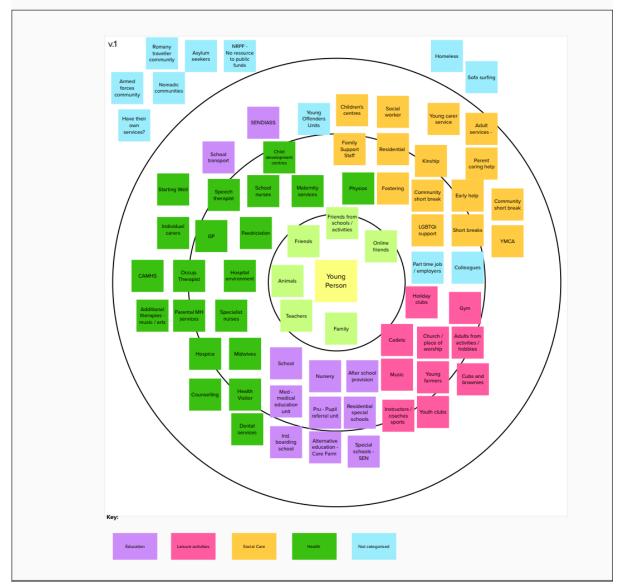
A. Feedback from YP

Project Name Suggestions and votes Action for Children young ambassadors November 2021 1.Health Participation Project - 0 2.Chat 4 Change - 2 3.Chatzilla - 0 4.Feedbackcog - 0 5.Chatya Health - 0 6.Chatastic - 1 7.My Health My Say - 4 8.Shout Out 4 Wellness - 1

B. Stakeholder mapping exercise

H&W Stakeholder mapping - 26th October 2021



C. Children's Dashboard - 2022/23 December 2022

"Monthly dashboard covering Children's Mental & Physical Health services. Data sourced from NHSD/E and WHCT direct. Summary of current position noted below, further details can be found within relevant tabs. Some data sources have changed since this reporting originally started, therefore some indicators no longer available to report.

"As at July'22 : Worcester routine to 1st appointment levels seen within 10 weeks at 48% (with 134 patients seen after 10 weeks) with the Trust reporting 75% RTT within 18 weeks. Herefordshire with 69% seen within 10 weeks (97% within 18). Waiting times for partnership appointments at Worcestershire is at 23% within 18 weeks (54% seen within 26 weeks). Herefordshire at 76% within 18 weeks, 98% within 26 weeks.

D. Children's Dashboard - 2022/23 December 2022

*Academic

Year: Aug-

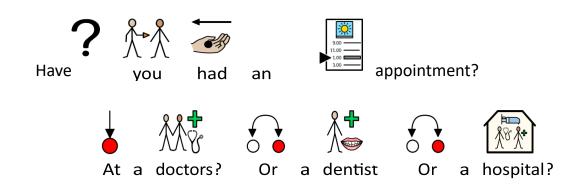
July

Year*	No.	% < 20w
17/18	402	14%
18/19	561	30%
19/20	579	75%
20/21	509	96%
21/22	544	44%
22/23 YTD	232	18%

E. Croydon Prescription pad (excerpt)



F. My Health, My Say easy read leaflet (excerpt)



G My Health, My Say leaflets



H Summary of surveys

Survey	Available	Available	Audience	Number of	Number of
Name	Channels	Dates		Questions	Responses
Ten * This was then amended in Nov 22 to the survey	At events/sessions via link or QR code Social Media posts via		carers	10 with 4 optional and 9 demographic	65

Parent Carer short survey	Landing page	Dec 2022 – Apr 2023	Parents and carers	10 with 2 optional and 9	30
shore survey	At events/sessions via link or QR code	Dec 2022 – Apr 2023		demographic	
	Social Media posts via link	Aug 2022 – July 2023			
My Health, My Say Parent/carer survey	Landing page At events/sessions via link or QR code	May 2022 – July 2023 May 2022 – Apr 2023	Parents and carers	90 and 9 demographic	17
My Health, My Say What do you think?	Landing page	May 2022 – July 2023 May 2022 – July 2023 Aug 2022 – Apr2023	Children and young people	9 with 6 optional and 8 demographic	27
My Health, My Say Community connections	Landing page At events/sessions via link or QR code	May 2022 – July 2023 May 2022 – Apr 2023	Children and young people	17 with 8 demographic	2
My Health, My Say Education and Life Choices	Landing page At events/sessions via link or QR code	May 2022 – July 2023 May 2022 – Apr 2023	Children and young people	36 with 8 demographic	4
My Health, My Say Health and Wellbeing	Landing page At events/sessions via link or QR code	May 2022 – July 2023 May 2022 – Apr 2023	Children and young people	40 with 8 demographic	4
My Health, My Say Educators survey	Individual email Spotlight e bulletin (Worcestershire)	Oct 2022 – Dec 2022 And Feb 2023 June 2022 and Feb 2023	Educators	10	1
Health Participation Project Health professionals survey	Individual email	Oct 2022 – Dec 2022	Health professionals	20	3
Have your Say – Youth and Leisure professionals	Individual email Landing Page	May 2022 – July 2023 May 2022 – Dec 2022	Professionals leading youth and leisure groups.	12	18
My Health, My Say Health and Wellbeing – appointments	Landing page At events/sessions via link or QR code Social Media posts	Dec 2022 – July 2023 Dec 2022 – Apr 2023 Dec 2022 – Apr 2023	Parents and carers	7 and 1 optional	8
My Health, My Say Health and	Landing page	Dec 2022 – July 2023 Dec 2022 – Apr 2023	Parents and carers	7 and 1 optional	3

