

**NAVIGO Health and Social Care CIC**  
Children and Adolescent Mental Health  
Services (Young Minds Matter)  
Freshney Green Primary Care Centre  
Sorrel Road, Grimsby  
North East Lincolnshire DN34 4GB

[navigocare.co.uk](http://navigocare.co.uk)

Dear Parent/Carer

We are writing to you to provide another update about changes which are taking place within the Access Pathway, as part of ongoing plans to reduce waiting times, streamline the service, and improve outcomes for children, young people and their families.

We wanted to update you about the improvements that we are implementing to address the waiting list. Whilst there has been an increase in referrals and the impact of the COVID pandemic is still being seen, we do not want children/young people and their families to be waiting longer than they need to for a decision about accessing a specialist assessment.

After listening to feedback from professionals, parents and carers about the current length of wait and the best options for tackling this issue, we have committed to increasing capacity into the pathway to address the current waiting list.

By responding to the new national framework to deliver improved outcomes in assessment pathways and following this operational guidance, we have been able to create a new way of working.

The Clinical Team will review the referrals on the waiting list more often and authors of the referrals will not be required to attend the discussions.

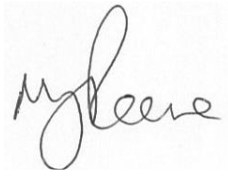
At this stage should further information from the author or the setting be required by the clinicians this will be requested and reviewed before the final recommendation is made.

As the number of clinical discussions are increasing this will reduce the wait to a decision about whether a child/young person requires a specialist assessment. The new way of working will come into effect from 25 September 2023.

If you want to keep up to date with any further changes, please register for the NEL SEND newsletter by emailing [Lauren.Thompson2@nelincs.gov.uk](mailto:Lauren.Thompson2@nelincs.gov.uk) to be added to the mailing list.

If you have any questions about these changes or would like more information please visit [navigocare.co.uk](http://navigocare.co.uk) or email **[NAVIGO.AccessPathway@nhs.net](mailto:NAVIGO.AccessPathway@nhs.net)**

Yours sincerely

A handwritten signature in black ink that reads "Mike Reeve". The signature is written in a cursive style with a large initial 'M'.

**Mike Reeve**  
Deputy chief executive

NAViGO Health and Social Care  
CIC

A handwritten signature in black ink that reads "Michelle Thompson". The signature is written in a cursive style with a large initial 'M'.

**Michelle Thompson**  
Assistant Director – Families,  
Mental Health and Disabilities  
  
North East Lincolnshire Health  
and Care