Shaping Services from 2018

Coproduction summary of findings

OVERVIEW OF APPROACH

Below is a summary of the focus group sessions completed . At each event participants were divided into smaller, facilitated, groups of between 5-6.

No of focus groups	Event/session detail
4	One voice
2	Youth Council
2	Voice of care
1	AIMHS (Actively influencing mental health services)
2	Mamta – parents from BME backgrounds
5	Parents and parent leaders
9	Professional workshops

This document summarised the key themes that came up during the sessions (above). We also give details about how many groups of people raised the theme and whether it was discussed in a professional focus group or user focus group.

MODEL PRINCIPLES

Below are the key common themes/principles that emerged from the coproduction sessions

	Number of users focus groups	Number of professional focus groups
1. Knowledge and trust	9	5
2. Non judgemental	7	5
3. Listen to the user	6	3
4. Discretion and confidentiality	5	1
5. Considering the whole families health	4	2
6. Learning and education for staff	3	2
7. Partnership working	4	1

WHAT AREAS MIGHT PEOPLE WANT SUPPORT IN?

Participants outlined the key areas people might want support in

	Number of user focus groups	Number of professional focus groups
1. Empowering parents	3	3
2. Nutrition	4	1
3. Money, benefits	2	3
4. Mental health	3	1
5. Dealing with stress near exam time	4	0
6. Parenting	2	2
7. Peer support	1	3
8. Education - skills and employment	1	3
9. Education about breastfeeding	1	1
10. Child development	1	0

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IDENTIFYING CHANGE AND WHAT SUPPORT WOULD HELP

Helping you recognise the need to change and encouraging you to help yourself	Users focus group	Professional focus group
Use of technology – online, social media	7	4
Education	5	2
Information from a legitimate source	2	0
Connecting you to the right support	Users focus group	Professionals focus group
Single point of access	6	2
Understand services available	4	1
Meaningful input from the first person	2	1
Clear pathways	2	2

Participants outlined what would help a user recognise a need to change and how they could be connected to the right support (to do this)

IDENTIFYING CHANGE AND WHAT SUPPORT WOULD HELP

Participants outlined who might provide them with help and how they might understand potential benefits of services

Who might you want to approach		
	User focus group	Professional focus group
Family member	7	1
Teacher	10	2
Peers	8	1
Friends	8	1
Doctor	4	3

How might professionals work with you to understand benefits		
	User focus group	Professional focus group
Sharing case studies	3	3
Briefing sessions	1	3

ACCESSING THE RIGHT SUPPORT

Participants outlined what was important to take into consideration when assessing their needs

Involving the whole family
— *User focus group - 4*
— *Professional focus group - 2*

Integration of care
— *User focus group - 2*
— *Professional focus group - 1*

Root cause of problems
— *User focus group - 3*
— *Professional focus group - 4*

Language barriers
— *User focus group - 6*
— *Professional focus group - 3*

Flexibility in plan for the child
— *User focus group - 2*
— *Professional focus group - 4*