Wellbeing – environment	At events/sessions via link or QR code Social Media posts	Dec 2022 – Apr 2023			
My Health, My Say Three Questions – Children and young people	At events/sessions via link or QR code Social Media posts	May – June 2023 May – June 2023	Children and young people	3, 1 optional and 1 demographic	38
My Health, My Say Three Questions – Parents and carers	At events/sessions via link or QR code Social Media posts	May – June 2023 May – June 2023	Parents and carers	3, 1 optional and 1 demographic	75
My Health, My Say Three Questions – Professionals	Individual email At events/sessions via link or QR code	May 2023 May – June 2023	Professionals working with families	3 and 1 demographic	14
Your Visit to the Emergency Department	Verbally or via QR code	May – July 2023	Parents and carers	24 and 1 demographic	156
CYP Emergency Department survey	Verbally or via QR code	May – July 2023	Children and young people	6 and 2 demographic	29
After your Visit to the Emergency Department	Via QR code on compliment slip	May – July 2023	Parents and carers	10 and 1 optional	8
ASD 123	Via QR code	July 2022	Parents and carers of children who have been or may be diagnosed with ASD/ADHD	3	5

J Themes in detail

Health and Wellbeing	Education and Life Choices	Community and Wider Connections
 Information Health and Wellbeing information – written, verbal and online is it? Accessible – Where/how do you find it? Inclusive – is it relevant to you? Easily understood Opportunities to feed back What are the gaps? 	CYP with SEND in mainstream education1. Included in all school activities2. Options/career choices, are they aspirational?3. Friendships4. Opportunities for extracurricular activities - transport constraints/choice	

Appointments Health and wellbeing appointments – the whole experience 1. Ease of making/changing 2. Timings 3. Travel/availability/independent? 4. Accessibility 5. Confidentiality – making sensitive appointments 6. Opportunities to feed back immediately	education 1. Distance to setting/travel? 2. Included in all school activities 3. Is this school right for me? 4. Options/career choices, are they aspirational	Young carers 1. Identification, do I see myself as a carer? who knows/who needs to know? 2. How/where can I seek advice 3. How where do I get support 4. Opportunities to meet other young carers/support groups
Environment Health and wellbeing environments (GPs, clinics, community venues, therapeutic venues, pharmacies) – are they? 1. Welcoming/staff/first contact 2. Accessible 3. Calm 4. Information on display - inclusive 5. Does it feel safe 6. Confidentiality – reception/called by name 7. Opportunities to feed back/immediate action such as quiet area if distressed	 Suitability of named school setting/parental choice/CYP choice Opportunities to contribute to plan in a way that is appropriate for me Is a true picture of me Are they aspirational? Timescales are they being 	Feedback mechanisms How do I want to use them? 1. Accessibility – how easy is it? 2. Inclusivity – can I feed back in a way that's appropriate for me? 3. Trust – do I think anything will change? 4. Timing/ I want to hear back by – time/format 5. You said, we did - I want to know what you did/format
Overall experience Likelihood to use again Likelihood to recommend	Likelihood to use again	Overall experience Likelihood to use again Likelihood to recommend

K Social media posts (example)

Action for Children is finding out about how people in Herefordshire and Worcestershire experience health and wellbeing services. We are interested in what you have to say, if you'd like to learn more and take part in our survey, follow this link - <u>My Health, My Say | Action For</u> <u>Children</u> #myhealthmysay



L Health Participation project participants by county Surveys – number of completions

Survey	Herefordshire	Worcestershire	Unknown	Total for survey
Parent/carer short survey	6	88	1	95

Parent/carer detailed survey	1	13	3	17
Parent/carer Three				
Questions	3	47	25	75
CYP Three				
Questions	0	34	4	38
Professionals Three				
Questions	0	6	8	14
CYP Health and				
wellbeing	1	2	1	4
CYP Education and life choices	0	2	2	4
CYP Community				
and wider connections	1	0	2	3
CYP short survey	1	24	2	27
Parent/carer Emergency	14	131	11	156
department CYP Emergency				
Department	5	23	1	29
Emergency Department follow	1	1	6	8
up survey	1	1	0	0
Total for county	33	371	66	470*
4				

*507 surveys were completed, some surveys did not request postcode or area details

Sessions and events – number of engagements

Session	Herefordshire	Worcestershire	Cross county	Unknown	Total for session
Туре					type
Family event,					
holiday activity	16	291	0	0	307
(including HAF)					
Children's Centres					
and Family Hubs	11	44	0	0	55
Youth groups,					
youth events	0	220	0	0	220

Parent/ Carer SEND events	35	31	5	0	71
Interviews	2	4	0	2	8
Emergency Department	33	181	0	12	226
Total for county	97	771	5	14	887

1.