

# Improving satisfaction amongst young people and families at the Coborn

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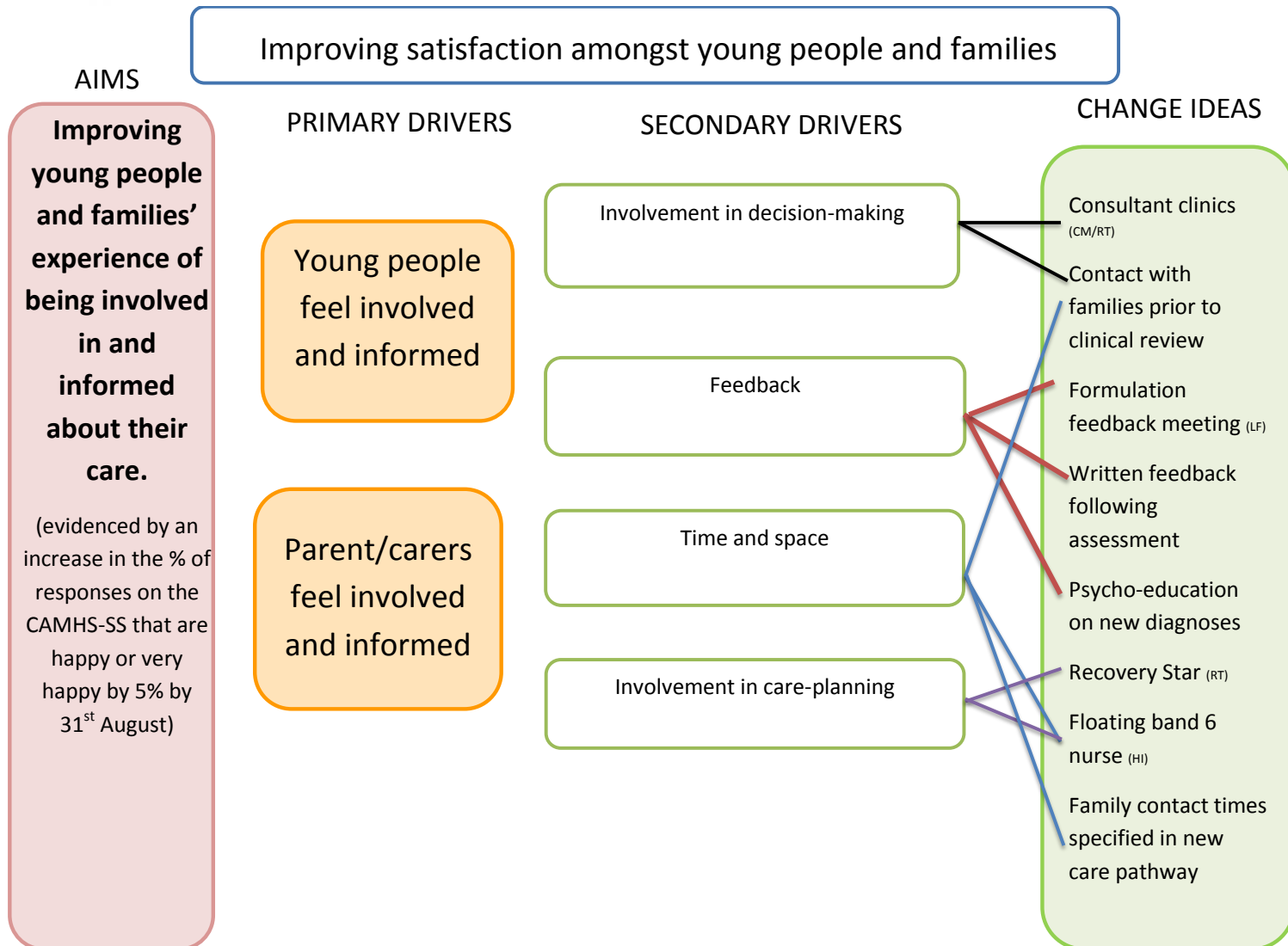
Project team: Henry Iwunze, Rachel Trimmer