Timely care
— *User focus group - 2*
— *Professional focus group - 5*
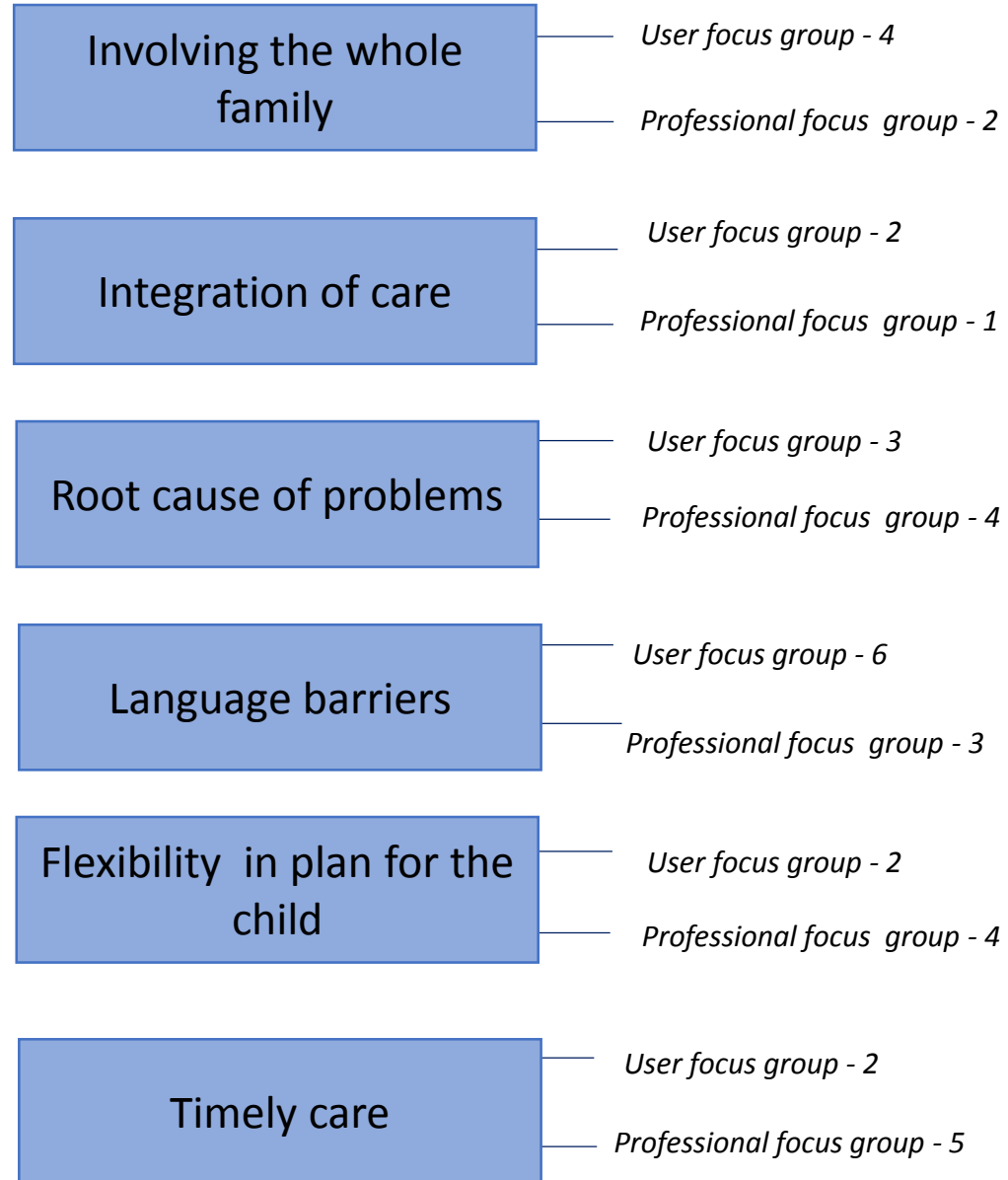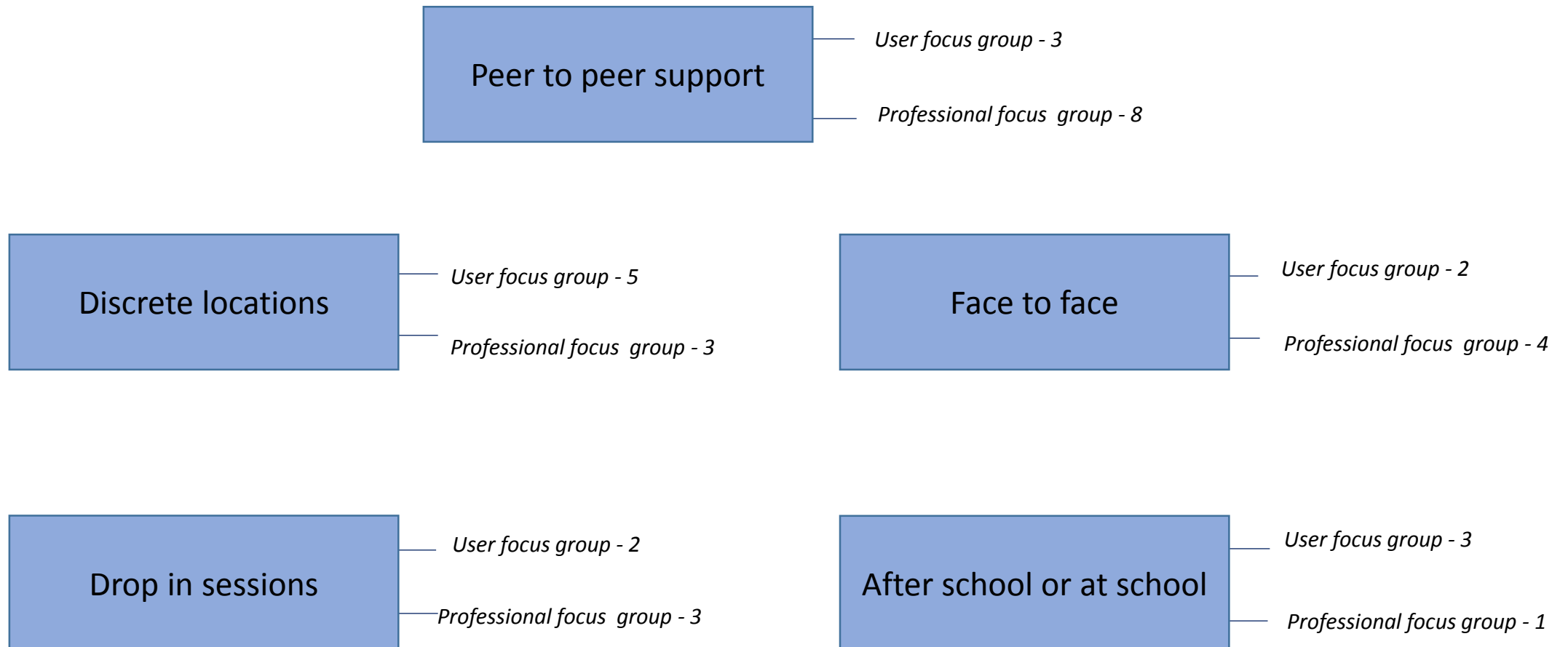
ACCESSING THE RIGHT SUPPORT

