Referral Received

paper / electronic.

Automated acknowledgement of receipt sent to Referrer.

Standard Email/Letter (Admin) to Referrer and/or family to acknowledge referral and gather further information.

Further discussion with referrer (identified Team member)

Letter to GP informing of referral (Admin).

Enclose PIP leaflet.

Details added to PIP UK Portal and CNE database (Admin).

Discussion at weekly referral and allocation meeting (TEAM)

Appointment made with referrer to meet family

Attendance at EHP / CP meeting (identified Team member)

Allocation to Therapist

(named Therapist)

Inappropriate referral / closure

Referral to another service

**Timescales**

Immediate

2 Working

Days

5 Working Days

10 Working Days

15 Working Days

**NEWPIP REFERRAL PROCESS**

Implementation of EHP Referral to CSC. (LH)

Letter to Referrer and GP