Involving Children and Young People to Help Monitor Services

CAMHS ‘Patient Experience’ review

Milton Keynes Clinical Commissioning Group’s (MK CCC) Patient Experience Lead involved young people to find out their views as part of a review by MK CCG’s Quality Team of the local CAMHS service in April 2019.

A specific survey for young people to complete was developed (and one for their parents/carers) and this was based on research that indicated what was important to young people when using this service.

The Questions asked were as follows which required a Yes/Partly/No/Don’t Know response:

- The people I see at CAMHS listen to me
- My views and worries are taken seriously
- The staff here know how to help me
- The staff are working together to help me
- The place is comfortable
- It is clear how I can raise concerns
- Overall the help I receive here is good

The Patient Experience Lead provided alternative means of being involved, for example by completing the survey, meeting in person at the clinic or by telephone for a private conversation.

26 children and young people took part. The responders who completed the equality monitoring section of the survey were aged between 10 to 17 and an equal mix of males and females. Most responders declared themselves to be ‘white’ with no-one declaring a registered disability. Services being received were ADHD, CBT, Therapy/counselling and Eating Disorder.

There was also free text boxes on the survey so young people could tell us their views with their own voice and these comments were grouped into themes:

What’s good about CAMHS? – concerns taken seriously, staff caring/helpful/knowledgeable and friendly, high level of consistent support, appointments available once accepted,

What’s not so good about CAMHS? – not enough sessions, waiting times, lack of continuity, no out of hours support, lack of support, help in A&E can be slow, turnover of staff and lack of communication, no windows in waiting area

CAMHS would be even better if…… more sessions provided, use less locums, more funding for more staff, shorter waiting times, appointments could be booked online or out of office hours, more continuity of care

What we did?
The Quality Team reported back the findings to the service provider and an action plan was developed to support improvements. The involvement of Children and Young People Made a difference to the review findings……