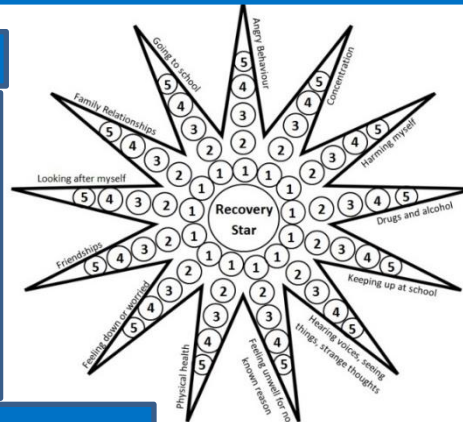


## Aim

To improve the experience among young people on a CAMHS Adolescent Inpatient Unit of feeling their problems are listened to and understood by achieving 80% of young people rating this experience as either 4 out of 5 or 5 out of 5 by March 31<sup>st</sup> 2015.



## Tests of Change

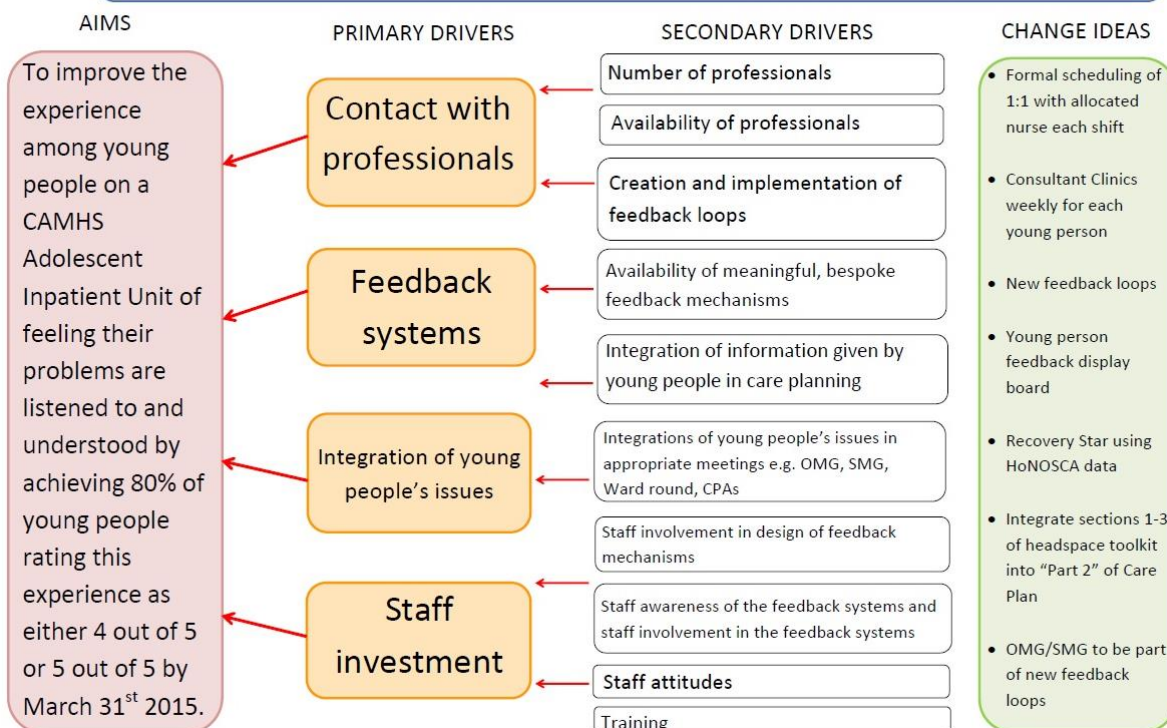
Consultant clinics (CM/RT), Contact with families prior to clinical review, Formulation feedback meeting (LF), Written feedback following assessment, Psycho-education on new diagnoses, Recovery Star (RT), Floating band 6 nurse (HI).

## Why is this important to service users and carers?

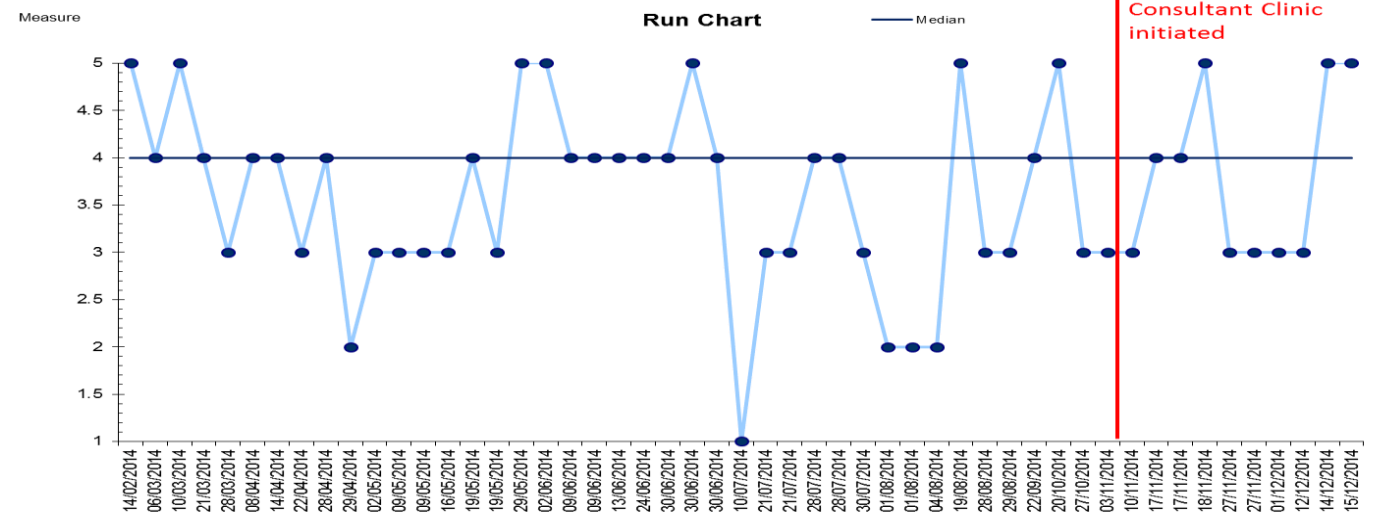
Strengthening the voice of service users is a priority in East London NHS Foundation Trust and a principle we take very seriously at The Coborn; in light of the above it was agreed that our improvement work should focus on this area.

## Driver diagram

**Improving Young People's Experience of Feeling Listened to and Understood by Professionals at The Coborn Centre for Adolescent Mental Health**



## Data



## Learning

- Data is a good way to evidence the need for change, especially when trying to get other team members involved.
- It can be hard to collect data from young people!
- There are biases with the timing of data collection e.g. on discharge, after a difficult Psychology session.