

Reducing Non-attendance in a Children's Community Setting

Statutory Assessment of Children's Educational Needs



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What is an Education Statutory Assessment?

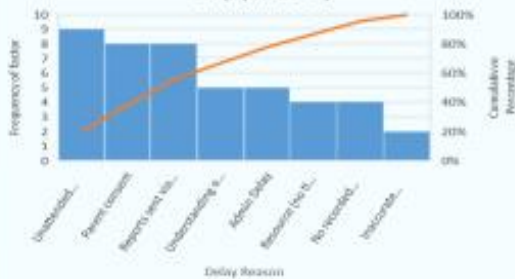
- Some children will have difficulties at school at some point in their lives which will vary in complexity and impact on education.
- The educational setting may need resources over and above typical provision or the setting itself needs to be highly specialised.
- Parents, schools or other professionals can request the Education Authority (EA) carry out a **statutory assessment of the child's educational needs** to establish what provision is required to help achieve their full potential.
- Under the Education Order (NI) 1996, HSCTs will be asked to contribute to this process to provide a holistic picture of the child but with a focus on how their needs will impact on access to education. This may include medical, health and therapeutic advice.

Why this project?

- The legislation dictates that the HSC advice reports must be returned to the EA within 6 weeks.
- An audit of SEN provision in NI, published in 2017, stated 79% of assessments were completed outside the timeframe, mainly due to late HSC advice reports.

April 2019: 42% of BHSCT advice reports were returned to the EA within 6 weeks

Delay Factors in returning HSC Advice Reports to the EA (April 2019)



Average Non-attendance Rate = 31.5 %

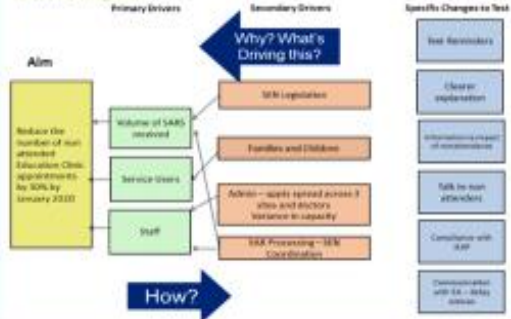
Aim

Reduce the number of non-attended appointments in the Community Paediatric Education Clinic by 30% by January 2020

Measures

- Outcome – Reduce non-attended appointments by 30%
- Process - % attended & % non attended appointments
- Balance – impact on appointment booking, waiting list & timeframe compliance

Driver Diagram



PDSA Cycle 4 – Service User Engagement

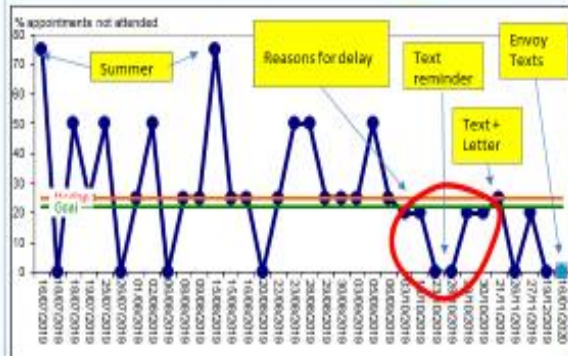
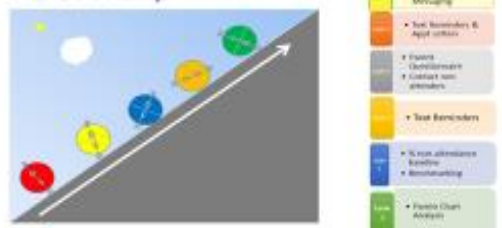
What stopped you from attending the appointment?

"I didn't know what it was for"

"We moved house, I didn't get the letter"

"There was a death in the family, I totally forgot"

PDSA Ramp



Challenges & Learning

- Staff Vacancy / limited clinics to test changes
- Demand for appointments difficult to predict and control
- Project team spread across different sites
- QI Tools support development of regional changes

What next?

- Healthcare Messaging spread across all clinics
- PDSA 4 PPI data influencing Regional service user information
- Co-design of Statutory Assessment information for carers with EA
- Reform of Community Paediatric response to EA requests for medical advice