



**The Play Department**

The Royal London Hospital

6<sup>th</sup> Floor, Clinic 1

Whitechapel, London

E11FR

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[www.bartshealth.nhs.uk](http://www.bartshealth.nhs.uk)

PLAY DEPARTMENT  
Referral Policy

1. All children/young people referred must be an in/out patient within childrens services and under the care of a named consultant at The Royal London Hospital.
2. Referrals must be sent to to the play department via email [playteam.bartshealth@nhs.net](mailto:playteam.bartshealth@nhs.net)
3. All children referred must be cognitively appropraite for preparation between 3-18 years.
4. Referrals will be initially assessed by the Clinical Lead/Deputy Lead play specialist for assessment and referred on if appropriate.
5. Referrals will only be accepted when written in full on play department referral forms. The referring person should also document that a referral to the play department has been made.
6. Referrals will be offered an initial phone assessment, within 1 month of referral being accepted. Two attempts will be made to contact the family over the phone for the initial assessment. If unable to get in contact a letter will be sent with contact details for department 2 weeks from 2<sup>nd</sup> phone call. The patient will have 2 weeks from date of letter to get in contact before discharged from the play service.
7. If patients who require an outpatient play appointment were not brought to 2 appointments a letter will be sent to them with contact details for department. Patients will have 2 weeks from date of letter to get in contact before discharged from play service. Referring individual will be made aware.
8. Every referral encounter will be documented by the play specialist on CRS, therapeutic letter(s) will be sent to patient as appropriate, and patient and referring individual will be made aware of discharge.