Participants outlined how they would want services to work together to understand what support they could benefit from and how they had been supported in the past (if at all)

Shared record/one record
- User focus group - 7
- Professional focus group - 1

Not having to repeat my story
- User focus group - 4
- Professional focus group - 4

Structured hand over/joint visiting
- User focus group - 2
- Professional focus group - 2
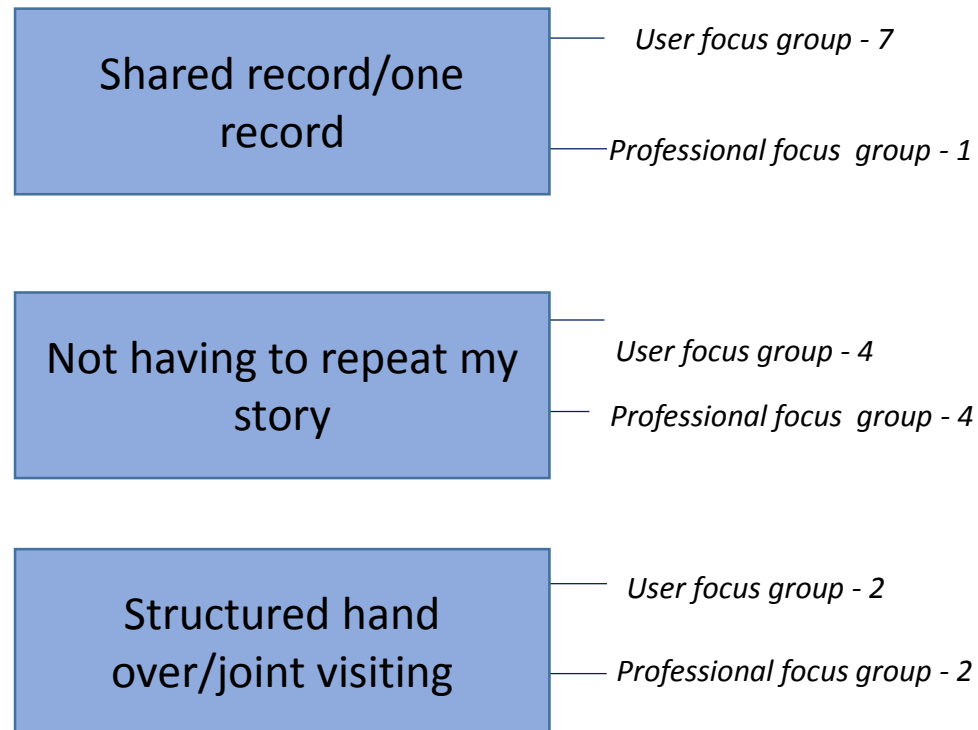
ACCESSING THE RIGHT SUPPORT

