

Progress against the 2020/21 Grading

Key:

Grading rating	Meaning
E	Excelling
A	Achieving
D	Developing
U	Undeveloped

Objective 1: Better Health Outcomes for All

Narrative: The NHS should achieve improvements in patient health, public health and patient safety for all, based on comprehensive evidence of needs and results

Outcome	Previous Grading Panel rating	Recommended Grading Panel rating	Our actions	Documentary evidence
1.1 Services are commissioned, procured, designed and delivered to meet the health needs of local communities	E	E	<p>Race/Religion</p> <p>The Trust website ensures accessibility for those whose 1st language may not be English with the inclusion of the “RECITE” tool which enables the user to change the language of the text which includes a read/audio functionality option.</p> <p>In Luton Children’s Service’s the Paediatric Epilepsy Team hold monthly parent groups in two locations to cater for different demographics. One is attended by Black Asian Minority Ethnic (BAME) communities and pre-Covid was located within easy reach of the relevant community, interpreters attend and service users set the agenda for discussions. Work has been undertaken with members of the BAME group to support them to access the virtual groups on Microsoft Teams.</p> <p>In Luton Children’s Service the Paediatric Epilepsy Luton Children’s hosted a question and answer session for its BAME parents to address their concerns and questions in relation to Covid vaccine hesitancy. As a result two families then booked in and had their vaccines.</p> <p>In Luton Children’s Service Focus groups, one-to-one conversations and discussion with digital community groups were held to collate a list of questions, concerns and to support the Trust to better understand vaccine hesitancy in the community. The feedback, together with similar work from</p>	<p>Service websites and information</p> <p>Service Specification, Meeting notes and actions (MS Teams)</p> <p>MS Teams, co-production reports</p> <p>Social media , emails, notes</p>

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			<p>colleagues across the Trust who are members of the BAME Network was used to inform a Trust wide 'FAQ' video featuring the Chair of the BAME Network.</p> <p>In Luton and Bedfordshire Children's Service a group of new and existing BAME breastfeeding mothers provided feedback for and participated in the co-production of the one year anniversary video for the #Freetofeed campaign.</p> <p>In Luton Children's Community Services Microsoft Teams was tested as a platform to host focus groups to support the continuation of co-production work through Covid restrictions. The tests were with different forms of digital technology and with various sections of the community including different ethnicity and languages, age, gender and included a pregnant mother and a mother of young children.</p> <p>Members of the diverse communities have been actively encouraged to participate in service user interview panels for example Chief Nurse, Chair of the Board and Head of Safeguarding posts.</p> <p>In Luton Children's Community Services members of our diverse communities have participated in projects such as the Brief Observation Symptoms of Autism (BOSA) evaluation.</p> <p>In Luton Children's Services the Paediatric Epilepsy Service have worked with Luton and Dunstable hospital and Luton Clinical Commissioning Group for patients with a diagnosis of epilepsy. The pilot is for a patient held digital platform called Patient Knows Best (PKB) that aims to enable patients to tell their story once by containing medication history, digital seizure log, resource library, prescriptions etc all in in one place. Local families from diverse communities have been involved in the process of co-producing and planning the pilot and tailoring the platform to suit the needs of the local populations. The families involved have tested a number of languages on PKB to support those with English as a second language for example Punjabi, Urdu Bengali and Polish. South Asian families have helped simplify the language; all families have changed the 'all about me' section to reflect the needs of their children.</p> <p>In Luton Children's Services the Paediatric Epilepsy Service have listened to the families of children from South Asian background and started a newsletter in which tips are shared as well as information related to their child's condition. This has led to increasing the awareness of the ability to have prescriptions printed in different languages and the use of a key to a changing room at the shopping centre for families with children with disabilities.</p>	<p>Anniversary video, social media and emails.</p> <p>Test results and notes, instructions, MS Teams.</p> <p>Emails, messages, feedback and participation from relevant communities.</p> <p>PKB Project notes, focus group and meeting minutes</p> <p>Newsletter</p> <p>Emails, Job Description</p>

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			<p>Bedfordshire: Children’s services has a dedicated ‘hard to reach’ practitioner who supports the service expertise and has been working with the local authority Gypsy and Traveller Engagement Officer with the G&T community.</p> <p>Norfolk: Families from Gypsy, /Romany and Traveller (GRT) communities & Migrant families are supported by the service pathway. The services Gypsy, Romany and traveller and migrant families staff champions support the service and NCYPH staff to offer appropriate and timely support to these families and communities. This has included :</p> <ul style="list-style-type: none"> • letters translated where necessary i.e. into Arabic for Syrian refugee families • Using interpreters for Attend Anywhere video call appointments, phone contacts and face to face as needed • GRT families are supported through Universal Plus service offer , so have had monthly phone call contact by the GRT Champions • The People from Abroad Team weekly meeting is attended by NCYPHS to keep up to date with their activities, issues that are relevant to the service and any new families who may have arrived into Norwich with refugee status . • Support is offered to asylum seekers with children when the service is made aware of them. • The services GRT and migrant families’ specialist lead or a GRT champion attends nationwide GRT "workers" meetings. This consists of attendees with similar roles to NCYHPS GRT champions but who may be employed by their county's public health dept. this enables NCHYPS representatives to have an input into the wider picture and to influence policy across the UK • The NCYPHS GRT Champions meet bi monthly to touch base with what is happening at the GRT sites, unauthorised encampments etc • Liaisons between our service representative and the Local authority, Norfolk county council takes place when unauthorised encampments occur to ensure families are offered the relevant health service and support they need. <p>For those service users whom English may not be their first language the service offers support</p>	<p>Website</p> <p>Emails Powerpoint presentations Reports</p> <p>Emails Workshop questions Interview sheets Training literature Feedback</p> <p>Minutes Emails Working Together Form</p> <p>Volunteer role description Minutes Emails Application form</p>