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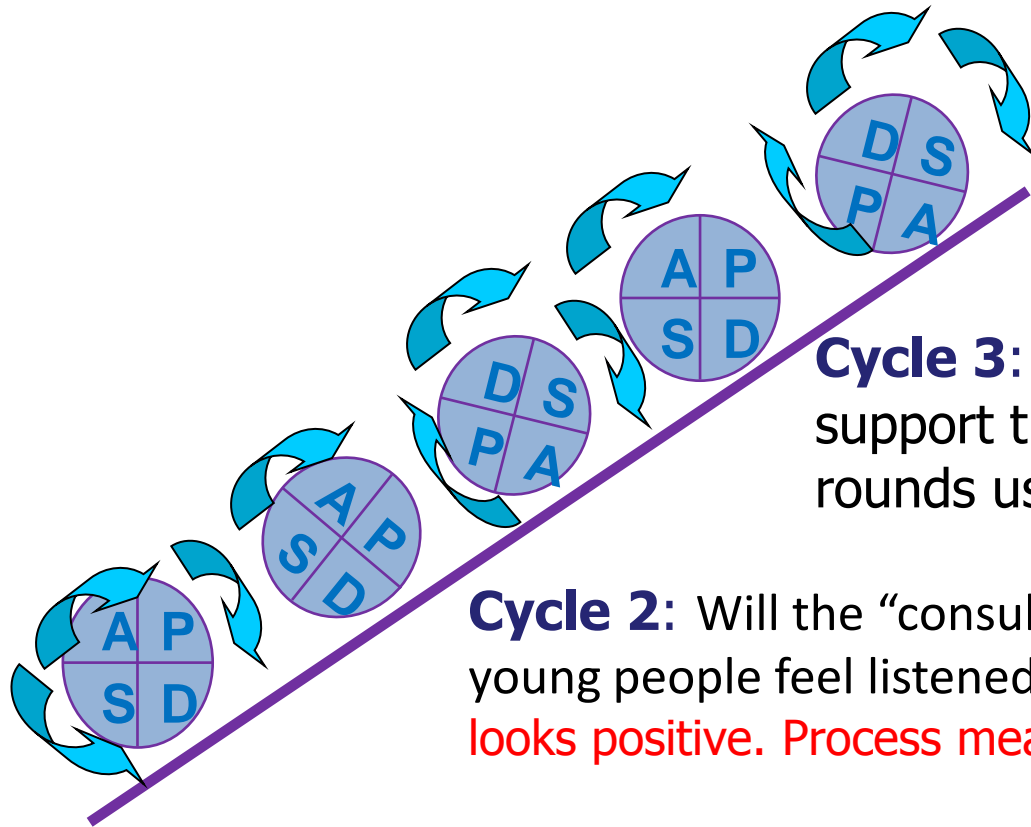
# Background

- Why you chose this project...
  - Noticing themes that connected a number of different staff ideas for improvement: All were about service user/family satisfaction with our co-working with them so we formed one large project with a number of change ideas
- What was the problem?
  - Lack of involvement of YP/families in care planning
  - Some feedback from families that communication could be improved
  - Lowest scores on satisfactions survey questions about sharing information:
    - Q14: “how happy were you with how information was given to you about the nature of your problems and what to expect in the future?” (only 58% YP happy or v happy)
    - Q16: “how happy were you with how information was given to your family or carers about your problem and what to expect in the future?” (only 55% YP happy or v happy)
- Project aim
  - **Improving young people and families’ experience of being involved in and informed about their care.**

