

Sharing your information

Your information will only be disclosed to those who have a genuine need to know and who agree to keep your information confidential. For your direct care we often share information with:

- NHS hospitals and clinics
- GPs
- Social care

Following the principles within the General Data Protection Regulation (GDPR), MCH processes your data for purposes of:

- provision of health or social care or treatment
- medical diagnosis
- preventative or occupational medicine
- management of health or social care systems and services, carried out by, or under the supervision of health professional or another person, who in the circumstances owes a duty of confidentiality under an enactment or rule of law

Who to contact

Community Child Health Service

t: 0300 123 3444

Snapdragons Centre, Cliffe Road,
Strood, Rochester, Kent ME2 3FF

Medch.childrenscommunity@nhs.net

Our privacy notice is available at medwaycommunityhealthcare.nhs.uk/privacy/

If you would like to view or request a copy of your patient record, please email medch.dataprotection@nhs.net or call 01634 334640. In most instances this service is free and we aim to provide the requested information within 1 calendar month. More information can be found by visiting:

medwaycommunityhealthcare.nhs.uk/contact-us/information-about-me/

Medway Community Healthcare provides a wide range of high quality community health services for Medway residents; from community nurses and health visitors to speech and language therapists and out of hours urgent care.

Customer care

Please send any comments about Medway Community Healthcare services to: -

Customer care coordinator
Medway Community Healthcare
MCH House, Bailey Drive, Gillingham,
Kent, ME8 0PZ
t: 01634 334650
medwaycustomer care@nhs.net

All contact will be treated confidentially
This information can be made available in other formats and languages. Please email medch.communications@nhs.net

Ref: MCH 621



Behaviour clinic Parent information leaflet



Medway Community Healthcare CIC providing services on behalf of the NHS
Registered office: MCH House, Bailey Drive, Gillingham, Kent ME8 0PZ
Tel: 01634 337593
Registered in England and Wales, Company number: 07275637



What are these sessions about?

The purpose of the Behaviour Clinic is to give you an opportunity to have a one to one discussion about your concerns about your child's behaviour with the Behaviour specialist at MCH.

The aim of these appointments is to empower you as a parent to find positive ways to respond to your child when they display any behaviours of concern.

Research shows that challenging behaviours reduce when we can clearly assess what causes behaviour and use this information to plan the best way to respond.

What will happen at these sessions?

Each one hour appointment will involve discussions about your child's behaviour and the details around; what the behaviour looks like, how often it occurs, how severe the behaviour is, and how long it lasts.

It will also involve discussions about your child's health needs, and how your child behaves in other environments e.g. school and around other people e.g. family members,

The Behaviour specialist will also share behaviour related information with you that might be useful to consider for your child to help them gain new skills by your parental input.

It is important for you to attend these appointments as part of the behaviour support offer at MCH.

How many appointments do I need to attend?

There is no exact number of behaviour clinic appointments that you must attend. At the first session a plan will be made with you for whether the support should continue at the behaviour clinic or if another service or intervention may be more helpful for you and your child.

After attending four behaviour clinic appointments the Behaviour Specialist will review your child's progress with you to decide whether the behaviour support plan is working well or needs to be revised.

What will happen if I do not attend the sessions?

If you fail to attend two appointments without contacting us your child will be discharged from the behaviour support pathway and would require a new referral to access this support.

Should I bring my child to the appointments?

No. These sessions are only for parents/carers to attend so that behaviour concerns can be openly discussed without children hearing these discussions that are focused on their behaviour.

When and where do I have to go for the sessions?

You will receive an invite letter through the post that will have details for the time and venue of the appointments.