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			<p>through DLA languages. This has included the request for a signer to support a parent who had hearing impairment. To support with appointments and meetings.</p> <p>Norfolk: Representation of diversity on-line – the service continues to endeavour to ensure true representation of the diversity of families and communities within Norfolk on the Just One Norfolk website. Both through visuals images and contextual content.</p> <p>Cambridgeshire & Peterborough: working with the Travelling Community on how to access the video appointments for the Healthy Child Programme. A video explaining how to use Attend Anywhere was animated with one of the Fenland Health Visitors doing the voice over.</p> <p>Disability</p> <p>Bedfordshire:</p> <ul style="list-style-type: none"> • Occupational Therapy team sensory services video is now available to listen or read in various languages for parents of children with special educational needs and disabilities. • Children’s service practitioners are working with Bedford Borough local authority to deliver a programme of events for a ‘Summer of SEND’ (Special Educational Needs and Disabilities) • In support of Central Bedfordshire Local Authority Written Statement of Action, the service has designed a training package and supported schools across the area to deliver co-production workshops to children and young people with SEND. 15 Settings have participated including teaching for the deaf, visually impaired, and special needs schools, totalling a reach of 145 young people with SEND <p>Bedfordshire and Luton:</p> <ul style="list-style-type: none"> • Children’s Services practitioners have collaborated with local authorities and stakeholders to develop a Neuro Developmental Disorder (NDD) pathway for children and families with special educational needs and disabilities. • Practitioners and senior managers meet monthly with local authority, parents and stakeholders to form an NDD Operational and NDD Strategic group to review services for children and young people with a Neuro Developmental Disorder and Special Educational needs and Disabilities (SEND). Internally Bedfordshire and Luton Children’s Services hold a monthly SEND operational meeting to review and develop services for children with 	<p>Local Offer Website Meeting Minutes</p> <p>Meeting Minutes</p> <p>Meeting Minutes Website Quality Report</p> <p>IQVIA Reports</p>

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			<p>SEND.</p> <ul style="list-style-type: none"> Community paediatrics service have collaborated with parents, young people and stakeholders to co-produce a post diagnosis resource pack following the diagnosis of a neuro developmental disorder, for children and their parents with special educational needs and disabilities (SEND) <p>Luton Children’s Services:</p> <ul style="list-style-type: none"> The services collaborative work with partners, stakeholders, parent carer forum and parent representatives has been undertaken to address system wide gaps identified in the written statement of action in addition to staff engagement and work with children, young people and their families to address Trust specific gaps. This includes: <ul style="list-style-type: none"> Young person’s research design panel that co-produced a survey for 16-25 year olds to understand the impact of Health, Mental health, Social Care and Local Authority provision. Within the Trust, an additional filter was added to the existing survey to ensure the voice of those with special educational needs and disabilities (SEND) could be clearly heard, responded to and acted upon. This has been rolled out as best practice across the Trust. Information session developed and held for parents on the sensory processing pathway to better understand service provision. Audit to look at if the speech language communication needs provision identified in the EHCP plan is being received by the child or young person Children’s Service, in response to gaps identified in the written statement of action and to amplify the voice of young people with special educational needs and disabilities (SEND) Luton Children’s Services launched Young Voices of Luton (YVoL) a virtual working together group for young people aged 15 + in July 2020 . Examples of work the group are involved in and the consequential impact includes but is not limited to the following: The group co-produced their group name, logo, group values and a video promoting the group. More recently the group has co-produced their own web page, a poster to recruit more members, and influenced the design of promotional material for ChatHealth. The involvement of the Young Voices of Luton in providing feedback from the perspective of young people with SEND has provided a valuable insight for example in the Transitions Programme which has resulted in the final pathway being presented as an infographic to 	<p>Written Statement of Action work, YVoL minutes, Group video, social media.</p> <p>Meeting minutes, digital platform and pilot details</p> <p>Infographic, feedback, resources.</p> <p>Meeting notes, feedback from interviews.</p> <p>Trust Wide Working Together Report</p>

