

Questionnaires

Pre and post therapy questionnaires eg in groups

Survey monkey for user feedback

Pathways

4-18 yrs

INVOLVEMENT

- School
- Home
- L.S.A
- Teachers
- Training

FEEDBACK

- SENCO
- Parents
- Teacher
- SA
- Child
- Young person

Rating Scales

Parent and child rating scales pre and post therapy

What we do now

Use of emojis for service user ratings

Person centred

Try to include interests in therapy

Parents invited to sessions and coffee mornings e.g. in H.I. ARC's

Children choose specific vocab' and targets for therapy

Support

Send resources to parents when child is receiving therapy

Wrap around support offered as part of community family hub

Accessibility

adapt paper work with symbols and pictures

Talking mats

LSA = Learning support advisor

SA = Support advisor



SCELS = social communication, emotions and life skills.

LEAP = Language enhancement action package



didn't work well

EHC paperwork
↓
Hard for children and parents to access

NHS standard service questionnaire
↓
completely inaccessible for children

Written Questionnaires

Busy Bees Group
Having parents in with children didn't work.

Policies regarding pictures/visuals in reports

Time pressures and workload

Time for contact with harder to reach families
↓
Interpreters + 'busy' families etc

We don't have decent / consistent access to technology

Consultative / indirect model - limited time with child to collect views

minimal EAL Resources

Clinics if child doesn't want to be there

Our Ideas



Some one whose role it is to collect info!

Follow up on Parental Concern rating - post intervention

Sharing (often) what we do across the service / what works well - collate list

More visuals to make things accessible to all

Send out a link to survey when we send out reports or programmes

Design a student feedback form

Working with young people who have been through our systems / clinics to look at what we could improve.

Access to tools for graphic reporting.

Better use of 'In team' expertise
Run upskilling sessions etc.

Share good practice across the team.

- Agenda item at team meeting
- Team member willing to be a 'Voice Champion'

ACTION

Adopt plain english / Visual approach to reports and Questionnaires

Do some co-production with older young people with lived experience (swallow clinic)
To change practice and make what we do work well for everyone.

Organisational support for better use of tech.
Access to simple online tools etc.

Setup feed back mechanisms →

