

## **Invited review from the Royal College of Paediatrics and Child Health – 2018**

In December 2017, Kent Community Health NHS Foundation Trust approached the Royal College of Paediatrics and Child Health (RCPCH) to provide independent support for our community paediatrics service, wanting to build on previous successes and look at areas for development.

The terms of reference included:

- the RCPCH team providing a report outlining findings and recommendations
- demand and capacity within the service
- harmonisation and agreement of service delivery pathways and templates
- capacity and capability of clinical teams to enable them to work as efficiently and effectively as possible
- effectiveness of integrated working
- efficacy of meetings and communication
- support for clinical engagement and clinical leadership within service development and opportunities for quality improvement programmes.

The RCPCH visited the service in April 2018, sharing its findings in August 2019. In part, as a result, an action plan was produced, which was completed in November 2019, with the exception of one action, which is due to be complete in 2021. The action plan focussed on:

- analysis of capacity and demand within the service, using benchmarking data where possible
- assessing the workforce model
- assessing some pathways, including management of referrals and drawing on best practice from across the UK
- identifying opportunities to increase clinical engagement and leadership for service development.

Actions taken as part of our continuing commitment to our patients and workforce included:

- service vision that was agreed with the full team and introduction of quality improvement approach to service development
- cleansing data lists and prioritising any waits by pathway
- transfer of paper records to digital
- further training opportunities
- improved communication within the service.