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			<p>support young people with ADHD.</p> <ul style="list-style-type: none"> • They provided feedback to the local authority with regards to redesigning the town centre to be more SEND-friendly. • The Group's video highlighted the experience of one young person unable to access the local Mall due to the absence of a hoist in the WC facilities. This was picked up by Luton Local Authority and the young person is now aware of a hoist installed in the Mall allowing her to shop locally. • Using a voice note for group updates is provided for a member who finds it difficult to read written information (suffers with anxiety and is dyslexic). • Children's Service the work with Luton Children's Continuing Care Team to support families of children with complex needs to co-produce improvements in the care and support they received was put on hold at the request of families due to immediate practical plans required to support them with the care of their child. Prior to this, feedback was gathered through one-to-one interviews with each family and potential solutions included an online peer support group, service user created information sheet to support new families with every day challenges such as larger bins, managing deliveries, coordinating prescription. The final solution was a closed Facebook group. This will all resume following a meeting planned with the service later in 2021-2022. <p>Norfolk Healthy Child Programme</p> <ul style="list-style-type: none"> • Continues to work with the Local Authority, education, families and voluntary orgs in response to the recent CQC SEND inspection. This includes annual HCP contact with children and young people by an HCP practitioner, partnership work to improve referral to specialist services and working to provide early services and health support in community and school settings. • On line access to The Norfolk Positive Behaviour Strategies programme (PBS) on Just One Norfolk digital platform - this is a programme for families of children with additional needs produced by partners in Norfolk Community Health and Care and Family Action. It was developed to give group support to families of children who had been referred for assessment by a specialist team. These sessions have been developed during the Covid-19 outbreak to offer support to all families with additional needs. • Norfolk: On line forums and focus groups - During Covid NCYPHS specialist staff attended and presented up to date health service information and support to professionals and parents via online SEND forums and parent focus groups, including advice on behaviour, 	<p>Focus group notes / flyers</p> <p>Just One Norfolk website</p>

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			<p>emotional well-being and developmental needs.</p> <p>Cambridgeshire & Peterborough:</p> <p>Working with Voiceability over t lockdown to create health questionnaires to give us insight into accessing healthcare, ChatHealth and mental health issues for those living with disabilities aged between 13 and 19 years. The results fed back into the Children’s Specialist Services and the Healthy Child Programme.</p> <p>Luton Adults:</p> <p>Remote Health Monitoring describes the use of specific technology aids and resources to support patients with respiratory and heart conditions to self-manage. The technology enables patients to look after themselves at home without regular input from a clinician.</p> <p>Pregnancy and maternity:</p> <p>Bedfordshire:</p> <ul style="list-style-type: none"> • Antenatal Education video (Bump, Birth & Baby Stuff) has been made available online and now available to listen or read in various languages. • 0-19 Services regularly attend Maternity Voices Partnership meetings and work in collaboration with local maternity systems on a variety of projects including perinatal mental health peer support offer and 2 year birthday card to aid public health messaging on child development • 0-5 service have actively sought feedback from service users on the refresh of the 0-5 service via a questionnaire which has received a total of 1400 responses from parents from the antenatal to 5 year age group. • The Specialist Health Visitor for Perinatal Mental has developed a group which offers a safe space where expectant and postnatal mothers that are or have experienced perinatal mood issues and have required support with their mental health from the service can come together; share experiences; learn from each other, reflect and connect. • Baby Friendly Team: The team has launched a new initiative to support mothers and babies in the first weeks of life with infant feeding. A number of our Breastfeeding Buddies, who are peer support volunteers, have begun calling new families to provide breastfeeding 	<p>Local Maternity Services Meeting minutes Co –production highlight reports</p>

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			<p>support in the early days. This identifies early problems which can then be solved and prevents further complications which are often the reason for breastfeeding ceasing earlier than mothers would like.</p> <ul style="list-style-type: none"> A text service Parentline, for parents of children and Young People aged 0-19 years continues to provide quick access to Health visitors for parenting support, and is particularly beneficial as a means of access to the service for service users that are deaf or hard of hearing. <p>In iCaSH:</p> <ul style="list-style-type: none"> Outreach teams within iCaSH services provide contraception services within schools to increase accessibility of services Our Young Peoples Community Contraception Nurse (YPCCN) role works specifically with young people who have experienced an unplanned pregnancy, to avoid a subsequent unplanned pregnancy. Providing signposting and referral to local Termination of Pregnancy services as appropriate <p>Norfolk: The service liaises with local voluntary and private Breastfeeding services offering support, advice and guidance to ensure joined up working for those families that maybe in need of support.</p> <p>Norfolk: Local maternity strategy group - The service is representative and an active partner on the Local Maternity Strategy (LMS). This has resulted in changes to service offer, the inclusion of NCYPHS families input, participation and engagement on antenatal, maternity and postnatal services offer and redesign. This included family feedback and input on the newly introduced digital maternity case records.</p> <p>Norfolk: Maternity voices partnerships - Regular attendance and representation on local Maternity Voices Partnerships</p> <p>Gender Reassignment</p> <p>iCaSH services:</p> <ul style="list-style-type: none"> Use of non-binary/gender identification is supported iCaSH wide Website and online screening platforms worded for anatomy rather than gender 	<p>Maternity voices participation group meeting minutes</p> <p>Quarterly Reports Staff feedback Service specifications</p> <p>Patient story at the Board – September 2019</p> <p>Service Plans</p> <p>Social Media Communications Plan</p>

