



9. Health services

The National Health Service (NHS) is a complex system made up of a wide range of over 2000 different organisations with different roles, responsibilities and specialities. To access the right support for children and young people (CYP) it can help to understand how health services are organised and delivered in South Gloucestershire.

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9.1 How health services are organised

NHS health services are divided into primary care, secondary care, and tertiary care. Primary care is often the first point of contact for people in need of healthcare, and may be provided by professionals such as GPs, dentists and pharmacists.

Secondary care, which is sometimes referred to as 'hospital and community care', can either be planned (elective) care such as a cataract operation or urgent or be emergency care such as treatment for a fracture.

Tertiary care refers to highly specialised treatments such as neurosurgery, transplants and secure forensic mental health services.

Health services can also be divided into:

- Universal health services

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- Targeted health services

Universal health services

These are open to everyone, such as:

- GPs (doctors)
- dentists
- pharmacists
- optometrists
- hospitals

The NHS website has a search function for you to [find your local GP Services](#).

Targeted health services

These are services where you need to have a significant level of need and meet certain criteria to access them. They include:

- community paediatricians
- occupational therapists
- physiotherapists
- speech and language therapists
- hospital treatment teams
- mental health practitioners

9.2 How health services are delivered

Integrated Care System (ICS)

South Gloucestershire is part of an ICS that operates across Bristol, North Somerset and South Gloucestershire and is known as the **Healthier Together Partnership** which will coordinate services around people's health and care needs, particularly those with complex needs, making it easier for them to get the range of support they need.

[NHS England » Integrated care](#)

Within the ICS, the Bristol, North Somerset and South Glos Integrated Care Board allocates NHS budget and commissions services providing a wide range of local child and adult healthcare services for the population of South Gloucestershire. These services are provided by a variety of organisations, such as local NHS hospital trusts and community health service providers.

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The services commissioned include:

- urgent and emergency care, such as NHS 111, A&E and ambulance services
- planned (elective) hospital care, such as operations and treatments
- general practice (GP)
- community health services, such as community nursing and physiotherapy
- rehabilitation for those recovering from operations and certain conditions
- maternity and new-born services (excluding neonatal intensive care)
- infertility services
- children and young people's health services
- mental health services
- continuing health care for people with more complex on-going health needs

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Community Children's Health Services

Children's community health services provide support to children and young people with a range of health problems, including chronic illnesses, behaviour, mental health and developmental difficulties.

The community health services available to children and young people in Bristol, North Somerset and South Gloucestershire (BNSSG) include:

- health visiting
- school nursing
- child and adolescent mental health services (CAMHS)
- speech and language therapy
- occupational therapy and physiotherapy
- community paediatricians
- and a range of dedicated services for vulnerable children, including children in care, children with learning disabilities, children with life-limiting conditions and children with drug and alcohol problems.

In Bristol, North Somerset and South Gloucestershire, these services are provided by the Community Children's Health Partnership (CCHP), which is a partnership between several local health providers and charities. The partnership is led by Sirona Care & Health, working with Avon and Wiltshire Mental Health Partnership NHS Trust (AWP), University Hospital Bristol NHS Foundation Trust, Barnardo's and Off the Record.

Children's services in North Somerset were transferred into this partnership from Weston Area Health NHS Trust on 1 April 2020.

The CCHP team provides a high quality and integrated service to children, young people, families and carers, especially those from vulnerable and hard to reach groups.

Visit the [CCHP website](#) to find out more if:

- you are a parent or carer you can use the [A-Z finder](#) to view the services and conditions they can help with
- you are a clinician you can find information about referral routes for CCHP services on the [for clinicians section](#).

Referrals in Bristol and South Gloucestershire

The CCHP Single Point of Entry form must be completed (unless otherwise stated) for all referrals to CCHP and sent to:

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CCHP
Single Point of Entry,
Unit 9 Eastgate Office Centre,
Eastgate Road,
Eastville,
Bristol,
BS5 6XX
Tel: 0300 125 6905

Please see below for the SPE Referral Form.

[SPE form South Glos and Bristol \(updated 21.09\)](#)

Bristol Royal Hospital for Children

The Bristol Royal Hospital for Children (BRHC) provides a local service for children and a referral service for specialist care for families across the South West and nationally. It was the first purpose-built children's hospital in the South West and has centralised all hospital services for children at one centre of excellence.

