

Our plans for services for Children and Young People in Devon

An Easy Read Leaflet

July 2017



About this leaflet

We (Northern Eastern and Western Devon Clinical Commissioning Group and South Devon and Torbay Clinical Commissioning Group) are the people who buy healthcare services for people who live in Devon.



We have agreements with organisations to provide those services and we pay them to do it. Right now, the agreements we have to provide children and young people's health and care services are coming to an end.



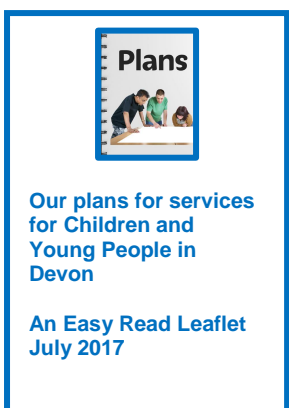
This means we can check to see if the services are ok and see if there is any way we can make them better before we make new agreements.



To find how we could make services better we have been talking to people who use them; especially people who need more help because they have a disability.



This leaflet explains what people have told us and the plans we have made.



What services are we talking about?



Here are some of the services we are talking about:

- Health visitors (these are nurses that help people not old enough to go to school)



- School nurses (these are nurses that help people when they are old enough to go to school)



- Therapists (these are people that help children and young people who need extra help to move and talk)



- Doctors, nurses and therapists who help children who need extra help at home and at school because they have a disability (e.g. they are blind or need to use a wheelchair or have a learning disability)



- Doctors, nurses and therapists that help children or young people who do not feel very good because they have mental health problems.

When we asked what would make these services better, people said:

- I want information and help as early as possible



- I want to be able to choose services



- I want to be able to choose where I go if I have to live somewhere else to get help



- I want to be seen somewhere I feel comfortable, not always in an office or hospital



- I want people to help with all my health needs not just one





- I only want to tell people once about me and the help I need



- I want help to live in a healthy way. If I have to wait for this, please give me some help while I am waiting



- I want help earlier, before things go badly wrong



- I shouldn't have to fit in with the service, I want the service to fit in with me



- Carers need help and want to support each other



Our plans

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You told us that there were ten things that were very important to you. So we plan to buy services that will:



1. Give you advice when you need it and how you need it



2. Give you help quickly when there is an urgent problem



3. Give you help quickly even if the problem is not urgent

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4. Put one person in charge of all your care (coordinator)



5. Give you the information about the plan for your care and when things will happen



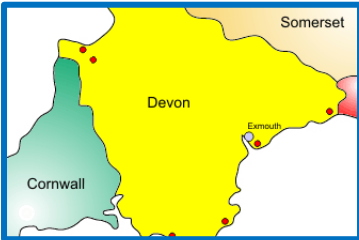
6. Listen to you and your family when you tell us how you want us to help you



7. Make sure staff work together no matter what organisation they work for so I get help at the right time no matter who I see



8. All the people supporting a child know who co-ordinates the care



9. Be there for any child or young person living anywhere in Devon who needs help with their health



10. Keep your records on computers. This will mean that records are safe but everyone who needs to look at them can.

We will check that all this is happening by asking the people who provide services to show us that they do all these things.



How you can tell us what you think of our plans

For 12 weeks between **13 July and 15 September 2017** we are asking people what they think of these ideas

Anyone can give their views, but we really want to hear from you if you are:

- A child or young person that has been helped by these services.
- A parent or carer.
- A person who works with children and young people.
- A person such as a doctors, nurse or youth worker who puts children and young people in touch with services so that they can get help.



Complete our survey

An online survey is available here:

<https://www.surveymonkey.co.uk/r/devonchildrenshealthandwellbeingservices>



A paper survey is also available.

Talk to us

Over the summer we will be going to the places and events that children and young people go so lookout for us and talk to us about your ideas.



We also want to talk to parents/carers. Call or email us to arrange this. Contact details are on the next page.



Do you need this booklet in another language or with bigger words?

If you need information in another language, in bigger words or another format, please contact us using the details below.



Need more information?

More information is available on our website:

<https://www.newdevonccg.nhs.uk/your-ccg/children-and-young-people-100144>



If you have a question that is not answered here or on our website, please contact us using the details below.



Contact us

Email: devonchildrens.services@nhs.net



Telephone: 01803 652480