

Welcome to Dr Flett's Practice

MBChB(Pret), FCP(Paed)(SA), MRCP(Paed)(UK)

Specialist Paediatrician

The Assessment Centre, 8 Village Road, Kloof, 3610
Phone: 031 1000 474 | Email: support@drjohnflett.com

Dear Parent,

Thank you for booking an assessment for your child. I know this step probably wasn't easy. Many parents tell me they've spent months or even years wondering whether to seek help. The fact that you're here means you're doing something important for your child.

This letter explains what to expect before, during, and after your appointment. Please don't feel you need to memorise everything. Read through it once and keep it handy for reference. If anything is unclear, just call us. We're here to help.

Why We're Meeting

Your child is coming to see me because something isn't quite working at home, at school, or both. This might involve learning difficulties, attention concerns, emotional challenges, anxiety, mood changes, or developmental questions. Sometimes it's a combination of things.

My job is to work out what's going on and give you a clear path forward. I've been doing this for over twenty-five years, and I've worked with thousands of families. Whatever is happening with your child, you're not alone, and there are answers.

Getting the right support matters. Children who struggle without understanding why can start to feel bad about themselves. They may fall behind at school or find friendships difficult. But when we understand what's happening, everything changes. Understanding leads to action, and action leads to real improvement.

Before Your Appointment

There are a few things I need you to do before we meet. These help me make the best use of our time together.

Complete the Online Forms

Please complete the Parent New Assessment Forms a few days before your appointment:

[Parent New Assessment Form](#)

These forms ask about how your child functions in different areas of life. They give me a head start in understanding your child before we meet.

Ask the Teacher to Complete Their Form

Please ask your child's teacher to complete the Teacher First Assessment Form:

[Teacher First Assessment Form – Dr John Flett](#)

Teachers spend hours with your child every day. Their perspective is invaluable. The form doesn't take long, and most teachers are happy to help when they know it's for an assessment. You'll both receive confirmation when the forms are submitted. If you don't get this notification, please call us.

[New Patient Registration Form](#)[New Patient](#)

Send Any Previous Reports

If your child has been assessed before by an occupational therapist, speech therapist, psychologist, or educational specialist, please email those reports to us a few days before the appointment. School reports are also helpful. Send these to support@drjohnflett.com. These reports help me see the bigger picture. Even if they're old, they're useful.

Payment

Full payment is required within 48 hours of making the booking. You'll receive a payment link by email.

If you prefer to pay by EFT, here are our banking details:

Dr J.A. Flett Investec Bank Account: 1001 082 9326 Branch Code: 580105 (Cheque Account)	For Cash Deposits Only: ABSA Bank Account: 0104 396 0306 Reference: 1001 082 9326
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Please send proof of payment to accounts@drjohnflett.com.

The assessment appointment takes approximately ninety minutes. If you arrive late, that time is unfortunately lost from your appointment. We cannot offer refunds for missed, late, or cancelled appointments.

How to Prepare

You don't need to do anything complicated before coming in. But a little preparation can help things go smoothly.

Think About Your Concerns

Before the appointment, take a few minutes to jot down what's worrying you most about your child. You don't need to write an essay. A simple list of your main concerns is enough.

Think about: What's happening at home that concerns you? What's happening at school? When did you first notice something wasn't quite right? What have you already tried?

Bring this list with you. It's easy to forget things when you're in the room, and I want to make sure we cover everything that matters to you.

Think About Your Child's Strengths Too

Your child isn't just their difficulties. I'd also like to know what they're good at, what they enjoy, and what makes them light up. This gives me a fuller picture of who your child is.

Be Ready to Be Honest

I'm going to ask you some personal questions about your child, your family, and your home life. I'm not asking to judge you. I'm asking because understanding the full picture helps me help your child.

Nothing you tell me will shock me. I've been doing this a long time. The more honest you can be, the more accurate my understanding will be, and the better my recommendations.

If there are things you'd rather discuss without your child in the room, just let me know at the start of the appointment. That's completely normal.

On the Day

Who Should Come?

Ideally, both parents attend. You each see your child differently, and both perspectives are valuable. If that's not possible, please speak to your partner beforehand and bring their thoughts with you. Brothers and sisters don't usually need to come to this first appointment.

What Will Happen?