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			<ul style="list-style-type: none"> Remote service provision model and the offer of postal medication has increased access for many, for whom travel may have previously been a barrier <p>In Bedford and Luton Children’s Services:</p> <ul style="list-style-type: none"> , ChatHealth confidential text service for young people aged 11-19 years continues. The service provides quick access to school nurses for support, and is particularly beneficial as a means of access to the service for service users that are deaf or hard of hearing. The service has been used by young people for emotional and wellbeing support, including sexual orientation queries. Transformation work within the community paediatrics service continues. Children’s services have created an animation to encourage school aged children to have their flu vaccination. You can view the animation here: https://vimeo.com/510659075/0b4540f36b The service has also created an animation for younger children having their MMR vaccine. The animation can be found on our website here: https://www.cambscommunityservices.nhs.uk/advice/childhood-development and includes a script which can be translated into different languages. <p>Norfolk:</p> <p>Collaborative work between Norfolk Young Carers and the NCYPH service resulted in being awarded the Young Carer Friendly Tick Award – Health, 2020 This involved consulting and holding workshops with young carers to create and agreement of what support was needed for young carers.</p> <p>Norfolk Youth Member of Parliament (NYMP) Training on the Chathealth ambassador role was given to Norfolk youth members of parliament. The outcome going forward being that NYMP will share their knowledge and promote ChatHealth with their peers.</p> <p>Service offer; Chat Health for young people aged 11-19 Promoting of the role of Chat Health Ambassadors in schools & college through schools websites /newsletters and social media.</p> <p>Norfolk service - Youth advisory board representation:</p>	<p>Meeting Minutes</p> <p>Website Quality Report</p> <p>Correspondence from service and young people.</p> <p>Co-production activity tracker</p> <p>Website content</p> <p>Project meeting minutes</p> <p>System1 SEND families records</p> <p>CCS Website, meeting notes, planned launch. Local offer.</p> <p>Meeting notes, local offer website</p> <p>Written Statement of Action</p>

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			<p>Representatives of the service regularly attend Youth advisory boards across Norfolk. Promotion of the NCYPHS universal and targeted support was shared and consulted on. This has continued where practical throughout lockdown and included;</p> <ul style="list-style-type: none"> • Young people’s involvement in developing films and animations for the Just One Norfolk digital platform and promoting Chathealth texting service • Young people being “Mystery shoppers” of the NCYPHS ChatHealth texting service. Resulting in feedback and comment regards; ease of access and use of the texting service, professionals responses; also identified a training need regards some staffs confidence regards matters relating to LGBT. <p>Norfolk - Healthy Child Programme Teenage and young parents.</p> <p>Teenage and young parents are supported by the services Teenage Parents pathway. Teenage and young parents accessing these services were invited to attend a fun event where they were consulted on the service they receive and on new areas of the universal offer –the Just One Norfolk digital platform and filming content for the website..</p> <p>Digital offer including Just One Norfolk digital platform – NHCP Universal service</p> <p>Norfolk Families continue to be consulted on our Just One Norfolk digital platform. During Covid this element of the service has been key to keep families informed on health matters both Covid and non Covid related. Information on the website has been developed collaboratively with e.g. with GP’s, Acute Trusts, Local Authorities and voluntary organisations.</p> <p>In iCaSH services:</p> <ul style="list-style-type: none"> • Accessible premises and hearing loops are provided across all iCaSH sites. For those service users with hearing or speech impairments, an option to contact PALS via email for contact with clinics to assist with initial assessment and booking face-face appointments with translator has been put into place following recent feedback from a service user who experienced difficulty in accessing the service. • Outside of COVID-19 restrictions, visits to clinic are facilitated prior to arrange appointments to ensure that anybody with an additional need feels comfortable and confident in accessing an iCaSH service. 	<p>work, minutes, Group video, social media.</p> <p>NCYPHS complex needs pathway documents – SOPS</p> <p>System1 SEND families records</p> <p>Focus group minutes /notes</p> <p>Just One Norfolk website content.</p> <p>Meeting minutes, digital platform and pilot details</p> <p>Service specification</p> <p>Meeting minutes</p>

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			<p>Cambridgeshire & Peterborough:</p> <ul style="list-style-type: none"> A diverse group of 9 young people took part in the recruitment of the Trainee Education Mental Health Practitioners. They met with the team to write questions for interview and took part in the panel to recruit to 8 posts. The debrief session helped them recognise the skills that they had learnt about how the NHS works, their own confidence and learning new experiences. A young person has a role on the Mental Health Support Team's governance board, attending monthly meetings and taking part in active decision making within the group. A young person has a year long volunteer role in a gap year before starting university as the first Co-Production Volunteer. She has co-written her volunteer role, has completed training and taken on a co-production research and support role alongside services, supporting and attending workshops, talking to outside agencies and collating evidence. She has taken part in three recruitment opportunities with the Healthy Child Programme. <p>Marriage and civil partnership</p> <ul style="list-style-type: none"> iCaSH services take into consideration the diversity of family structures; e.g. single parents, same sex couples, arranged marriages Support partners as part of care if appropriate. <p>Norfolk: The NCYPHS engaging with fathers / partners and carers working group - focuses on the carer, with the primary role of encompassing every one, fathers , partners, same sex parents .</p> <p>Changes have been made to family records templates to ensure that the service is routinely registering partners on system records.</p> <p>Covid has enabled the service to be more flexible and inclusive regards times and locations; by using video calls and being able invite fathers / partners to appointments.</p>	<p>Website</p> <p>Meeting minutes</p> <p>IQVIA Reports</p> <p>Quality Report</p> <p>Emails Training Resource</p> <p>Written Statement of Action work, minutes, and Group video, social media.</p> <p>Meeting notes, comms material.</p>
<p>1.2 Individual people's health needs are assessed and met in appropriate and effective ways</p>	<p>A</p>	<p>A</p>	<p>Age</p> <p>Norfolk: NCYPHS - All contacts are made relevant to child and young people's individual needs. These needs are identified through the services development assessments in partnership with parents /carers/ young people. Mandated contacts are in place and any initial 5-19 years support</p>	<p>Event posters/flyers and records. Board reports</p> <p>Service websites and information</p>

