

We want to give you a chance to tell us what you think about your experience, good or bad.

We will look at all feedback and use it to make decisions that will make local services better for local people. It is open to all patients, whatever your age or healthcare needs. You have the choice as to whether your comments remain confidential or not when you feed back.

We believe that, if our services are good enough for you and your family and friends, then they'll be good for everyone. We will make sure that every comment is completely anonymous and we will publish comments so that we're transparent about how our service is doing.

YOU SAID:

“Support me while I wait...”



WE DID:

Children and Family Health Devon (CFHD) provides integrated care and treatment across physical and mental health for children, young people and their families in Devon.

Our focus is on prevention and early help. CFHD's new website is home to a vast amount of self help tools and a resource library, providing a self service approach to help you get the right help and support while you wait.

CFHD will also publish a quarterly update on waiting times and will continue to provide support through our SPA team on 0330 0245 321.

We are going to contact families to check that their child or young person is safe while waiting to be seen.

We are taking part in the ATTEND research study, which is investigating whether social prescribing helps to improve wellbeing while waiting.

CHILDREN AND FAMILY HEALTH DEVON: PARTICIPATION UPDATE

Staff recruitment

During the last month the participation team having been focusing a great deal of attention on supporting the recruitment of new CFHD staff. Six of our young advisors have been involved in the interviewing candidates for posts including:

Deputy Head of Service, Senior Mental Health Practitioner and Clinical Team Manager for the ACE pathway, Principal Clinical Psychologist for the Neurodiversity pathway and Mental Health Practitioner for the East MERs pathway.

Autism assessment reports

Parents and young people from our participation groups have met with Claire Morgan from the Neurodiversity pathway to give advice and guidance on how we can improve the language of the autism assessment reports we produce.

DPT Transitions Team

One of our young advisors has linked with this team to share her ideas about how best to support young people transitioning from CAMHS to adult services.

We'd love your help!

We are looking for children, young people and parents/carers to share their ideas on how we can improve the service and to work with us to make those changes.

If you would like to be part of this, please contact cfhd.participation@nhs.net