# Driver diagram



# Sequence of PDSA's – Consultant Clinics



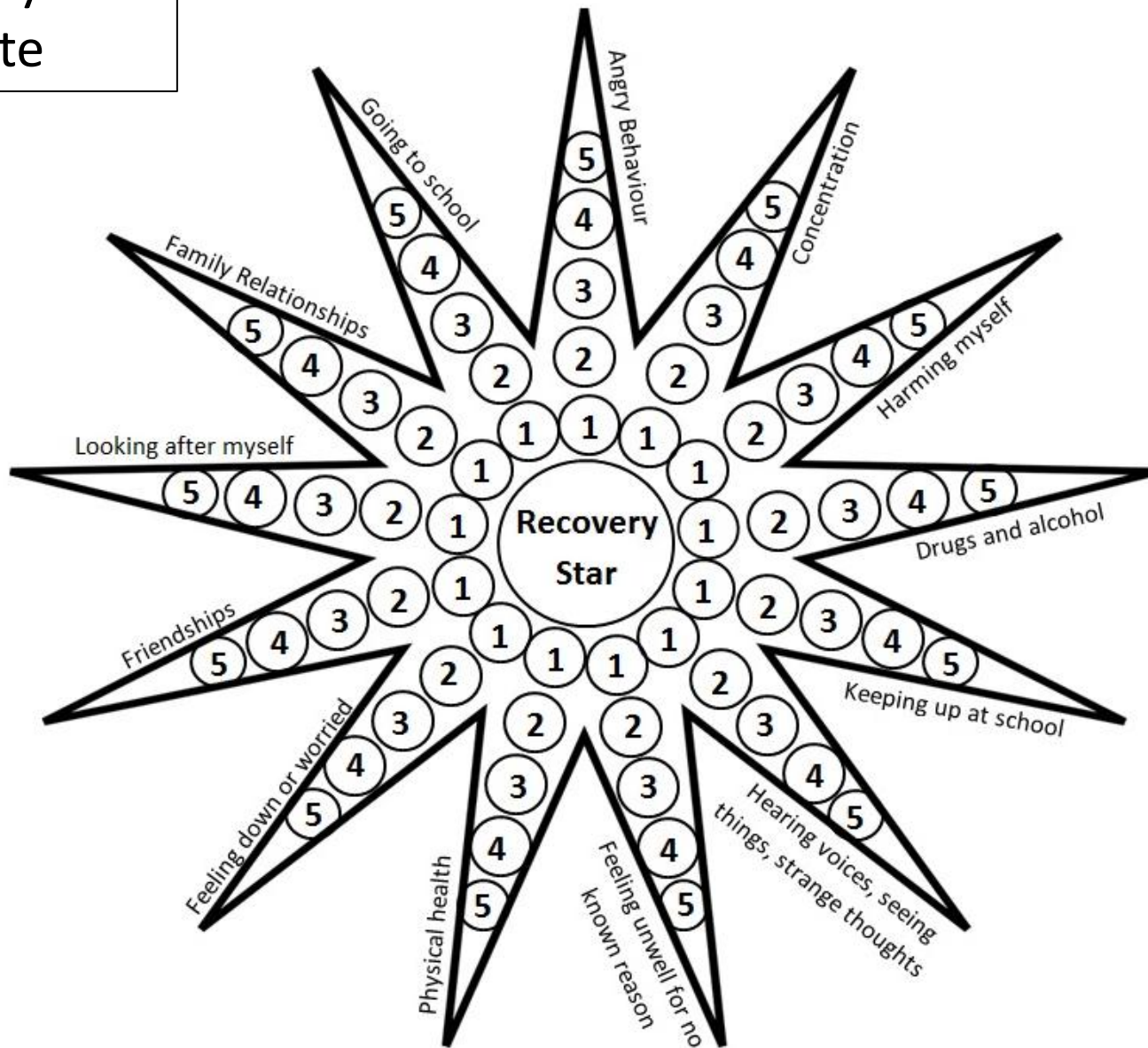
**Cycle 1:** : Is it possible to fit weekly Consultant Clinics into consultants' diaries? **Yes. Each consultant was able to fit 2 weekly clinics each into their diaries.**

**Cycle 2:** Will the “consultant clinic” make a difference to how young people feel listened to and understood? **Initial feedback looks positive. Process measures need to be repeated regularly.**

