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Working with NHS Services Policy

EPIC Solutions want to work with and alongside NHS services, not in competition with them.

The needs of a child/young person/young adult are always paramount.

EPIC Solutions offer some services that are hard to access within the NHS e.g. joint physical/mental health assessments, and some services that have a waiting list within the NHS e.g. psychology assessment/input, CAMHS therapy, neurodevelopmental assessments.

Clients should always be given information about what services are available within the NHS so that they can make an informed choice.

Where clients are at high risk (physical or mental health) their care should sit primarily in the NHS and where appropriate urgent referrals in to NHS services should be made by EPIC Solutions Consultants. EPIC Solutions associates who also work within the NHS should never recommend EPIC Solutions to clients they are working with in the NHS.

Referral to EPIC Solutions from the NHS should only come from a senior clinical lead and only if the client has requested recommendation of private services *after* being informed of what is available on the NHS.

EPIC Solutions Consultants can offer independent opinions to a client/family but they reserve the right to ask the client to consent to discussion with any NHS professionals involved where they believe this information is essential to be able to offer an informed opinion.

Where a client continues to work with NHS services and also requests the input of EPIC Solutions Consultants/Associates the following must be agreed:

- EPIC Solutions Consultants and the NHS professionals agree that this is appropriate
- Who the lead Consultant decision maker is. This would usually remain with the NHS Consultant. They are responsible for coordinating care across both services
- What the respective roles of EPIC Solutions professionals and NHS professionals will be. EPIC Solutions should only be offering assessment/input if all are agreed that it cannot be offered within the NHS or where the client chooses to pursue input from EPIC Solutions due to timing, convenience or personal choice when fully informed of what is available within the NHS
- The client must give consent for professionals from EPIC Solutions and the NHS to have ongoing communication with each other to ensure care is provided that is in their best interests
- EPIC Solutions reserve the right to discontinue their input alongside the NHS services if they believe it is no longer in the best interests of the client

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