

**WE
HEARD**

NHS Dorset CCG #WeHeard

Welcome to our first feedback report

We have now entered the co-production phase of the Integrated Community Children's Health Service (ICCHS) project.

60 young people and decision makers came together for the first of three co-design events working on the ICCHS review. We are really pleased to share this short, event report from our fun and informative day.

If you would like more background information to the project, please follow this link <https://www.dorsetsvision.nhs.uk/beheard/>

Where and when?



**The Blandford School,
Blandford, Dorset DT11 7SQ**



**23rd October 2018
10am to 3pm**



Event summary

This first event was held to start working on the issues highlighted in the view-seeking survey which showed where there were gaps in the existing service as well as what works well and what could be better.

The morning was started off by Abi Morgan, a Sixth Form student at the Blandford School.

Abi Morgan – Be Heard feedback in my words...

- I got involved because the event is to do with MY health services and I wanted to ensure my voice was heard.
- I was extremely happy to be included in the day because I wanted to show that a young person has been involved since the beginning and in the whole process.
- What I hope will happen is that all our notes and input from the day are considered and they are used to create useful and active outcomes that will help all young people in Dorset.
- On the day it was a colourful, fun and inclusive environment for everyone, we all felt welcomed and were introduced on our tables to each other by our facilitators. The ice-breakers were great fun and got us all thinking about ourselves and how there are things we all love about ourselves
- The food provided was lovely and had options for all people



We then got the morning going with a simple but effective ice-breaker called the Magic Box.





The CCG team brought everyone up to speed with the background to the project. <https://www.dorsetsvision.nhs.uk/beheard/>

Attendees were invited to visit four colourful 'stations' to read and consider the comments and feedback received from the survey displayed in speech bubbles. They were given lots of time to think and were asked to make their own comments in speech bubbles or on post-its to provide suggestions and ideas on ways to close the gaps/make things work better.

We stopped for a delicious healthy and tasty lunch and enjoyed the lovely view across the school grounds – two of the younger attendees loved running across the grass through the seagulls!

After lunch it was back to work.....

What we will feedback from event 1:

We collated the gaps in service into themes:

Where it is and when it is
Communication
Relationships



Barriers identified:

- Working together – data/IT systems/staff
- Communication skills – language/listening skills/time
- Stigma e.g. accessing sexual health services
- Transport – access to, paying for, knowing where
- Buildings
- Awareness of health and social care
- Privacy/consent – under 16s & capacity under mental health act
- Responsiveness
- Funding (£) and recruitment of workforce

Remove the barriers for when and where services are:

- Promoting existing services
- Joined up or multi-disciplinary services
- When services are offered
- Where services are offered



Remove the barriers for communication:

- Education and schools
- Accessing information and advice
- Skills for professionals
- One record or file

Remove the barriers for relationships:

- Join up health and care services for children and young people who are disabled or have a long term conditions
- Join up services between hospitals and GPs
- More opportunities for shared space or training for professionals/employees across the system to reflect and share learning
- System training and education – same expected standards and pathways
- Make it easier for feedback and co-producing services
- Realistic expectations of health professionals role
- Language

The positives:

- Find ways to promote the good practice and share it
- Appointment reminders and other communications direct to phones helpful
- It's free for all
- Give direct praise to NHS staff for those that go above and beyond





Next steps:

- We have collated the views shared with us in event 1
- We are now sharing these with you and others
- Please do share any other thoughts you have by 1st Feb 2019 to Engagement@Dorsetccg.nhs.uk
- We will get together on 22nd Feb 2019 for our second event to prioritise solutions

Positive comments from the day:

Involvement and representation has been excellent

It was brilliant to see the barriers and solutions from different points of view

Everyone engaged in the event

CCG are moving forward with the integrated services

Easy language. Friendly supervisors. Opportunity to engage with other people.

Good dialogue and exchange of views and experiences

A good start for an important subject

Great to have so many CYP present and actively contributing

A lot of information was given and that was a good help for me.

Best lunch I've had in a long time

Just keep going and keep us updated and involved



Areas of the event to work on:

well done for getting young people to the event but it would have been good to have had some from other areas

Brownies next time or millionaires shortbread

A snappier activity would have been welcome in the afternoon

Perhaps CYP input from those living in areas of need/deprivation

To showcase one or two local children's services

Be clear around remit to facilitate change and solutions suggested

More movement in the morning