BHRC provides:

- Accident & emergency services
- Child & adolescent services
- Genetics
- Major trauma
- Paediatric intensive care

For further details follow [this link](#).

NHS England

NHS England commissions:

- Primary care services e.g. GPs, dentists and opticians although many for many GP's this function is delegated to the ICB
- Specialised services such as treatments for rare conditions and secure mental health care
- Military and veteran health services
- Health services for people in prisons including youth offender institutions
- Some public health services are also directly commissioned by NHS England.

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See the [NHS England website](#) for more details.

9.3 Self-care

Self-care is perfect if condition is something able to be treated at home, such as coughs, colds and common childhood illnesses.

For some illnesses, home is the best place.

A big part of recovery from these minor illnesses is to rest and drink plenty of fluid. Plan ahead by stocking up on healthcare essentials like paracetamol – ask your pharmacist for advice on stocking your home medicines cabinet.

If you are ill and don't have these in your house, ask a friend, family member or carer to get them on your behalf.

[Find your nearest pharmacy](#)

Need advice?

The [NHS symptom checker](#) can help you identify your condition and what to do next.

Caring for a poorly child?

The NHS website has detailed [guidance for parents and carers about looking after a poorly child](#).

Norovirus: stop the spread! Norovirus is one of the most common stomach bugs in the UK and it's highly contagious. Although it usually goes away after a few days, it can be more serious for more vulnerable patients so it's important to avoid spreading it to others. If you have norovirus symptoms, you're advised to stay at home, to not go in to hospital to visit friends or relatives and to be extra vigilant in terms of hygiene. The NHS website have information on [norovirus symptoms and advice](#)

GetUBetter app for musculoskeletal (MSK) conditions

Manage musculoskeletal (MSK) condition at home with personalised day-by-day exercises and tips to help recover from new or recurrent problems like back pain or knee pain.

Self-register for the app or get a referral from your GP or physiotherapist. It is a useful way to get support while waiting for treatment.

[Register for the GetUBetter app](#).

CONfidence app for incontinence

The CONfidence app provides self-help if for bladder and bowel leakage (incontinence) and information about treatments that can help. The app includes information about leakage, causes and treatments, self-help advice as well as

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signposting to support, practical tips, specific advice for children and young people, and guidance for carers.

The app is a joint effort between the Bladder and Bowel CONfidence (BABCON) Health Integration Team and [Expert Self Care](#). It has been developed by a team of national clinical experts and patient and public partners and has no links with industry or continence product providers.

Download the CONfidence App for Android phones at [Google Play](#).

For iPhone or iPad you can download it from the [App Store](#).

9.4 NHS111

If you need medical help urgently but it's not a life-threatening emergency, contact NHS 111 first rather than going straight to A&E.

NHS 111 will help you right away and direct you to the best service for your needs.

If needed, a healthcare professional will call you for a telephone consultation.

NHS 111 is available 24 hours a day. You can access it:

- At [NHS 111 online](#)
- On the [NHS App](#)
- By calling 111, free of charge from mobiles or landlines

If you or a loved one has a life-threatening illness or injury, you should dial 999 right away.

For other non-urgent conditions, contact your GP as normal or speak to your pharmacist.

How NHS 111 works

You answer questions about your symptoms on the website or by speaking to a fully trained adviser on the phone. You can ask for a translator if you need one.

Depending on the situation, you will:

- find out which local service can help you
- be connected to a nurse, emergency dentist, pharmacist or GP
- get a face-to-face appointment if you need one
- be told how to get any medicine you need
- get self-care advice

[More about NHS 111](#)

9.5 Pharmacies

Pharmacists provide confidential, expert advice and treatment for a range of common conditions and will be able to help you decide if you need to see a GP or other health service.

No appointment is needed, and many have separate consulting rooms for completely confidential advice.

Pharmacists can:

- dispense medicine on prescription
- dispense repeat prescriptions without the need to visit your GP
- give advice on treating common ailments like coughs and colds
- help you manage long-term conditions such as diabetes and asthma
- give advice on medication, including if you're taking medicine for lots of different conditions
- give advice on staying healthy
- give sexual health and contraception advice
- provide treatments for common ailments like head lice and athlete's foot.

