

## Parent/Carer Pathways Information

An ambition and vision of the Success Regime, Children's and Families Work Group is to have fair access for children and young people to a range of services and support that will ensure a healthy future. The main focus of this work is around early intervention, building resilience, and when necessary enabling ready access to safe, sustainable, high-quality health services that are designed around the child/young person's needs to achieve the best possible outcomes. The delivery and provision of these integrated services are designed to be within the current resources available, delivered as close to home as possible by a team of healthcare professionals working together in partnership with children, their families, and other agencies.

One of the projects identified to achieve these aims is the development of parent/carers facing pathways that are designed to reduce unnecessary admissions to hospital.

- **4 patient-facing pathways** (High Temperature, Constipation, Diarrhoea & Vomiting and Coughs, Colds & Breathing Difficulties) covering the conditions which result in the highest number of emergency admissions for children. These pathways take the form of guides for parents/carers enabling them to make informed decisions on how to manage their child's condition and explain when to seek help. The patient-facing pathways are available electronically via the CCG web page, posters and via inserts in Maternity Red Books given to parents prior to the birth of their child.

All the pathways developed are outcome focused (NICE Guidance) tools, which empower patients and constantly remind professionals of their core purpose. The project seeks to contribute to the following key benefits identified by the Children and Families Work Group:

- Reduction in number of admissions for children and the time they spend in hospital
- Introduction of a 'common assessment tool' for referrals for observation and assessment
- Improved dialogue with GPs and healthcare professionals by providing advice and guidance

As part of the project we are asking various settings to promote, advertise and use the pathways. Please find attached a range of information for dissemination to parents/carers.

The information includes the following:

- Posters to display in work settings (posters have QR Codes included for easy download)
- Jpeg presentation for display on work screens in public areas (separate email)
- Digital version of poster (separate email)



Cumbria

Clinical Commissioning Group

If you have any queries please do not hesitate to contact Harry Harrison at the following address:

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Yours Sincerely,

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