



**Worcestershire
Health and Care**
NHS Trust

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Ms Jane Stanley
Director
Healthwatch Worcestershire
Civic Centre
Queen Elizabeth Drive
Persnore
Worcestershire
WR10 1PT

Dear Jane

RE: CHILDREN AND YOUNG PEOPLE'S MENTAL HEALTH REPORT

Thank you for undertaking and sharing this comprehensive report.

I have enclosed our detailed action plan which sets out what we have already completed and what we still have plans to do over the coming months.

Improving mental health and well-being in our young people in Worcestershire is of crucial importance and we welcome the focus your report has given. You have provided such rich and detailed feedback to improve our services which is very useful. To respond fully to all the recommendations we will work collaboratively with our commissioners in the Worcestershire CCG's on the overall recommendations.

Your recommendations for Worcestershire Health and Care Trust cover four main areas: our detailed response to each recommendation is contained in the Action Plan attached.

Access to appropriate support

We can see from the feedback that access into services and thresholds to get help from our services or to be directed to other alternatives continue to be significant barriers.

Our action plan covers what we will do to ensure all children and young people who are referred to CAMHS but not offered treatment are informed of alternative support available to them.

Waiting times for CAMHS

Our plan also covers the crucial aspect of how risk to children and families is managed whilst waiting for treatment. We are pleased that we have received some limited funding this year to reduce waiting times which we have done. Waiting times are currently at 3.42 weeks on average. Our Finance and Performance Committee looks very closely at ensuring the service continues to improve waiting times every month.

We have just been informed we will be receiving more funding this year which is most welcome. Along with the additional resources attracting staff to work in this specialty is also a priority.

Satisfaction with CAMHS service

We continuously work closely with CCG commissioners on the quality of our service to show how it meets individual needs and involves young people in their care. Our young people's council has been involved in co-designing their health record and this includes access to information and other resources, and self- help guides to assist young people manage their distress.

Support for young people with Autism Spectrum Conditions

We are delighted this is an area for modest investment with the new mental health funding this year. This should help improve access and services available however it is still not a fully funded service. Meanwhile we will continue to educate and develop knowledge of ASD with all CAMHS staff.

Parent and Young People Experience

We have received feedback from parents and young people accessing the service using the Experience of Service Questionnaire (ESQ) to measure service satisfaction. The survey has been completed between November 2018 and January 2019, by 22 young people and 12 parent/carers in South Worcestershire. The feedback has been extremely positive with 88% believed they were treated well, 85 % believed that the help they received was good, 82% felt listened to, 76% felt that the clinicians knew how to help and 70% agreed that the facilities were comfortable. We will build on this feedback and continue to seek out ways to continually improve.

Thank you once again for your interest and we look forward to providing a further update in due course once all the actions have been completed by the end of the year.

Yours sincerely



Sarah Dugan
Chief Executive

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