Participants outlined where they wanted to speak to professionals

Peer to peer support
— User focus group - 3
— Professional focus group - 8

Discrete locations
— User focus group - 5
— Professional focus group - 3

Face to face
— User focus group - 2
— Professional focus group - 4

Drop in sessions
— User focus group - 2
— Professional focus group - 3

After school or at school
— User focus group - 3
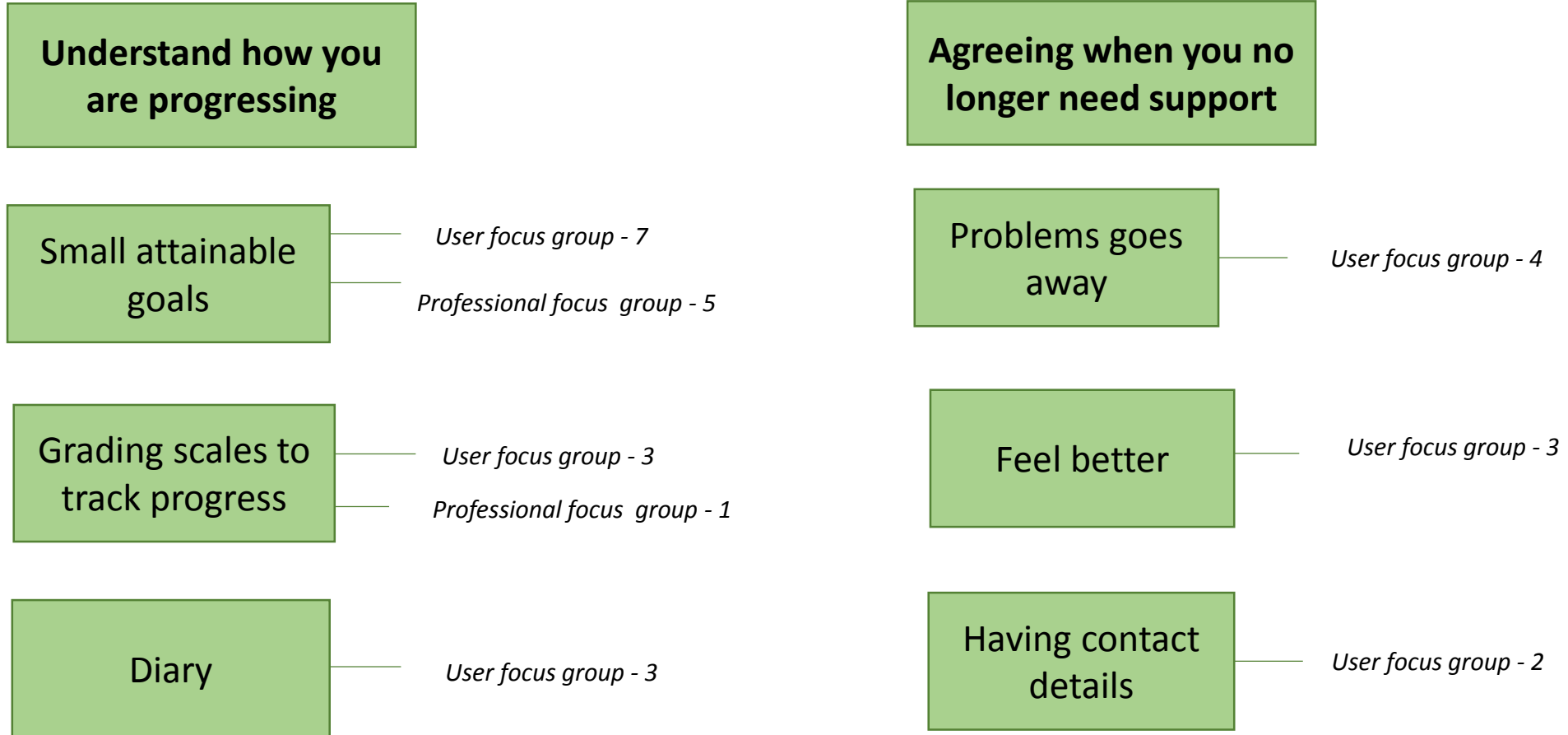— Professional focus group - 1

ACCESSING THE RIGHT SUPPORT

Participants were asked to discuss what the qualities would be of a professional supporting them:

What are the qualities of a good professional?		
	User focus group	**Professional focus group**
Non judgemental	7	5
Good listener	8	3
Informative	5	2
Consistency of worker	5	5
Builds a relationship with you	3	3
Reassures me	5	
Trusted	3	4

WORKING WITH SERVICES ALONG THE WAY

Participants outlined what was needed to help users understand they were progressing and how they would agree when they no longer needed support

Understand how you are progressing

Agreeing when you no longer need support

Small attainable goals
- *User focus group - 7*
- *Professional focus group - 5*

Problems goes away
- *User focus group - 4*

Grading scales to track progress
- *User focus group - 3*
- *Professional focus group - 1*

Feel better
- *User focus group - 3*

Diary
- *User focus group - 3*

Having contact details
- *User focus group - 2*

WORKING WITH SERVICES ALONG THE WAY

Participants were asked to discuss what success looked like

What success looks like

I feel better — User focus group - 3

Goal is achieved — Professional focus group - 2

Happy and confident — User focus group - 2

Professional focus group - 2