

# Portsmouth Children's Better Care Centre Stakeholder Engagement

Responses to Survey Monkey (been open to staff for 63 days)

27 Responses at 21<sup>st</sup> Nov. 2016

Question 1	Tell us who you are?	Number
	Parent / carer	
	Child / Young person	
	Education Rep	
	Social Care Rep	
	GP/ healthcare representative	26
	VCS Rep	
	Member of the Public	
	Other	1 (staff)
	Total	

Question 2	What do you like about the way services are delivered at Falcon House?	Number of comments
Facilities	<ul style="list-style-type: none"> <li>• Client friendly environment / welcoming / child centred / user friendly</li> <li>• Purpose-built</li> <li>• Always able to book a room</li> <li>• Range of therapy rooms / meeting rooms</li> <li>• Lay out works</li> <li>• Spacious</li> <li>• Outdoor play space</li> <li>• Spacious waiting area - good for anxious clients / parents</li> </ul>	18
Location	<ul style="list-style-type: none"> <li>• Convenient</li> <li>• Parking</li> <li>• Quiet / peaceful / nice</li> <li>• Secure</li> </ul>	8
Staff	<ul style="list-style-type: none"> <li>• Staff working together / in one place</li> <li>• Reception welcoming</li> <li>• Able to contact colleagues</li> <li>• Have their own space</li> </ul>	5

Question 3	What do you like about the way services are delivered at Battenburg CDC?	Number of comments
Facilities	<ul style="list-style-type: none"> <li>• Spacious</li> <li>• Good rooms with appropriate equipment</li> <li>• Inviting for staff</li> <li>• Child friendly / centred</li> <li>• Clinical &amp; office facilities in one place - is efficient</li> <li>• Quiet small office spaces for dictation</li> </ul>	9

Location	<ul style="list-style-type: none"> <li>• easy accessible</li> <li>• Central to the community</li> <li>• free parking</li> <li>• Accessible for the north of the City / whole city</li> <li>• Not a hospital</li> </ul>	8
Staff	<ul style="list-style-type: none"> <li>• Multi-agency / disciplinary base</li> <li>• good liaison / communication between professionals</li> <li>• Decreases feelings of isolation</li> <li>• Services in one place working together</li> <li>• Joined up working / joint appointments - eg between therapies and specialist HVs</li> <li>• Staff &amp; admin together</li> </ul>	11

Question 4	What are the most important things that make attending appointments a good experience for children, young people and their parents/carers?	Number of comments
Appointments	<ul style="list-style-type: none"> <li>• short waiting time</li> <li>• flexible appointment times / out of usual hours</li> <li>• privacy</li> <li>• on time / don't change</li> <li>• timely support</li> <li>• seeing the right professional</li> <li>• clear plans of what next for the child</li> </ul>	14
Facilities	<ul style="list-style-type: none"> <li>• Free / easy parking</li> <li>• Clean</li> <li>• accessible building</li> <li>• Waiting area good / well designed</li> <li>• modern</li> <li>• quiet spaces for clients</li> <li>• child friendly</li> <li>• indoor &amp; outdoor play spaces</li> <li>• Suitable for all ages</li> <li>• spacious rooms</li> <li>• good therapy equipment / toys</li> <li>• Welcoming environment / inviting / non clinical</li> </ul>	33
Location	<ul style="list-style-type: none"> <li>• Accessible by public transport</li> <li>• central</li> <li>• easy to find / easy access</li> </ul>	7
Staff	<ul style="list-style-type: none"> <li>• Friendly / Welcoming</li> <li>• seeing right person at right time</li> <li>• Consistency of staff</li> <li>• Reception staff friendly</li> <li>• trusted professionals</li> <li>• happy staff</li> <li>• joined up services / teams</li> <li>• understand children's needs / communicative/ caring / knowledgeable/kind</li> </ul>	21