Many also offer free emergency contraception including the morning after pill.

Pharmacists are often open late and on weekends, and there are always some open over Bank Holidays.

9.6 G.P Surgeries

Your local GP practice provides a wide range of health services, including medical advice, vaccinations, examinations and treatment, prescriptions for medicines, referrals to other health services and social services.

Before you make an appointment to see your GP, think about what other services might be able to help.

- go to a pharmacy for advice and treatment for minor conditions.
- go to your local minor injury unit or urgent care centre for treatment of strains, sprains and flesh wounds.
- call NHS 111 or visit 111.nhs.uk if you have an urgent medical problem, but you're not sure what to do.
- visit a sexual health service for testing for sexually transmitted infections and contraception advice.

[About GP surgeries and how they can help | NHS Bristol, North Somerset and South Gloucestershire CCG \(bnssgccg.nhs.uk\)](https://www.nhs.uk/healthcare/111/about-gp-surgeries-and-how-they-can-help/)

9.7 Minor Injuries and Urgent Treatment Centres

Minor Injury Units (MIUs) and Urgent Treatment Centres (UTCs) are there to help with injuries that need attention urgently but are not critical or life-threatening, such as:

- sprains, strains, cuts and grazes
- arm, foot and leg injuries
- bites, minor burns and scalds
- broken bones
- minor head injuries
- eye problems such as scratches and foreign bodies in the eye.

They treat children as well as adults.

They're in convenient places and you can be seen much more quickly than at A&E.

In fact, many A&E departments will pass you on to the nearest MIU or UTC if your condition isn't serious enough for A&E – so you can save considerable time if you go straight there.

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Most minor injuries units are open long hours. You don't need to make an appointment and you'll be seen by nursing staff in a calm, relaxed setting.

There are three units in Bristol, North Somerset and South Gloucestershire:

[Yate Minor Injury Unit](#)

Yate West Gate Centre
21 West Walk
Yate, Bristol
BS37 4AX

[Clevedon Minor Injury Unit](#)

North Somerset Community Hospital
Old Street
Clevedon
North Somerset
BS21 6BS

[Bristol Urgent Treatment Centre](#)

South Bristol NHS Community Hospital
Hengrove Promenade
Hengrove
Whitchurch Lane
Bristol
BS14 0DE

9.8 Accident & Emergency

An A&E department (also known as emergency department or casualty) deals with genuine life-threatening emergencies.

At A&E, the most seriously ill patients will be seen before those with less urgent conditions.

This means that if you attend with a minor injury or illness you may have to wait for several hours for treatment. You might also be redirected, for example, to a GP, walk-in centre or a minor injury unit.

A&E is for serious and life-threatening emergencies such as:

- loss of consciousness
- acute confused state and fits that are not stopping
- persistent, severe chest pain
- breathing difficulties
- severe bleeding that cannot be stopped
- severe allergic reactions
- severe burns or scalds.

If you're not sure whether it's an emergency, call [NHS 111](#) first to make sure you get the right care, first time.

A&E departments in Bristol, North Somerset and South Gloucestershire:

[Bristol Royal Infirmary Emergency Department](#)

Upper Maudlin Street, Bristol BS2 8HW

Telephone: 0117 923 0000

Open 24 hours, 7 days a week including bank holidays.

[Bristol Royal Hospital for Children Emergency Department](#)

Paul O'Gorman Building

Upper Maudlin Street, Bristol BS2 8BJ

Telephone: 0117 923 0000

Open 24 hours, 7 days a week including bank holidays

For children up to 16 years of age.

[Bristol Eye Hospital Emergency Department](#)

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Lower Maudlin Street, Bristol BS1 2LX

Telephone: 0117 342 4613

8.30am to 4.30pm, seven days a week

If you have an emergency eye problem outside of our opening hours you should contact your nearest A&E department.

Please call before you visit. Advice may be able to be offered over the telephone.

Emergency line is open between 9am until 4pm, Monday to Friday, and 9am until 2pm Saturday and Sunday.

[Southmead Emergency Department](#)

Gate 35, Level 0, Brunel building, Southmead Hospital, Southmead Road, Westbury-on-Trym, Bristol, BS10 5NB.

Emergency Department Main Reception Gate 35

Telephone: 0117 4145100 or 0117 4145101.

