

You said

We did

It is confusing trying to understand how to get equipment for our children/young people, from everyday items to specialist equipment.

We have provided information on the Local Offer about how to request equipment, in line with specialist advice from Occupational Therapists.

North of England Commissioning Support (NECS) Provider Management Team / Clinical Commissioning Groups (CCGs)

We have also made small changes to our contract with Medequip to make sure that everyday items (the most commonly ordered products) are easily available through local “buffer stores” for children and young people. Customised specialist items may take considerably longer to receive.

Medequip

We have also ensured families know who to contact if they have problems with their equipment. Medequip will provide all families using the service with a leaflet that contains all the relevant information, including contact details.

Commissioning and Delivery team - CCGs

You said

We did

Opportunities to access physiotherapy services are inconsistent – you can't always self-refer.

CCGs and the Paediatric Physiotherapy Service have worked together to make sure there is equal access across County Durham and Darlington for children and young people. The contract arrangements have been updated for the Paediatric Physiotherapy, which means we now have open access for children, young people and their families. This information will also be included and updated on the Local Offer.

Paediatric Physiotherapy Service - County Durham and Darlington NHS Foundation Trust

You said

We did

Waiting times for speech and language therapy and/or autistic spectrum disorder (ASD) assessments are unacceptable.

We have improved monitoring of waiting times by creating a Business Intelligence template which will tell us what's going on every month and ensure we have an escalation policy to Designated Clinical Office (DCO).

NECS Business Intelligence Team

We have identified resources to address the backlog of cases on waiting lists for diagnostic assessment of ASD and reduced the waiting times. We have also allocated extra resources for the long term to reflect the increase in referrals.

Tees Esk and Wear Valleys NHS Foundation Trust (TEWV)

You said

We did

We don't like the referral letter advising us you are on the waiting list for assessment for ASD, with no reference to available support.

We have updated the initial letter, to explain what services are available.

Commissioning and Delivery Team / Engagement Team –CCGs

You said

We did

We (parents/carers) are not involved in decision making, especially around commissioning or buying of services.

Engagement and consultation with children, young people and families is a key driver of the work undertaken by the CCGs to ensure true co-production of services.

CCGs

We are currently undertaking a comprehensive engagement exercise on the Children's Therapy services (Occupational Therapy, Physiotherapy and Speech and Language Therapy). As part of this, engagement is currently taking place with children and young people, with and without a disability, and their families to ask their views and experiences of accessing and using these services and any suggestions of how to improve from their perspective. This will help inform the CCGs and Local Authority whether the current services are meeting the needs of children and young people locally.

Local Authority

You said

We did

We (parents/carers) are not involved in decision making, especially around commissioning or buying of services (continued)

As part of the wider Integrated Care Board joint working arrangements with Durham County Council, the Director of Nursing for North Durham and DDES CCGs is the newly established Integrated Care Board for Children and Young People.

Local Authority

The joint working governance structure between the Local Authority and CCGs will provide strong leadership from across both health and social care on the children and young people's agenda and most importantly, also provide the opportunity for service users, their families and carers to be involved in these key decision making meetings, with effective linkages with the Health and Wellbeing Board and key partners.

Local Authority