

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)



DATE:
31/7/15

NAME & ADDRESS:
Health Cafe
Bernard Weatherill House
Croydon CR0 1ER

HOW COULD YOUR GP WORK BETTER FOR YOU?

SYMPTOMS:	TREATMENT:
<p><i>Registering with a new GP is difficult and some-times you are left with no care at all</i></p> <p><i>Choices aren't properly explained</i></p> <p><i>Retired adults can dominate involvement in health care</i></p>	<p><i>There should be a sheet from former GP that you can just bring to the new one. Records should be more easily transferred. Nobody should be without a GP at any time.</i></p> <p><i>More time with the GP or nurse to explain treatment options thoroughly. Choice isn't choice unless all the information is there.</i></p> <p><i>GPs should be regularly asking young people their opinions and views. Young people should be consistently involved and receive feedback. There should be young people only groups so they aren't dominated by adults.</i></p>

SIGNED: *Young people*

PROFESSIONALS : PLEASE READ AND ACT ON THIS!

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

Have you had an appointment?

At a doctors? Or a dentist Or a hospital?

G My Health, My Say leaflets

My Health, My Say

"My Health, My Say" gives you the chance to talk about your Health and wellbeing.

The people that run the Health and Wellbeing services where you live want to find out what you think.

You can tell them, the good bits and the bad bits.

They will listen to what you say. They will act on what you tell them. Then they will tell you what they have done. They will keep your identity private.

If you'd like to take part contact Sue on: 07929079069 | sue.mustill@actionforchildren.org.uk Or scan the QR code above

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H Summary of surveys

Survey Name	Available Channels	Available Dates	Audience	Number of Questions	Number of Responses
Take Time For Ten	Landing page	May 2022 – Nov 2022	Parents and carers	10 with 4 optional and 9 demographic	65
* This was then amended in Nov 22 to the survey below	At events/sessions via link or QR code	May 2022 – Nov 2023			
	Social Media posts via link	Aug 2022 – Nov 2023			

Parent Carer short survey	Landing page At events/sessions via link or QR code Social Media posts via link	Dec 2022 – Apr 2023 Dec 2022 – Apr 2023 Aug 2022 – July 2023	Parents and carers	10 with 2 optional and 9 demographic	30
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 At events/sessions via link or QR code Social Media posts	May 2022 – July 2023 May 2022 – July 2023 Aug 2022 – Apr 2023	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? <ol style="list-style-type: none"> 1. Accessible – Where/how do you find it? 2. Inclusive – is it relevant to you? 3. Easily understood 4. Opportunities to feed back 5. What are the gaps? 	CYP with SEND in mainstream education <ol style="list-style-type: none"> 1. Included in all school activities 2. Options/career choices, are they aspirational? 3. Friendships 4. Opportunities for extracurricular activities – transport constraints/choice 	Activities and Support <ol style="list-style-type: none"> 1. Information is it accessible where/how do you find it 2. Choice/variety – is there something for me? 3. Inclusivity – are there any barriers/are there people like me taking part? 4. Cost/travel/timings 5. Opportunities to create/co production – venues, grants, support

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	CYP with SEND in specialist 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 5. Friendships 6. Opportunities for extracurricular activities	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	EHCPs 1. Suitability of named school setting/parental choice/CYP choice 2. Opportunities to contribute to plan in a way that is appropriate for me 3. Is a true picture of me 4. Are they aspirational? 5. Timescales are they being met? 6. Quality of contributions from all professionals – health, education, social care, LAC	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	Overall experience Likelihood to use again Likelihood to recommend	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 - [My Health, My Say | Action For Children](#) #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 department	14	131	11	156
CYP Emergency Department	5	23	1	29
Emergency Department follow up survey	1	1	6	8
Total for county	33	371	66	470*

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

Sessions and events – number of engagements

Session Type	Herefordshire	Worcestershire	Cross county	Unknown	Total for session type
Family event, holiday activity (including HAF)	16	291	0	0	307
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.