Open 24 hours, 7 days a week including bank holidays.

[Weston General Hospital Emergency Department](#)

Grange Road, Uphill, BS23 4TQ

Telephone: 01934 636363

Open 8am - 10pm, 7 days a week including bank holidays.

9.9 Find a local health service

Find NHS services in Bristol, North Somerset and South Gloucestershire.

[Find a local health service | NHS Bristol, North Somerset and South Gloucestershire CCG \(bnssgccg.nhs.uk\)](#)

9.10 Special Educational Needs and Disability (SEND)

The Integrated Care Board:

- commissions health services jointly with the local authority for children and young people up to age 25 with SEND, including those with Education Health and Care Plans (EHCPs)
- works with the local authority to contribute to the Local Offer of services available for children and young people with SEND

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- ensures that health providers inform parents and the appropriate local authority where they think that a young child under compulsory school age has, or probably has, SEN and/or a disability
- has mechanisms in place to ensure practitioners and clinicians will support the integrated EHC needs assessment process
- agrees personal health budgets where they can be provided for those with EHC plans

Joint commissioning arrangements for securing education, health and care provision which will include arrangements for:

- securing EHC needs assessments
- securing the provision specified in EHC plans
- agreeing personal budgets

Most CYP with special educational needs will not have an EHC plan but will have been identified as needing SEN support and the ICB ensures that there are processes in place to identify, understand and meet the health needs of all these children and young people.

The SEND Local Offer provides comprehensive range of information to help and support families with a child up to the age of 25 years who has a special educational need and/or disability. Follow this link:

[SEND Local Offer | South Gloucestershire \(southglos.gov.uk\)](https://www.southglos.gov.uk/SEND-Local-Offer)

9.11 Designated Clinical Officer

In South Gloucestershire, our Designated Clinical Officer (DCO) plays a key part supporting joined up working between health services and local authorities

Our DCO works closely with the Local Authority (LA) and assists the ICB in meeting its responsibilities around SEND as well as providing a point of contact for LA's, schools and colleges who need advice or support about health for children and young people who have special education needs and disabilities (SEND).

The DCO:

- provides advice to education settings about their duties under the Department of Education's (2014) Supporting Pupils At School With Medical Conditions guidance
- liaises with child and adult health services about specific children and young people

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- attends the weekly LA SEND panels to review advice and provide information about health
- participates in EHC plan quality assurance exercises and feedback to health colleagues
- provides support and training to health colleagues about SEND
- attends annual reviews for children and young people with complex health needs
- helps identify children and young people who may require referral to Children's Continuing Care (CCC) or adult Continuing Health Care (CHC) services
- works with partners in cases that need mediation services to resolve disputes outside of tribunals
- reviews and provide evidence for First Tier Tribunal cases where there is a health element for determination
- works closely with parent carer forums and other support or voluntary organisations
- participates in SEND Local Area Inspections
- works with the LA to look at personal health budgets (PHB's) for those who have asked for a personal budget and who meet the children's Continuing Care (CCC) criteria or adult Continuing Health Care criteria (CHC)

David Coan is currently our Designated Clinical Officer who can be contacted by email at: david.coan@nhs.net

9.12 Children with more complex needs

Children and young people with complex health needs may also be eligible for ongoing support, called NHS Continuing Care which considers their physical, emotional and intellectual development as they move towards adulthood.

If a child is eligible for NHS Continuing Care, it is likely that a range of organisations will be involved, such as health, education and local authority children's services. These different agencies will contribute to a child's care package.

If you think a child should be assessed for NHS continuing care, talk to a health or social care professional who works with them and if they think they are likely to be eligible they will refer them

A child's needs are assessed against agreed criteria as detailed in the 2016 National Framework for Children and Young People's Continuing Care. The Nurse Assessor

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leading the assessment will work closely with the family and other health and social care professionals who work with the child or young person.

For more information please follow this link:

[Children and young people with complex needs - NHS BNSSG ICB](#)

9.13 Specialist Child & Adolescent Mental Health Services (CAMHS)

There is an emphasis in Bristol and South Gloucestershire on early intervention and prevention of the need for children and young people to be referred into the specialist CAMHS teams.

The CAMHS Teams use referral criteria, agreed with the joint commissioners, designed to improve easy access to CAMHS for those children and young people who need it most. At the same time making sure that other sources of help have been tried where appropriate.

