

Mindworks capturing & responding to User Feedback & Outcomes

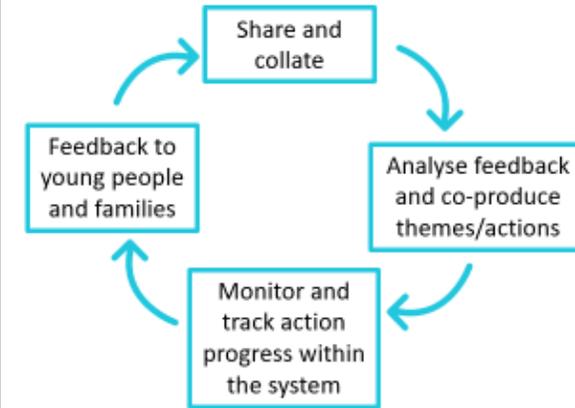
Surrey User Voice and Engagement Coordination Group

Set up in May 2023 – A partnership approach to understand representative voice on CYPF EWMH/ experience of EWMH services which aren't captured on structured questionnaires or outcome tools.

Partners from Mindworks, User Voice Leads (including Surrey CC UV & Participation Team), Family Voice & wider Surrey partners regularly share insights, identify themes and co-produce actions with CYPF which are shared to influence change.

Part of the process built on already existing 'action card' processes in Surrey, used within Surrey's User Voice & Participation team & Family Voice Surrey - If CYPF raise feedback 4 or more times, it creates an action card which requires a system response.

Actions identified by several CYPF are raised via our Quality governance processes.



Outcomes Tools with elements of User Voice

ESQ – 9 Experience of Service Questions asked at the end of support. Co-produced with Amplify, Mindworks Youth Shadow board and 30 young people. Reported Quarterly - 11/13 partners currently reporting – plans in place for remaining 2.

Goal based Outcome's – Shared decision making to set goals for support with CYPF. Distance travelled and a tool for shared decision making (THRIVE principle).

CYP Survey – Annual survey to explore CYPF whole journey of accessing support and how THRIVE like the system is.

Data from all sources is beginning to be triangulated



CYPF raised actions - Current Priorities

1. CYPF would like increased session length & clearer routes of re-accessing support → Contract expectations have been identified. Literature review of optimum session length completed which highlights lack of clarity around what is 'optimal' and depends on need & intervention. Data beginning to emerge on increased complexity of need which is requiring more sessions to meet.

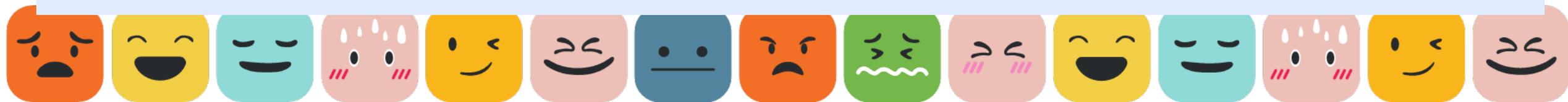
Next steps: Upcoming workshop with commissioners & Mindworks leads to discuss session length & complexity. Task & Finish group to be stepped up to explore and agree Mindworks approach to offering more sessions to ensure clinical safety & consistency.

2. CYPF would like to know how long they may expect to wait → ND wait times added to introduction letters, SABP PALS complaints letters and Mindworks website.

Next steps: Wait times data is available for performance reporting. Recent EFCQP agreement to explore adding average wait time to comms 'what to expect' work with consideration re. language and encouraging access of other resources in the 'interim'.

3. CYPF would like a map of services/Mindworks → Mindworks visual map representation 1st draft complete and will be added to website and used as posters.

Next steps: Engagement due in May to inform final draft with CYP.



5 CYPF Feedback themes progress

Increase ND knowledge (professionals & CYPF)– Progress with increased ND related training for staff (Oliver M) & co-produced webinar series on ND for CYPF. Partnerships for Inclusion of Neurodiversity in Schools (PINS) project to co-produce ND training for 40 primary schools.

‘Waiting well’/Support in the interim – Increased check ins for ND wait list, guidance on accessing private support added to the website, ND strategy & Navigating the maze resources added to website.

Parent/Carer support - Increased comms to share opportunities (HOPE parent/carers workshops has seen increased uptake) and strengthened parent/carers page on website in development. MHST and other teams increased PC support offers.

Session length and re-access challenges – No current re-access policy across Mindworks. Session length progress noted on previous slide.

Navigation - Website updates following engagement in July 23 almost complete. What to expect guide in creation, visual map of Mindworks drafted & pending further engagement with CYP. What is Mindworks description updated for comms campaign to increase understanding of Mindworks.

Neurodevelopmental User Voice

Several of the 5 themes have links to our ND pathway.

Additional action cards for ND include increased use of ‘about me’ profiles to communicate ND needs, increased support during school transitions, alternatives to CBT, measurable standards for schools in supporting children with ND needs.

Progress is being made via the governance processes for user voice which exist in CYP EWMH & Additional Needs & Disabilities & includes additional action cards.

New Young Researchers Project

Coordination led by Surrey CC UVP team & involves Mindworks, Surrey University, Surrey Youth Focus and others to support a group of YP to design & lead their own research project relating to young people’s EWMH. 12 YP recruited, most identify as having a neurodevelopmental need. Currently deciding their research focus, likely links to ND. Recommendations & findings due to be shared Sept/October.

This page is intentionally left blank