



What was our aim?

To implement a parent/child forum within the Community Paediatrics Service that will make sure the child's voice is heard when shaping the service

Why is it important to service users and carers?

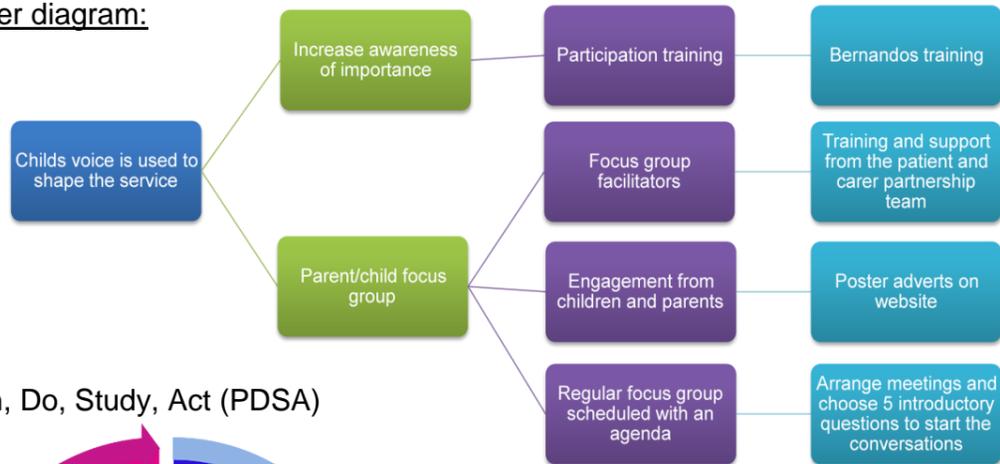
The Kent Community Health NHS Foundation Trust (KCHFT) community Paediatric Service provides diagnosis pathways for children with autism and Attention Deficit Hyperactivity Disorder (ADHD).
In order to make sure the service meets the needs of children and their families, it is vital that their voice is heard and that services are shaped to provide the best experience possible.
To make sure this happens, the service needed to take a proactive approach by setting up a parent/child forum.

Ideas and tests of change

Firstly, the KCHFT patient and carer partnership team were approached for advice and guidance on how to start a patient experience group. They were able to support the team to invite parents to a parent focus group.
Participation training with the patient and carer partnership team was completed with all staff from the service and further training was arranged with Barnardo's in order to improve staff awareness of the importance of hearing the child's voice.
While the forum is being established with parents, children will be approached in clinic with a few questions as to whether they would like to engage with the service/focus group, and if so, how they would like to engage. This will then be reviewed and considered in order to expand the group.
Posters were also created and advertised on the KCHFT website.

The tools we used

Driver diagram:



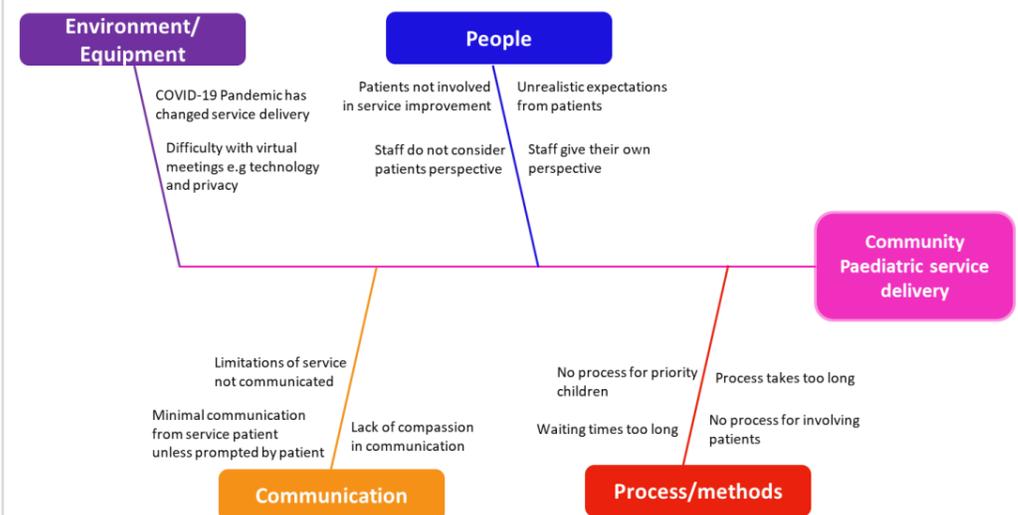
Plan, Do, Study, Act (PDSA)



A fishbone diagram was used to document issues raised during the first focus group.

Results/How did we do/Anticipated outcome

A PDSA cycle was used to document the implementation of the forum which now has four parents engaged.
The feedback from the questions asked in the initial focus group have been documented on the fishbone diagram below and these will be/are being taken forward as separate quality improvement (QI) projects.



To inform these smaller projects, more children and parents will be approached to engage with the focus groups.

What we learned and what's next

The parent and child forum will continue to be held every six to eight weeks.

Children are now being approached in clinic to ask whether they would be willing to engage with the focus group. This will ensure that the group expands and there is a greater understanding of the needs of the patients.

The issues identified in the introductory session will now be used to initiate smaller QI projects with patient and carer involvement to ensure feedback is not only acted upon but patients are actively involved in making change happen.

The initial project will look at making appointments available for priority children that can be offered within a shorter time frame.

Forum members will also be surveyed to assess whether they feel more engaged with the service since the implementation of the forum.