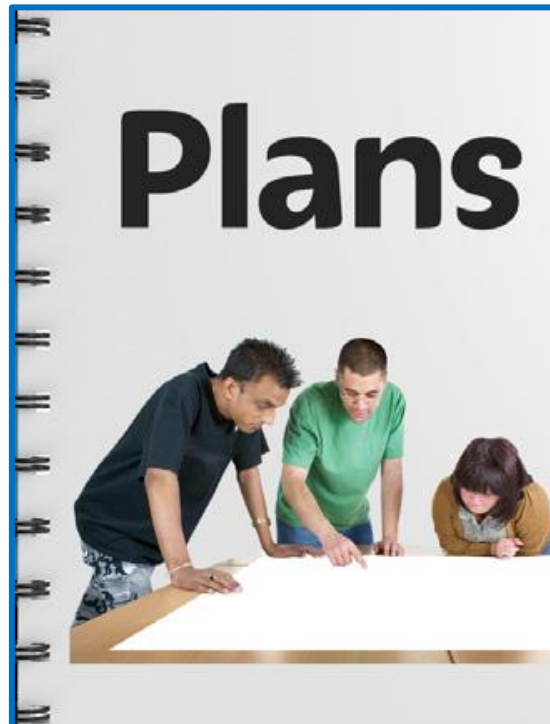
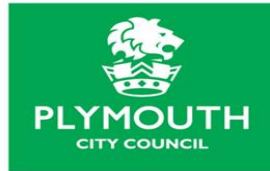


**NHS**

Northern, Eastern and Western Devon  
Clinical Commissioning Group



# Our plans for services for Children and Young People in Plymouth

## An Easy Read Leaflet

August 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.



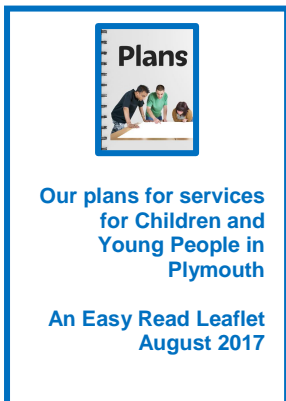
We have agreements with organisations to provide those services and we pay them to do it. Right now, some of the agreements we have to provide children and young people's health and care services are coming to an end.



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 **IN PLYMOUTH** 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 children not old enough to go to school)



- School nurses (these are nurses that help children and young 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

- The people that look after me to be based in the same building. This would make it easy for them to work together as one team, even if they are from different services. It would also make it easier for me when I have appointments because I will know that my team is all under one roof.



### I want

- The money that supports my care and treatment should be in one place and accessible to all of the people looking after me so that they can spend it on things I need, no matter which service they work for.



### I want

- My assessments to be done once and shared so that I don't have to give the same information more than once.



### I want

- Information about me to be shared with everyone that needs to be aware so that they can help me early on before my problems get bad.



### I want

- The people that plan services to understand that children and young people sometimes need more than one type of help. For children and young people to be OK, services need to work together to support wider needs.

### I want

- One person to be the main person that co-ordinates my care with the rest of the team.

## Our plans



1- Children, young people and their families understand the plan for care and know how to ask questions or get extra help.



2- A point of contact for early help and support that anyone can contact direct if they think they might need support.



3- Support children and young people to work toward life goals.



4- Provide a single point of contact to offer advice and support to children from the time they first contact services until the time they begin to receive treatment and care.



5- Join up education and health services for children and young people with special needs. Use the suggestions given by local children, young people and their families to plan and improve services.

Two main things that people wanted to improve were for things to move a little faster and for experience of using the services to improve. Both of these things should be prioritised.

**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

From now until the 30<sup>th</sup> September 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.

## 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:

**WWW.**

<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](mailto:devonchildrens.services@nhs.net)



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