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			<p>starts with a health assessment.</p> <ul style="list-style-type: none"> Any requests for support taken through the services Single Point of Access - Just One Number are assessed to identify the most relevant service team, to offer the most appropriate health support or to sign post onto the relevant partner agencies. <p>iCaSH services:</p> <ul style="list-style-type: none"> Are commissioned to deliver services to people aged 13yrs+ Online screening available to patients aged 16yrs and over Individual risk assessments undertaken with each patient during their consultation, to ensure that their health needs are appropriately and effectively assessed and met Longer appointment times are allocated for young people under 18yrs accessing the service. Face to face registration provided for people aged under 16yrs, as a means of ensuring all safeguarding elements are assessed and addressed if necessary <p>Pregnancy and Maternity</p> <p>Cambridgeshire & Peterborough – Video assessments were discussed at the Parent/Carer Healthy Child Programme working together group. Advantages and disadvantages of a video call was discussed for Ante-natal appointments, New Birth and Six Week check appointments throughout Covid. The information gained was discussed in Senior Managements meetings to help design our response to the pandemic. It highlighted that each experience was different for each family and the consequences of digital poverty or poor internet coverage.</p> <p>Disability</p> <p>Luton Adults: Community Phlebotomy team work alongside the learning disability nurses in order to support housebound patients during blood sampling. The presence of an LD nurse, enables person centred care during phlebotomy</p> <p>iCaSH services:</p> <ul style="list-style-type: none"> Contraception/menstrual control for young people with learning difficulties. 	<p>Service Specifications Website design</p> <p>Patient peer group and feedback FFT Patient stories</p> <p>Minutes Emails Reports Feedback</p> <p>Commissioned contracts and service specifications</p>

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			<p>Race:</p> <p>Luton Service Example: Paediatric Epilepsy Education and Community outreach programmes.</p> <p>Bedfordshire: Children’s community health services have been delivered in a variety of mediums; video, telephone and face to face appointments in response to Covid 19. The format of which has been assessed and delivered according to the individuals clinical and accessibility needs.</p> <p>iCaSH</p> <ul style="list-style-type: none"> • Provision of designated BAME outreach worker within our directly commissioned Terence Higgins Trust Outreach Service • Availability of postal pregnancy test provision, offering people who may experience difficulty accessing a pregnancy test, greater and easier access 	Service Plans
<p>1.3 Transitions from one service to another, for people on care pathways, are made smoothly with everyone well informed</p>	A	A	<p>Age</p> <ul style="list-style-type: none"> • iCaSH services have established links with community paediatric services for under 13yrs of age • Transition of care pathway in place for patients living with HIV who move from paediatric to adult services (iCaSH care). • Signposting to partner agencies ie: Termination of Pregnancy services, young people’s services, drug and alcohol services, safeguarding services • Established care pathways in place with Safeguarding services to ensure the appropriate and effective transition of patients from children’s to adult services <p>Cambridgeshire & Peterborough - “Getting Ready For Change” service redesign workshops for a new electronic health assessment questionnaire for children and young people took place with a young person attending to look at transitions stages of education.</p> <p>Bedfordshire and Luton: The Transition Transformation project across children’s services continues, to ensure transitions for young people leaving children’s services are smooth, efficient and suitable for the needs of the young person. Partnership of the project include partners from East London Foundation Trust adults services, Luton Adult Community Services, Bedfordshire and Luton children’s services, local authority representatives and a representative from the clinical commissioning group. Plans are being co-produced with feedback from and engagement with young people including those with special educational needs and disabilities through the group Young Voices of Luton.</p> <p>Bedfordshire: Community Paediatrics and Looked After Children (LAC) service have worked with a</p>	<p>Commissioned contracts Service specification</p> <p>Project documents, feedback on PowerPoint Presentation, meeting notes</p> <p>IHA Leaflet LAC Health Passport</p>

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			<p>group of care leavers from the children in care council to develop health passports to prepare LAC young people for leaving the children's health service.</p> <p>Information leaflet also created by this group on what to expect in an initial health assessment when the young person first enters the service as a looked after child.</p> <p>Luton Service Example: The Paediatric Epilepsy Team hold transition evenings for children and their families to attend and learn more about how to transition to adult services and also how to live with Epilepsy as a young adult. They signpost and provide information for example an app that can help young adults to be more independent and informed. A video was co-produced with young people who had transitioned to help other young people understand how to prepare and what to expect.</p> <p>In Luton Children's Community Services, Community produced a short comic strip video for Looked After Children and Initial Health Assessments. Find it here: https://vimeo.com/507861423/55f1f07370</p> <p>Norfolk: NCYPHS – areas of Transitions covered by the service may include those that come under;</p> <ul style="list-style-type: none"> • Neonatal discharge pathway • Infant feeding pathway • Emotional wellbeing • Healthy lifestyles <p>Families, children and young people are consulted regards their individual needs when transitioning from one service to another.</p> <p>Information and advice for both families and partner agencies is accessible on Just One Norfolk digital platform, supporting with, for example; the transition from maternity service to postnatal services, school transitions and SEND children to adult services</p> <p>Most recent is the multi-agency work competed to enable the service to introduce the new growth pathway, which involved collaborative work (pre and post covid) with partners such as local GP'S , dieticians, local authority and community services such as libraries and early childhood and families services.</p> <p>Pregnancy and maternity iCaSH services have established links with GP, acute trusts and iCaSH have established care pathways, and shared care arrangements in place with maternity and ante-natal care services for the safe and effective care of pregnant women who are living with HIV</p>	<p>Feedback reports</p> <p>Patient stories Commissioned contracts Outcomes frameworks</p> <p>Workshop minutes Service redesign plans Emails</p>