Question 5	What improvements could be put in place to make children's and parents' experience even better at our new Centre?	Number of comments
Facilities	<ul style="list-style-type: none"> <li>• Waiting area - adequate seating, age appropriate, light bright, children's artwork, information, stimulating but calming, teenage appropriate</li> <li>• Friendly, inviting environment, non-clinical - delivery rooms 'softened' not surrounded by medical equipment</li> <li>• Board to notify of waiting times</li> <li>• clinical Staff able to use office space for admin</li> <li>• More clinic rooms - so equipment doesn't need to be moved</li> <li>• Better IT</li> <li>• Good disabled access - children with complex needs</li> <li>• Same as Falcon House now</li> <li>• Outdoor therapeutic play area</li> <li>• Quiet rooms for dictation</li> <li>• Sufficient rooms of varying sizes for groups and meetings - e.g. TAC meetings</li> <li>• WIFI in waiting rooms for children &amp; parents</li> <li>• Consulting rooms with comfy sofas for parents &amp; children to sit close together</li> <li>• New centre needs to mirror what is available at Falcon House</li> </ul>	20
Location	<ul style="list-style-type: none"> <li>• adequate parking - big impact on clients attending if not good parking access</li> <li>• on public transport routes</li> </ul>	4
Organisation	<ul style="list-style-type: none"> <li>• Not too many appointments / clinics at same time</li> <li>• Better Booking systems - messaging clients &amp; staff in timely fashion</li> <li>• easy for parents to contact the professionals</li> <li>• Open for early evening appointments</li> <li>• One point of contact</li> </ul>	5
Staff	<ul style="list-style-type: none"> <li>• Welcoming reception</li> <li>• Appropriate staffing levels</li> <li>• Admin / staff knowledgeable about clinical roles &amp; services provided - additional training for them</li> <li>• Good liaison between clinical staff</li> <li>• Appropriate levels of admin support to clinicians</li> </ul>	6

Question 6	The change of location of CAMHS clinics to the Battenburg Child Development Centre site will have an impact on me, my child or my organisation.	Number	impact
Strongly agree		52%	
agree		30%	
disagree		11%	
strongly disagree		7%	

Comments:			
facilities	<ul style="list-style-type: none"> <li>used to hot desking , just need good IT &amp; appropriate chairs</li> <li>The location itself will not be a problem so long as the facilities are available</li> <li>Need to learn lessons about Southampton CAMHS move to avoid low morale</li> </ul>	3	neutral
Organisation	<ul style="list-style-type: none"> <li>Improved opportunities for joint working / joint clinics, improved integrated between services e.g. CAMHS and therapies, CAHMHs on same site</li> <li>Improved info sharing</li> <li>Opportunities for relationship building and improved communications, professional discussions facilitated</li> <li>Will provide high level service wherever we work</li> </ul>	13	positive impact
Location	<ul style="list-style-type: none"> <li>Easier for staff that live outside of city or closer for them</li> </ul>		
facilities	<ul style="list-style-type: none"> <li>Increased use of clinical rooms / pressure on booking rooms</li> <li>Availability of hot desks / admin space (a concern)</li> <li>Disruption during building works</li> <li>Parking - pressure on spaces</li> <li>Space for resources</li> </ul>	27	negative impact
Organisation	<ul style="list-style-type: none"> <li>Less space to meet quietly with clients</li> <li>Effect on working in a bigger admin team</li> <li>Changes could have impact on families (no defined)</li> <li>teams not able sit together</li> </ul>		
Staff	<ul style="list-style-type: none"> <li>More change for staff</li> </ul>		

Question 7	Solent NHS Trust Children & Families will be able to provide a better service for families by developing an integrated clinical delivery centre.	Number
Strongly agree		22%
agree		48%
disagree		22%
strongly disagree		7%
Comments:		
Neutral	<ul style="list-style-type: none"> <li>Unsure, will have to wait and see</li> <li>Potentially but it depends on how teams work together it's not just about being in one place</li> <li>Communication and referral pathways are key to this working - not just about co-location</li> <li>Can't comment as don't know what it will look like</li> <li>Would be useful to include Social Care staff</li> <li>An integrated service (not a centre) will be efficient and better</li> <li>The 2 locations provide excellent facilities, the delivery site would need to be increased in size to not loose facilities</li> </ul>	

Positive	<ul style="list-style-type: none"> <li>• Range of integrated clinical staff</li> <li>• shared experience and skills</li> <li>• quicker response</li> <li>• more joined up working</li> <li>• better communication &amp; info sharing</li> <li>• As long as integrated teams are set up so that it works in practice</li> <li>• Fully support integration and the benefits for families</li> <li>• Being in one place saves money therefore staff</li> <li>• On the whole feel positive</li> <li>• Looking forward to closer working relationships with colleagues</li> <li>• Families have asked for a one stop shop</li> <li>• Joint clinics with a range of health staff</li> <li>• Fewer barriers between health care working</li> </ul>
Negative	<ul style="list-style-type: none"> <li>• Parking inadequate, space at a premium - not set up for mental health services</li> <li>• Concerns about enough space</li> <li>• Co-location does not improve the patient experience</li> </ul>