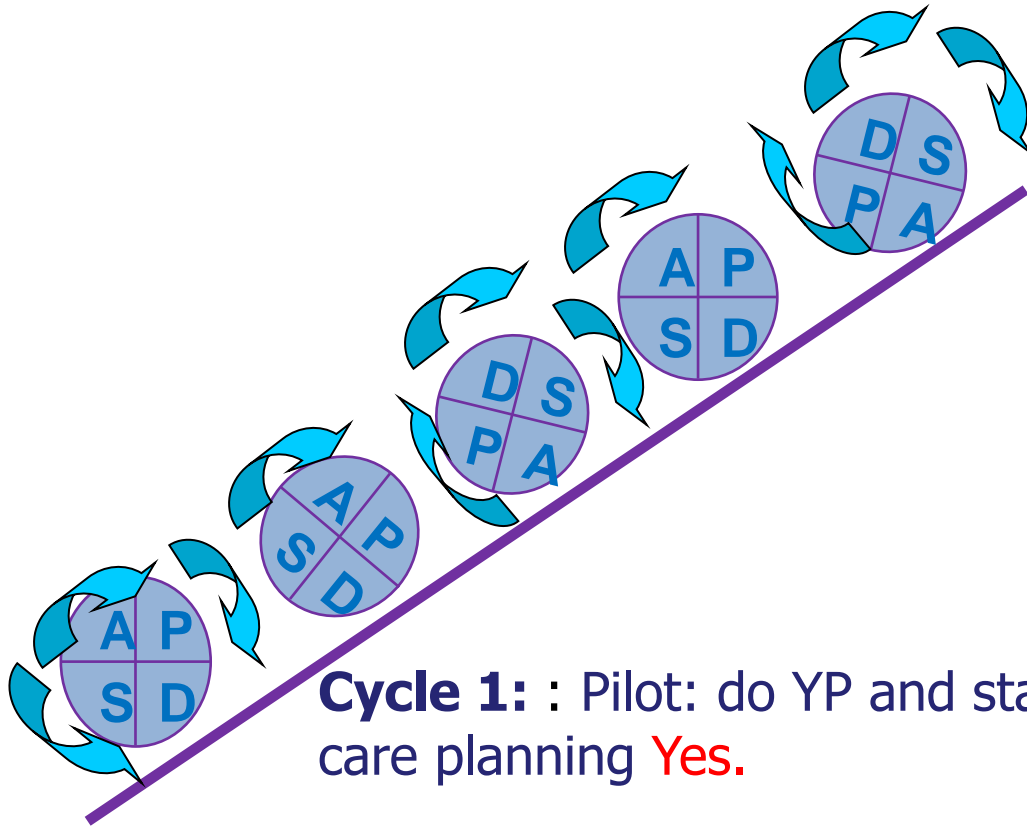
**Cycle 3:** Can the advocate continue to support the young people with their ward rounds using this new format? **Yes.**

**Cycle 4:** Will young people continue to receive structured ward round feedback with this new format?

# Recovery Star Template



# Sequence of PDSA's – Recovery Star



**Cycle 1:** : Pilot: do YP and staff find this a helpful aid to care planning **Yes.**

**Cycle 1:** : Can a recovery star be created using outcome measure data? **Yes.**

# Data






- Main outcome measure will be selected (relevant) questions on CAMHS-SS
  - we have baseline data going back 1.5 years
- Each change idea will also have it's own measures and/or qualitative feedback

## Young person's questionnaire CAMHSS-20

We would like to know your opinion about the services you and your family received from the child and adolescent mental health services. All information that you give will be treated in the strictest confidence, and it will be used as an important part of the regular review and development of the services. All Questions begin with the phrase **WHAT IS YOUR OVERALL FEELING ABOUT...**

For each question, please express whether your overall feelings were very happy, happy, mixed, unhappy or very unhappy, by fully shading in a face using the key below:

Very happy      Happy      Mixed      Unhappy      Very unhappy

1. the effect of services in helping you deal with your problems.....
2. how the professionals (doctors, psychologists, nurses, therapists) listened to and understood your problems.....
3. the personal manner of professionals.....
4. the professionals keeping time of appointments.....
5. the confidentiality and respect for your rights.....
6. the explanation of what was going to happen in your treatment and why.....
7. the effect of services offered to you.....
8. the kinds of service received, in a general sense.....
9. the service you have received, in a general sense.....
10. the advice given to your family or carers about how they could help you.....
11. how effective the service was in helping you improve your knowledge and understanding of your problems.....
12. how effective the service was in helping the relationship between you and your family or carers.....
13. how effective the service was in helping your family or carers to understand your problems.....
14. how information was given to you about the nature of your problems and what to expect in the future.....
15. the ability of professionals to listen to and understand the worries your family or carers may have about you.....

# The CAMHS-SS

the things I liked most about my experience of the child and adolescent mental health services were:

about my experience of the child and adolescent mental health services were:



# Learning

- What did you learn?
  - *Joining together different projects*
    - *Setting up a QI structure that works*
      - *Monthly group for projects leads*
      - *Fortnightly meetings core group*
      - *Weekly meetings of teams working on change ideas*
    - *Collecting meaningful data without too much extra work (previous measure not sensitive enough to change)*

# What next?

- What will you be doing in your project next?
  - Small groups working on each change idea
    - Piloting a floating band 6 as 1st PDSA (is it feasible, what works? etc.)
    - Rolling out the recovery star based on success of trial
    - Gathered more data about how consultant clinic is working (YP and team perspective)
    - A trial of a formulation feedback meeting