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<p>1.4 When people use NHS services their safety is prioritised and they are free from mistakes, mistreatment and abuse</p>	<p>A</p>	<p>A</p>	<p>Age</p> <ul style="list-style-type: none"> • iCaSH services have established and specific safeguarding policies and procedures in place • iCaSH services have established networks and contacts within local council safeguarding boards • iCaSH services are supported by Trust wide adult and children safeguarding teams. • Our online STI screening platform has safeguarding measures built into the application, implementing a means by which direct contact with an iCaSH staff member is actioned as and when any Safeguarding risk is identified within the system. • Our online STI screening platform includes the facility for the service user to request a call back from an iCaSH staff member when required. • Safeguarding measures built into our Telephone Consultation model ensuring a face to face consultation can be provided as and when any Safeguarding risk is identified. • Medicines Management policies and procedures in place across all iCaSH services supporting the delivery of safe and effective treatment processes • Trust wide Risk Register in place, to ensure any identified risks are addressed according to an agreed plan and timeline. • Datix platform used across all iCaSH services to record and document all incidents, risks and patient experience feedback received • Established care pathways in place with Safeguarding services to ensure the appropriate and effective safeguards are in place for all service users <p>Race/Religion:</p> <ul style="list-style-type: none"> • Established care pathways in place with Safeguarding services to ensure the appropriate and effective safeguards are in place for all service users at risk of or exposed to Female Genital Mutilation or other cultural practices <p>Trustwide we ensure that safety for the people who use our services is prioritised</p> <ul style="list-style-type: none"> ➤ Staff Mandatory training –e.g. safeguarding adults and children. ➤ The use of feedback surveys stored on our IQVIA database. ➤ The use of Datix – to record and investigate incidents, informal complaints and resolve these recording relevant learning and outcomes. 	<p>Policies, guidance, service specification</p>
<p>1.5 Screening, vaccination and other health promotion</p>	<p>A</p>	<p>A</p>	<p>Age</p> <p>NCYPHs - offer the National child measurement, sight and hearing testing and the school</p>	

Outcome	Previous Grading Panel rating	Recommended Grading Panel rating	Our actions	Documentary evidence
<p>services reach and benefit all local communities</p>			<p>immunisation programme. Service users have been consulted regards these services, this included content and wording of the letters sent out to families. Changes are being made to the letters to ensure they were inclusive and easier to read and understand.</p> <p>Bedfordshire: 0-5 Service delivers the new born blood spot screening programme for all community groups in Bedfordshire</p> <p>All – improved access to our website includes the RECITE translation and easy read button. A new tile was added on the Children’s Services Website to explain how to use the tile effectively and staff were upskilled in Trust Q & A sessions and team meetings on how to promote and use the tool. Parents and young people attended a workshop for the website redesign to help co-produce how the website looks and how to promote the Recite tool.</p> <p>ICaSH services:</p> <ul style="list-style-type: none"> • ICaSH services are commissioned to deliver services to people aged 13yrs+. • Online screening available to patients aged 16yrs and over. • Chlamydia screening programme running in county for 15 – 24 year olds, accessible via website and pick up points in primary care. • C-Card delivery throughout the counties, with online registration for people aged 16yrs+ • F2F registration provided for people aged under 16yrs, as a means of ensuring all safeguarding elements are assessed and addressed if necessary • Longer appointment times allocated for young people U18yrs accessing the service. • Evening and weekend provision to support access for people in education/employment. • HPV vaccination offered to MSM cohort 45yrs of age and under • Hepatitis A and B vaccinations offered to patients when appropriate <p>Sexual orientation</p> <p>Pregnancy and maternity</p> <ul style="list-style-type: none"> • ICaSH services have and established referral pathway in place from antenatal services for HIV and STS testing for patients who have initially screened as positive. • Clinical support offered form iCaSH to maternity services supporting positive (HIV or STS) women during pregnancy/childbirth 	<p>Website Service redesign workshop minutes Minutes from team meetings Emails</p>

Objective 2: Improved Patient Access and Experience

Narrative: The NHS should improve accessibility and information, and deliver the right services that are targeted, useful, useable and used in order to improve patient experience

