



APPEALS IN RELATION TO ACCESS PATHWAY MULTI-AGENCY DECISION MAKING PROCESS


Lincolnshire Partnership
NHS Foundation Trust


North East Lincolnshire
Clinical Commissioning Group




NORTH
EAST
LINCOLNSHIRE
COUNCIL
www.nelincs.gov.uk



Appeals in relation to access pathway multi-agency decision making process

SCOPE

This procedure relates to the rights of parents/carers, children and young people (if of sufficient age and understanding) to appeal against the Access Pathway, which is a multi-agency panel who make recommendations of further support or refer onwards to specialist services where further screening or assessment maybe appropriate.



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Eligibility to use this procedure

Parents/carers, children and young people may wish to appeal if they have any concerns over the joint decisions and recommendations made by the Pathway Panel.

All parties must be made aware that this process cannot itself change recommendations and that whilst an appeal is underway, the recommendations made by Access Pathway Panel remains.

At all stages of this appeals process, the appellant may bring an advocate or friend to support them. Particular consideration must be given to children/young people who may not be as articulate or able to fully understand the process, and may need an advocate.

Please note complaints about individual agencies, their performance and provision (or non-provision) of services will not be dealt with under this procedure and should be responded to in accordance with the relevant agency's complaints handling process (See section 4).

Appealing against an access pathway recommendation

Where a parent/carer is not satisfied with the joint recommendations by the Panel, the parent/carer is advised to make contact with the author/lead professional (the person who helped complete the referral) to discuss panel's decision further with any immediate concerns.

Where the author/lead professional is unable to support the parent/carer with their query/concern then the author/lead professional should email the Access Pathway Coordinator (Access-pathway@nelincs.gov.uk) to discuss these comments or concerns further.

The Access Pathway will acknowledge the receipt of this email and will make contact with the author/lead professional within 5 working days to arrange a telephone conversation to discuss in more detail with the author/lead professional and parent/carer, child or young person.

The outcome of this discussion may lead to one of the following actions being implemented:

- Recommendations made by Access Pathway Panel are upheld



- Further information is requested and appeal requires investigation
- Recommendations to be amended/changed and a follow-up panel review arranged

These actions will be resolved within 15 working days from the date of the telephone conversation or face-to-face meeting.

Appealing against a specialist screening or assessments

Access Pathway will directly refer children/young people to services which undertake specialist screening or assessments. Appealing about the individual services that undertake or lead specialist screening or assessment (e.g. ADHD/ASD) will not be dealt with under this procedure and should be directed to the lead organisation in accordance with the relevant agency's appeals process as outlined below.

Table 1: Specialist Screening OR Assessment lead organisations

Specialist Pathway	Host Organisation	Appeals Contact
CDC multi-agency assessment	Multi-agency assessment and therefore the CCG will coordinate any appeals/ queries or concerns regarding this process.	NELCCG.askus@nhs.net
ASD Joint Paediatric Screening Clinic	Northern Lincolnshire and Google Hospital Trust	nlg-tr.PALS@nhs.net
ASD Assessment clinic	Lincolnshire Partnership	patientexperience@lpft.nhs.uk



	Foundation Trust	
ADHD Screening and Assessment Clinic	Lincolnshire Partnership Foundation Trust	patientexperience@lpft.nhs.uk

The lead organisation for the specialist screening or assessment should give the appellant the opportunity to discuss the outcome with the lead professional's host organisation, where concerns can be raised and explored as per guidance on [NHS choices](#).

The Parent/carer can request for the Access Pathway coordinator to attend this review where they feel additional support is required. Please contact access-pathway@nelincs.gov.uk with these requests.

Where a parent/carer is denied the opportunity to discuss the outcome of the screening/assessment with the lead service/organisation who undertook the screening/ assessment it is recommended you contact the organisations PALs service as detailed in Table 1.

Complaints process

Complaints will be taken once the appeals process has been exhausted as outlined above and you should contact the Access Pathway Coordinator to commence this process at access-pathway@nelincs.gov.uk

Please note: If your feedback does not refer to the access pathway panel process then we would advise you to make contact with the appropriate organisation to discuss your concerns.

For NELC please use the [feedback form](#)

For NELCCG please email NELCCG.askus@nhs.net

Or see Section 3, Table 1 for specialist services



Second opinion – specialist assessment and diagnosis

Second opinion will be independently sought by the individual services undertaking the specialist assessment where the following occurs:

- a) The Specialist Team undertaking the comprehensive specialist assessment cannot reach a clinical judgement and may draw upon another independent specialist service to support with diagnosis and assessment to reach a sound clinical decision, where this occurs parents/carers will be made aware by the lead organisation that they are requiring further expert opinion.
- b) A complaint resolution necessitates an independent review of the specialist assessment by an independent organisation/provider which is coordinated by the commissioner.

Where a parent/carer is unhappy with the outcome after specialist screening or assessment they should approach the lead service/organisation to discuss these concerns as explained in section 3.

Exceptions will be made for those assessments where a clinical expert has requested a specialist assessment as part of other routine investigation and care planning this should be directed through the Pathway Coordinator access-pathway@nelincs.gov.uk.

Other enquiries

All other enquiries about Access Pathway should be directed to the Access Pathway Coordinator by emailing Access-pathway@nelincs.gov.uk. The enquiry will be acknowledged within 5 working days of receipt and the Access Pathway Coordinator will then respond accordingly.



