




Improving Children and Young People's Community Health and Care Services

Your views on our proposals for future children's and young people's services across Devon

Summer 2017

What services are we talking about?

	<ul style="list-style-type: none">• 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)
	<ul style="list-style-type: none">• 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)
	<ul style="list-style-type: none">• Doctors, nurses and therapists that help children or young people who do not feel very good because they have mental health problems.

We asked what would make these services better and people said:

Tell my story
and give my
details once

More choice

I want the services to
be for me/centred
around me

Work
together

More focus on
supporting children
and young people
earlier

What do you think?

What will make it easier or harder for you to receive the right support and treatment?






Easier










Harder

What makes children's services good? (Please choose 5)

	 <p>Information on how to manage while you're waiting for a service</p>	 <p>Being told how long you will have to wait for a service and what it will be like when you get it</p>	 <p>One person who you can contact to talk about your care and what you need</p>
 <p>Children and young people should be prioritised on risk and need</p>	 <p>If I need services, I can get them near where I live</p>	<p>If I need services, I can get them near school</p> 	 <p>I am involved in setting goals and decisions about my care</p>

What makes children's services good? (Please choose 5)

 <p>Services help me to understand my own health and wellbeing, and be as independent as possible</p>	<p>If I don't have the right 'connection' with the professional, I can change to another.</p> 	 <p>Appointments are at flexible times and places to suit family life</p>	<p>Crisis services are available out of hours</p> 
 <p>I can get quick advice about my situation without needing an appointment</p>	<p>If I've got a long term condition, I don't need to wait for another referral to get help again</p> 	<p>OTHER</p>   <p>Not on the list? What are the best bits for you? Tell us 😊</p>	<p>I Don't know</p> 

“Your big question”

What do we ask organisations to help us decide how suitable they are to provide the services you use?



What do you think we should look for, to measure whether a service is ‘good’?

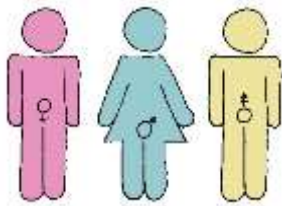


How old are you?

- 6-11
- 12-15
- 16-18
- 19-25

What is your gender?

- Male
- Female
- Other



Do you consider yourself to be disabled?

- Yes
- No



Please return to Engagement, NHS South Devon and Torbay CCG, FREEPOST RTEZ-YHRC-RZKZ
Pomona House, Oak View Close, Torquay, TQ2 7FF

Services for children and young people care for individuals that may be vulnerable for a number of reasons including age, gender, disability, sexual orientation, religion/belief and race. We need to give consideration to this as we plan services.

If you have any ideas or suggestions about considering diverse needs, please tell us below.