshot shows a patient record for Minnie (Ms) MOUSE, born 01-Jan-2016 (7y 3m), Female. The 'Complex Child Health Protocol' section is highlighted. It contains the following text and form elements:</p> <ul style="list-style-type: none">Section header: Complex Child Health ProtocolInstruction: Please select below tick box if the child/young person has a a Complex Child Protocol in Place:-Form element: <input type="checkbox"/> Complex Child Health Protocol Review Date in Place Follow upSection header: Completed Complex Child ProtocolInstruction: Select this box when a review has been completed.Instruction: You should also tick this box if/when the child no longer requires a Complex Child Health Protocol eg when they are moving to adult services.Form element: <input checked="" type="checkbox"/> Complex Chil Protocol Review Completed
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