Outcome	Previous Grading Panel rating 2018/19	Recommended Grading Panel rating 2019/20	Our actions	Documentary evidence
<p>2.1 People, carers and communities can readily access hospital, community health or primary care services and should not be denied in unreasonable grounds</p>	E	E	<p>Disability Trustwide</p> <ul style="list-style-type: none"> We continue to work with AccessAble who provide access guides for all our buildings which is reviewed annually. The guide includes facts and photographs about accessing our buildings. <p>Luton Adults Community Respiratory Team successfully migrated its pulmonary rehab programme from face to face to an online digital platform during the past year. This has meant service users can continue their learning and education without interruption caused by the pandemic. Furthermore it has enabled those who have challenges travelling to clinic to continue their participation at home. The Team has also undertaken patient consultations through AccruRx technology.</p> <p>Luton Adults Community Respiratory Team is translating its education videos into local community languages</p> <p>Luton Adults: Blood Services deliver services with British Sign Language interpretation resources in order to improve access to care for those with hearing loss.</p> <p>Luton Treatment Centre has full wheel chair access in its building. The centre also has a wheel chair on site for those who may require it whilst there.</p> <p>Age</p> <ul style="list-style-type: none"> iCaSH evening and weekend provision to support access for people in education/employment <p>Race</p> <p>Luton Adults Cancer Care - As part of its community outreach activity the newly established Luton Adults Cancer Care Team is working with, a breast cancer scholar from Kings College, London who runs an informal cancer support group in Mid-Bedfordshire. Among the priorities for the team is to</p>	<p>Patient Story to Trust Board</p> <p>CCS Covid Vaccine Support Link</p> <p>https://www.cambscommunityservices.nhs.uk/coronavirus-guidance/covid-vaccine-support</p>

Outcome	Previous Grading Panel rating 2018/19	Recommended Grading Panel rating 2019/20	Our actions	Documentary evidence
			<p>maximise local cancer care service take up among minority communities.</p> <p>Luton Adults Service staff have been supporting the local effort to encourage minority ethnic group communities to take the Covid-19 jab. As part of the Trust's Diversity network, a sub group that included staff has been sharing community feedback. In response to the feedback, the Trust's communication team has tailored messages to address concerns among vaccine hesitant minority communities. Furthermore Luton staff have played an active part in vaccination centres across the locality and have recently been providing vaccines in racially diverse neighbourhoods.</p> <p>Religion</p> <p>Luton Blood Services - Appointments, whether in clinic or at home, are re-scheduled in order to accommodate religious observance of Ramadan.</p> <p>Disability</p> <p>Gender Reassignment</p> <p>Luton Blood Services is supporting a person's request to transition from male to female by acknowledging the person's preferred salutation in written correspondence</p>	<p>Patient Story at Board – March 2020</p>
<p>2.2 People are informed and supported to be as involved as they wish to be in decisions about their care</p>	<p>E</p>	<p>E</p>	<p>Race</p> <p>In Luton Children's Services, the Paediatric Epilepsy Team host a virtual drop-in parent sessions for families to attend, with one group specifically catered for Black, Asian and Minority Ethnic (BAME) communities. It provides a further opportunity with the support of interpreters to discuss decisions about the care of their child/young person as well as to remain informed of what the service has to offer, sign-posting to resources in the community and answering any questions.</p> <p>In Luton and Bedfordshire Children's Services, detailed service plans were simplified to one page and re-created as infographics. Three focus groups were held by the co-production lead to gather feedback from people who use CCS Luton Children's Services. The feedback was used to change the plans accordingly for example some of the language and the icons were changed to support those with English as a second language. Overall the feedback was positive.</p> <p>All - The Healthy Child Programme website and the Occupational Health Website has enhanced their self-care pages with consultation with parents and families. A sleep project working group with professionals, outside agencies and the Community Paediatricians has designed a sleep</p>	<p>Patient feedback/Survey, notes and actions from meetings. MS Teams</p> <p>CCS Internet page, Service Plans</p> <p>Website Minutes of meetings Emails</p>

Outcome	Previous Grading Panel rating 2018/19	Recommended Grading Panel rating 2019/20	Our actions	Documentary evidence
			<p>advice section on the website that guides parents through sleep top tips, what sleep can look like and how it can feel to some families and age related sleeping advice for children and young people.</p> <ul style="list-style-type: none"> • Specialist HIV teams to support the ongoing care of our cohort of patients who are living with HIV • Remote service delivery model implemented, following national guidance for annual screening of stable HIV+ patients • Medicines collection and postal meds service available to eligible patient cohorts • Remote service delivery model implemented following national guidance for the provision of contraception and reproductive health services 	
<p>2.3 People report positive experiences of the NHS</p>	<p>A</p>	<p>A</p>	<p>In Luton Children's Services the Friends and Family Test Survey previously completed in clinic digitally on a tablet or on paper was replaced due to Covid infection control measures with a digital survey delivered by text message. People using the service report a very positive experience with 1712 surveys completed in 2020-21 and a satisfaction rate of over 98% reporting a very good or good experience. The service has invested time in training IQVIA Leads to access data from IQVIA (survey management software) that are responsible for sharing and celebrating positive feedback and highlighting areas for improvement for further discussion, action and evidencing.</p> <p>All – All Trust services use The Friends and Family Test survey, which asks if the service user would recommend the services to their friends and family. During Covid this has been digitally throughout all the services increasing the number of responses that we had. The feedback has had a direct impact on the use of video assessments and consultations for health appointments. New procedures were put into place in the Single Point of Access (SPA) to enable feedback to give new information for the service design team to use in evaluating the SPA</p> <p>Luton Adults: Service users are invited to give feedback on their service experience through;</p> <ul style="list-style-type: none"> • The Friends and Family Test Feedback survey • Verbally to staff • Text messaging • Tablet <p>Adults service recorded 283, 469 and 410 survey returns in January, February and March respectively of 2021. These numbers are the largest for at least 2 years. In each of those months the 'very good/good' score has exceeded 95%.</p> <p>With the wealth of feedback available, all teams with the assistance of the Co-Production Lead are working on the following priorities;</p>	<p>Feedback from children, young people and their families via Friends and Family Test. Social Media. IQVIA reports, Patient Experience Report, Quarterly Quality Report.</p> <p>IQVIA reports Friends and Family Test Fabulous Feedback report Minutes of meetings Website Social Media Feedback</p> <p>IQVIA, Monthly Patient Experience Reports, FFT Comment Reporting</p>