All our CAMHS teams use a 'choice and partnership' system for managing waiting times and this means that, if a referral is accepted into CAMHS, then the wait time for a first appointment is short and takes only a matter of weeks.

Who can refer to Specialist CAMHS?

GPs, Paediatricians, School nurses, Health Visitors, Social workers (with team manager

approval and signature), Early Help Coordinator (alongside SAF completers, following consultation with a PMHS or other CAMHS clinician).

Which children are seen by CAMHS?

Children with severe, complex and enduring mental health problems

Children with mental health difficulties and mild learning disabilities

Children with mental disorders

Children and young people up to their 18th birthday

What to consider when thinking about making a referral

Severity of symptoms, and how it impacts child's life

Duration of difficulties (needs to be more than 3 months, unless severe or life threatening)

Complexity of difficulties, i.e. multiple risk factors / many professionals involved/ complex family difficulties

Child protection concerns? (CYPS- Social care must be informed prior to referral)

Does the family want support from CAMHS? (The family must have given consent to the referral. Over 16s can give their own consent- parental agreement is helpful)

How can you help to facilitate engagement with CAMHS?

Has any person or service tried to resolve the problem; what has been tried and with

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what effect? (Some intervention by Tier One/frontline professional is a pre-requisite to referral to specialist CAMHS unless the situation is severe or life threatening.)

Problems which would be excluded

Children and young people who have a 'normal' reaction to life events, e.g. bereavement/divorce

Children and young people whose problems appear to be entirely school-related

Children and young people whose parents are in legal dispute about residence/contact, etc.

Children and young people whose problems appear to be mainly due to poor housing and poverty

Referral information required

A completed Single Point of Entry Form (SPE) and letter attached for more detailed information where appropriate.

All parts need to be completed including ethnicity, information about school, college or place of work, and other agencies involved.

Reason for referral: include description duration, severity and impact of the emotional/mental health difficulty

Current concern/problem: why is family seeking help now?

Nursery, school, college or place of work.

Relevant psychosocial and family issues, including family composition

Responses to previous attempts to help/other professionals currently involved

Your agency's involvement and plan of work

Confirmation of consent from appropriate adult. A young person over the age of 16 can consent and clear details of who is aware of a young person's referral and to whom letters should be sent is needed on the form.

Please contact a Primary Mental Health Specialist in the relevant Area Specialist CAMHS team for any support or guidance in making a referral.

[CAMHS Referral - CCHP | Community Children's Health Partnership](#)

9.14 Emotional Health & wellbeing

Children's community health services provide a wide range of care and support for young people.

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Off the Record Bristol

Off the Record (OTR) is a mental health social movement by and for young people aged 11-25 living in Bristol and South Gloucestershire.

Getting support couldn't be easier. Come along to one of OTR's regular Hubs (drop-in spaces to learn more about mental health) or explore otrbristol.org.uk and sign-up directly to the project or service you want to try.

OTR run various projects across Bristol and South Gloucestershire which have been designed with the help of young people, and all of them are delivered by a team of friendly staff and volunteers. All of OTR's projects and groups are free, confidential and self-referral.

OTR encourages a creative approach to mental health information and support, and runs groups such as Inspiration Works (arts and creative-based sessions) and Resilience Lab (stress management workshops). OTR also provides specialist support for young people experiencing bullying, self-harm and issues around gender and sexuality.

You can sign up to OTR's monthly e-newsletter which delivers tips and tricks for looking after your mental health, as well information on the latest projects and how to get involved.

To make an appointment or to find out more, please call freephone **0808 808 9120** (answered between 2pm and 5pm with an answerphone outside of these hours), text **07896 880 011** or email hello@otrbristol.org.uk.

Directories of Mental Health and Wellbeing Services for Children and Young People

These directories provides a place for children and young people, their families and professionals to get quick, easy and direct access to up-to-date mental health and wellbeing information, including services commissioned by Bristol, North Somerset and South Gloucestershire Clinical Commissioning Group.

You can download the directories; they have been designed to be used online and you can also print them as an A5 booklet.

Bristol

This directory provides a place for children and young people, their families and professionals to get quick, easy and direct access to up-to-date mental health and wellbeing information in Bristol

North Somerset

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This directory provides a place for children and young people, their families and professionals to get quick, easy and direct access to up-to-date mental health and wellbeing information in North Somerset.

