

## A handy guide to our Single Point of Access (SPA)

***We have put together this guide to answer some common queries about the Wiltshire Children's Community Services Single Point of Access (SPA).***

***We hope that you find the following information useful, and if you have any further queries don't hesitate to get in touch!***

### What is our Single Point of Access?

Our Single Point of Access (SPA) is the key point of contact for children, young people, families, GPs, education settings, and health and social care professionals to access advice and support from Wiltshire Children's Community Services.

We have a single:

- Telephone number – 0300 247 0090 (Monday to Friday from 9:00am to 5:00pm)
- Email address – [vcl.wiltshirespa@nhs.net](mailto:vcl.wiltshirespa@nhs.net)
- Website address – <https://wiltshirechildrensservices.co.uk/spa>

**All queries and requests for support should be directed through these channels.**

The SPA is not a walk-in centre for service users, nor an emergency contact centre (such as NHS 111 or 999) - it is a way of bringing our existing community services together in one place.

### Why have we developed a SPA?

In 2016 we were commissioned by Wiltshire Council, NHS England and NHS Wiltshire Clinical Commissioning Group to combine services from five providers into one integrated community health service. A key enabler for achieving this was to develop a SPA, so families can access advice and support from any of our services through a single 'front door'.

### How can our SPA help families?

The SPA coordinates care for children and young people, often with complex needs, who need to access multiple services. The aim is to make sure that every child and young person receives the appropriate support to meet their individual needs.

#### Virgin Care

w: [www.virginicare.co.uk](http://www.virginicare.co.uk)

A dedicated team of customer focussed administrators provide advice and support on:

- The range of services that we offer.
- Referral criteria for accessing our services.
- Other organisations available in Wiltshire that may be able to provide help.
- Guidance on the referral process.
- Managing appointments.
- Requesting repeat prescriptions and medical supplies.

The SPA is supported by a team of experienced clinicians representing our services who will:

- Provide clinical advice over the phone for families and referrers.
- Signpost to other appropriate acute and community services.
- Triage referrals (including a Multi-disciplinary team triage for complex referrals).

## How can education settings help support families with referrals into the SPA?

Professionals from education settings, in collaboration with the family, are the best source of referral information about a child or young person. Your detailed knowledge regarding their strengths and difficulties help us to determine the most appropriate support to meet their needs at home and in their education setting.

**Families do not need to see their GP prior to referring to our services.** Please avoid directing families to their GP to make a referral, whenever possible.

## Where can I find information on how to make a referral?

All referral documentation and guidance on how to complete it can be found on our website by going to:

<https://wiltshirechildrensservices.co.uk/spa/support/referral-guidance>

We ask that all referral documentation is completed **in full and on the correct form/s**, otherwise we may have to return it to you for completion.

If you are unsure about which forms to use, or have questions about the process, don't hesitate to give the SPA a call on 0300 247 0090, and they will be happy to help!