Outcome	Previous Grading Panel rating 2018/19	Recommended Grading Panel rating 2019/20	Our actions	Documentary evidence
			<ul style="list-style-type: none"> To identify themes and spot potential You Said We Did opportunities To share any changes in service delivery in response to feedback with patients and staff <p>Bedfordshire: CHI-ESQ (children’s experience of questionnaire survey) which also contains the FFT questions, is offered to all families using the service following a clinical appointment in the form of a digital survey (via SMS link) and alternative methods, such as a paper form are offered to those that don’t have electronic access. For the year 2020 – 2021 there were a total of 1741 responses with a satisfaction score of 97.3%</p> <p>Disability Bedfordshire: A SEND (special educational needs and disabilities) filter has been added to the CHI-ESQ questionnaire to adequately assess satisfaction of services specifically used by children with SEND.</p> <ul style="list-style-type: none"> FFT is now accessible via mobile phone text message and on medicine labels, supporting iCaSH’s remote care model Quarterly PROMS surveys (although on hold due to Covid-19) All iCaSH services display ‘you said, we did’ feedback on the quality boards, which are situated in prominent, publicly accessible points within our bases. All boards are updated monthly. <p>Patient Story – Luton Adults: A patient who accessed our DESMOND (diabetes education) course discussed the impact this has had on him, and the healthier choices he makes as a consequence. This also relates to outcomes 1.1, 1.2 & 1.5.</p> <p>Pregnancy & Maternity Patient Story – Bedfordshire: A patient talked about their positive experience of accessing breastfeeding support remotely via video consultation during Covid-19, when the usual face to face services were not available. The support from the Baby Friendly Team enabled this mother to continue breastfeeding. This also relates to outcomes 1.1, 1.2 & 2.1.</p> <p>Age Patient Story – Bedfordshire: A parent shared their experience of accessing healthcare provided by Bedfordshire Children’s Community Nursing Service for their son who was diagnosed with Acute Lymphoblastic Leukaemia at birth. This transfer of care meant that the young patient was visited at home instead of having to travel to Bedford Hospital or Addenbrookes Hospital to access support. This also relates to outcomes 1.1, 1.2, 1.3 & 2.1.</p>	<p>IQVIA Database</p> <p>Monthly Patient Experience Reports</p> <p>IQVIA Database</p> <p>Board Patient Story July 2020</p> <p>Board Patient Story May 2020</p> <p>Board Patient Story September 2020</p>

Outcome	Previous Grading Panel rating 2018/19	Recommended Grading Panel rating 2019/20	Our actions	Documentary evidence
			<p>Patient Story–Cambridgeshire: A Cambridgeshire parent shared the story of their experience of accessing care from the school nursing service. This also required input from PALS with the result of a positive experience of care after initial frustration about accessing the service. This also relates to outcomes 1.1, 1.2 & 2.4.</p>	<p>Board Patient Story November 2020</p>
<p>2.4 People’s complaints about services are handled respectfully and efficiently</p>	<p>E</p>	<p>E</p>	<p>Age</p> <ul style="list-style-type: none"> • Patient Story – Luton Adults: A family member shared their experience of making a formal complaint about their mother’s experience of care provided by Luton Adults Service. This also relates to outcomes • Feedback received into PALS, via email and verbally, has repeatedly quoted efficiency relating to speed of response; some have expressed their surprise at the responsiveness during the pandemic. <p>PALS received feedback from a deaf service user who was finding it difficult to access iCaSH service. This has resulted in subsequently liaising with the service user to co-produce accessible pathways into all our services.</p> <p>PALS received feedback from a retired person who expressed concern around social distancing in our Mass Vaccination Hubs. We reminded clinical staff to be aware of the feedback and ensure they changed their masks whilst sitting and not to drink at desks. Stewarding volunteers were empowered to make decisions about whether it is safe to allow people arriving early into the centre or appropriate to advise them to wait outside the centre.</p> <p>PALS has remained open and has continued to respond to complaints during the pandemic, this has been due to redeployment of staff to support these functions. We have updated our policy to reflect the extended timeline of complaint responses to ensure people who use our services expectations are met.</p> <p>The complaints team work with complainants to ensure all the issues they raised are addressed by using a complaint plan document which is agreed by the complainant. This is the basis for the investigation and the response letter is based on these concerns. The complainant is always asked for their preference on how they would like to be communicated with, phone, email or letter.</p> <p>We always signpost to advocacy services.</p>	<p>Patient Story at Trust Board January 2021</p> <p>Email</p> <p>Website Emails Minutes from co-production meeting</p> <p>Email FAQ’s</p> <p>Complaint Plan document Policy document</p> <p>Acknowledgement letter/email</p> <p>Datix record</p> <p>Advocacy Leaflet</p>