Introduction

Getting a neurodevelopmental diagnosis can be a key step in finding the right support and being able to achieve your potential in life. Children and families in Dumfries and Galloway are frustrated at the waiting times for assessment and diagnostic service and staff are unhappy at not being able to meet the needs of families. In keeping with other services across Scotland we decided to redesign our Neurodevelopmental Assessment Pathway with families to be able to diagnose multiple conditions as part of a single process and develop a profile sharing the child's strengths.

With this in mind, our key aims are:

• all children with non-complex presentations will be assessed and diagnosed within 12 weeks of referral by the end of December 2019
• all children who present with complex difficulties will be assessed and diagnosed within the 26 weeks of referral by the end of December 2019

What did we do?

We co-design with families

We designed a new pathway

We developed checklists

We created a profile that families wanted

What difference have we made so far?

Using positive enquiry we gathered feedback from parents who had been through the pilot clinic, asking what went well, and what could have been even better?

What we have demonstrated is that it is possible to assess and diagnose promptly, reduce the number of appointments families need to attend, save money and deliver a service which helps meet the needs of families.

Learning

Key learning from our journey so far has taught us:

• Work with families
• Start with the end in mind
• Relentless focus on the model for Improvement
• Develop your project team with networks in mind
• Learn from the setbacks

Next steps

We are using this feedback from families to inform changes to the next phase of clinic testing. This time we are running 25 families through the pilot assessment clinic.

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