

You are saying

That we could improve our waiting area and rooms... this includes:

- The lights being too bright.
- The rooms being too hot/cold.
- The walls needing painting.
- The rooms needing fidget toys.
- Not liking the radio/news playing.

Out of 387 responses, 72% of people voted 'certainly true' that the facilities here are comfortable.



We are doing

Since hearing this feedback, we are now:

- Painting some of the walls around our waiting areas.
- Re-decorating most of our rooms.
- Adding fidget toys and games.
- Dedicating two of our staff to consider how to make this a nicer environment for everybody.



You are saying

That we could be more inclusive... this includes:

- Having more support for hidden differences and disabilities.
- Making others aware of their needs and ensuring this is respected.
- Understanding that English is not everybody's first language and helping with this.



We are doing

Since hearing this feedback, we now:

- Have posters around our waiting area with information on hidden differences & information on respecting these.
- Provide sunflower lanyards for free upon request.
- Provide sign language & other language interpreters during sessions upon request.
- Have a hearing induction loop which can be used for those with hearing aids or cochlear implants.



You are saying

That we could improve our communication with you...

this includes:

- Having reminders sent to you for appointments.
- Taking time to ask you about your preferences (e.g. type of clinician, appointment times, your pronouns etc.)
- Remembering that you appreciate feeling listened to, respected, and supported.

Out of 387 responses, 94% of people felt that they were listened to & 94% voted 'certainly or partly true' that their appointments were convenient for them.



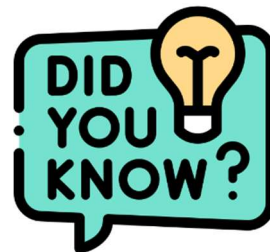
We are doing

Since hearing this feedback, we now:

- Are looking into an automatic text reminder system. We are also sending more appointments out by email so that you are notified quicker!
- Encourage our staff to understand your preferences.
- Are planning for some young people to deliver a session to our staff on what they value from CAMHS clinician's.

- You are entitled to request to change you staff member.

- We do our best to accommodate after school appointments, but these are most popular so not always possible!



You are saying

That we could improve your experience whilst you wait... this includes:

- Having shorter waiting times for assessments and therapy.
- Offering more support whilst you are waiting.



We are doing

Since hearing this feedback, we want you to know:

- If you are waiting for a neuro assessment (e.g. autism, ADHD or FASD), our team are working extremely hard to keep the assessment waiting time as short as possible whilst keeping up with the growing number of referrals! Please check out our neuro support pack for all the support available to you whilst you wait!
- We try to make sure that you are offered support or signposted to where you can get this whilst you wait for therapy. Please feel free to ask if you want to find out more!

The data used in this is from March 2023 –
September 2024.

= 387 total responses

This includes:

- 164 responses from parents/carers
- 196 responses from 12-18 year olds
- 27 responses from 9-11 year olds.