The appointment has three main parts:

1. Talking With You

This is the most important part. I'll ask you about your concerns, your child's history, their development, their school experience, and your family situation. This usually takes most of our time together. Please don't hold back. The more you tell me, the better I can understand what's going on. Use the notes you prepared so we don't miss anything.

2. Talking With Your Child

I'll spend some time chatting with your child too. I'll ask them about school, their friends, their hobbies, and how they see things. Children often have their own perspective on what's happening.

Don't worry if your child behaves perfectly in my consulting room. This is normal. Children often behave differently in an unfamiliar setting with a stranger watching. I won't assume your child has no difficulties just because they're calm and cooperative with me. I know better than that.

3. Physical Examination

I'll do a complete health check. This includes checking ears, eyes, heart, lungs, and the neurological system. I'll measure height, weight, and blood pressure.

This isn't because I think something is physically wrong. It's because some medical conditions can look like behavioural or emotional difficulties, and I want to rule those out. A parent is always present during the examination.

What I'm Looking For

During the assessment, I'm trying to answer several questions: What's actually going on with your child? Are there other difficulties that often go hand-in-hand with this? How severe is the situation? What's causing it? What resources and support are available? What should we do next?

Sometimes I can answer these questions on the day. Sometimes I'll need more information, which might mean referring your child for educational or psychological testing, or arranging blood tests or scans. If that's the case, I'll explain why and where to go.

After the Assessment

The Report

After collating everything, I'll write a clinical report explaining my findings and recommendations. This report will be emailed to you and, with your permission, to others involved in your child's care, such as teachers and therapists. If you'd prefer the report not to be shared with certain people, please tell us before the appointment.

Follow-Up Appointments

Depending on what we find, I may ask you to book a follow-up appointment about two weeks later. This gives us time to see how any initial recommendations are working. After that, children who need ongoing support typically come back every four months. These follow-up visits are shorter, around thirty minutes.

Feedback

I encourage parents and teachers to email me feedback about a week after starting any treatment. This helps me fine-tune our approach.

If Medication Is Needed

Medication is **not** automatically part of every assessment plan — and there's no need to stress about it upfront. Many children do brilliantly with the right combination of understanding, home routines, school support, therapy, and lifestyle changes. If medication *is* worth considering, it's something we talk through carefully and decide **together** (parents, and when appropriate, your child and the school).

If medication is recommended

If Dr Flett recommends medication, here's what to expect (mainly due to South African legal requirements for certain controlled medicines):

- **Monthly prescriptions:** Some ADHD medications fall under stricter scheduling rules, which means the pharmacy can only dispense **a maximum of 30 days' supply at a time**, and a **new prescription is required each month**.
- **Original prescription requirements:** Many pharmacies require a valid signed prescription for these medicines. Where electronic prescribing is appropriate and sent securely to a pharmacy, this may be possible — we'll guide you based on what your pharmacy accepts.
- **Requesting scripts:** Please order repeat scripts via our website: **drflett.com** → **Scripts**.
- **Script fees:** Scripts that are ordered and issued are charged for, **even if they are not collected or used**.

A Note on Honesty

Some parents worry about sharing difficult information. They might feel embarrassed about family problems, marital difficulties, or things that haven't gone well. Please try to put that aside. If there's something going on at home that might be affecting your child, I need to know about it. Not to judge you, but to understand the full picture.

If I'm missing important information, I might get the diagnosis wrong or give you recommendations that won't work. The more complete the picture, the better I can help.

Questions?

If anything in this letter is unclear, or if you're worried about something, please call us on **031 1000 474** or email support@drjohnflett.com.

This assessment is the beginning of understanding. Once we know what's happening, we can start doing something about it. I've seen thousands of families go from confusion to clarity, and from exhaustion to empowerment.

I look forward to meeting you and your child.

Warm regards,

Dr John Flett and Team

Quick Checklist

Before your appointment:

- Complete the Parent New Assessment Forms online
- Ask your child's teacher to complete their form
- Email any previous reports to support@drjohnflett.com
- Make payment within 48 hours of booking
- Jot down your main concerns to bring with you
- Think about your child's strengths and interests

On the day:

- Bring both parents if possible
- Bring your notes
- Arrive on time (late time is lost time)
- Be ready to talk openly

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