South Gloucestershire

This directory provides a place for children and young people, their families and professionals to get quick, easy and direct access to up-to-date mental health and wellbeing information in South Gloucestershire

Kooth online counselling

Kooth is an online counselling and information service for young people who live in Bristol, North Somerset or South Gloucestershire, or are registered with a GP in one of the three areas.

Kooth can help with common issues that a young person might be experiencing and there are forum venues to discuss these with peers and professionals. There is an online counselling service and ways of setting goals to overcome young people's issues.

Young people can get in touch with the service to get support directly, without needing to be referred by a health professional.

Mind You

For young people living in South Gloucestershire, **Mind You** is an information hub to help you to look after your mental health, find out about mental health problems or get support.

9.15 Autism

If you think a child/young person (CYP) has autism and you are concerned about significant functional impact despite appropriate support:

Discuss your concerns with a professional who knows your CYP

This could be your GP, Special Educational Needs Coordinator (SENCO) at preschool/school, Health Visitor, School Health Nurse or school link Speech and Language Therapist. Use the links on the right-hand side of this page for more information on each team.

Complete our parent questionnaire

This is optional, but can help you explore your concerns and guide the conversation

[Download the parent questionnaire](#)

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Make a referral to the Autsim Assessment Team, if appropriate

If you and the other professional think an assessment is needed, and you (and the CYP, if appropriate) would like this, then you or the professional can [make a referral to the Autism Assessment team](#).

Further Advice and Support

Please see the box to the right of this page for some Top Tips from our team, which you can use to support your child or young person.

Here are some other useful places to get advice and support:

- National Autistic Society website www.autism.org.uk
- SEND local offer for Bristol: <https://www.bristol.gov.uk/web/bristol-local-offer>
- SEND Local Offer for South Gloucestershire: <https://www.southglos.gov.uk/local-offer/>
- Bristol parent/ carers www.bristolparentcarers.org.uk
- [South Gloucestershire Parent carers www.sglospc.org.uk](http://www.sglospc.org.uk) 01454 501 009
- Supportive Parents <https://www.supportiveparents.org.uk/>
- Off the Record (11 years+) for 1:1 or group mental health support <https://www.otrbristol.org.uk/>
- [Free workshops supporting parents who have a child on the Autism Assessment Waiting List](#) run by Bristol Parent Carers, North Somerset Parent Carers Working Together and South Glos Parent Carers.

Not sure if an assessment is right for you?

If you're not sure that this is the right step, you could:

- Try out some of our support ideas, and agree to review your CYP's needs after a few months
- Ask the professional to [make a referral to Community Paediatrics](#) to discuss your CYP's development and your concerns in more detail
- Attend a [Speech and Language Therapy drop-in](#) or ask at your child's Early Years setting or school to find out more

We advocate a needs-led approach to supporting all children with neurodiversity. No child should be disadvantaged by not being able to access an autism diagnostic assessment. Other professionals may be able to help assess the child's needs, and make recommendations for support based on these needs. This could include any of the following:

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- School/Nursery/college – SENCO
- Children’s Centre, Health Visitor or School Health Nurse
- Some children will meet criteria for:
- Community Paediatrics
- Speech and Language Therapy
- Occupational Therapy
- Educational Psychology service
- CAMHS or OTR (Off the Record (11 years+) for 1:1 or group mental health support <https://www.otrbristol.org.uk/>)
- Social Care
- Families in Focus/Early Help
- Schools are able to access advice from CAMHS via their allocated Primary Mental Health Specialist (or Infant Mental Health Specialist).

Autism Hub
Throgmorton House
10A Throgmorton Road
Knowle
Bristol BS4 1HR

Tel: 0300 125 6207 / 6206

Email: sirona.asdcchpcoordinators@nhs.net

Please note:

- Referrals for the Autism Assessment Hub should be made [via the Single Point of Entry team](#) in the first instance
- If your child is already under the care of a CCHP professional, please contact them with any ongoing concerns.
- Please only contact the Autism Hub for questions about the assessment, once you have heard from them

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9.16 Meeting health needs in schools

See document [9.2 Supporting Pupils with Healthcare Needs \(BNSSG Guidance\)](#)