



Using families' feedback to enhance their experience of Formulation at Forteviot

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Quality issue

The CAMHS Under 12s Day Programme, Forteviot, is due to relocate to Edinburgh Royal Infirmary in 2019. We want to understand which aspects of our current provision support positive changes in those families who attend, so that we can continue to build upon these, and improve any areas of challenge, in our new setting.

Initial aim

To maintain positive family experience of the Under 12s Day Programme through major environmental change.

Measurement of improvement

Baseline feedback data was collected through telephone calls to parents of six previous programme attendees

The majority of the feedback received was very positive, focussing on the structure, content and delivery of the programme

"The group meets the needs of individual parents"

"I have a better understanding of my child"

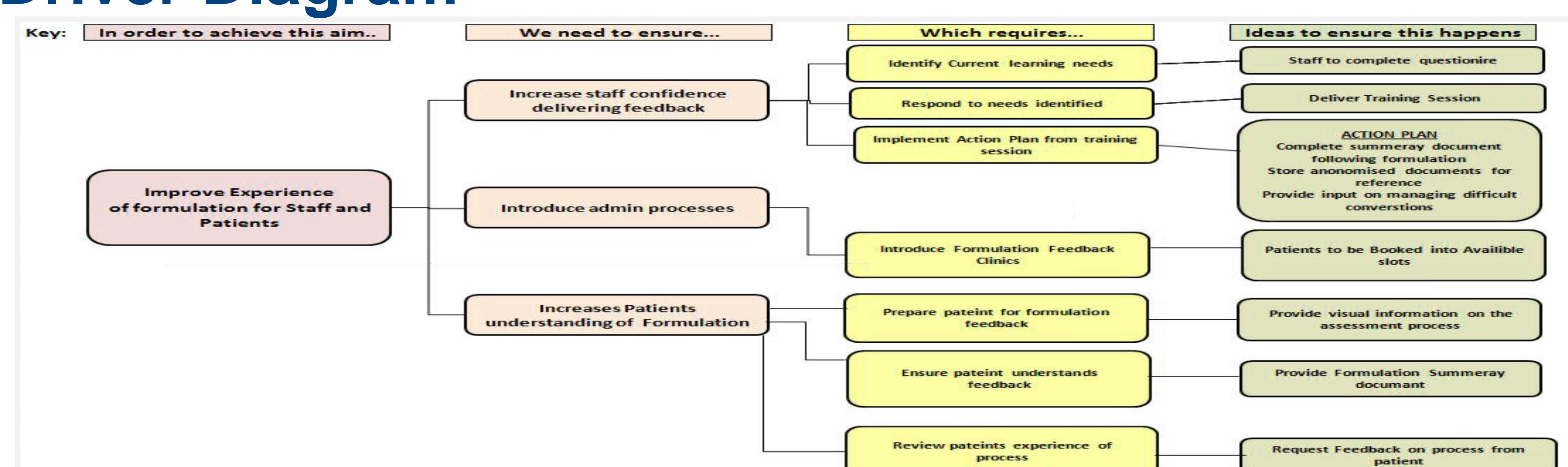
"My child can now talk about their feelings"

Constructive feedback centred largely on the Formulation process as well as follow-up post discharge, the structure of family sessions and school liaison

Specific aim

To improve families' experience of Formulation at Forteviot, through raising staff confidence and clarifying communication with families

Driver Diagram



Tests of change

- Tailored team training RE Formulation feedback
- Introduce record sheet for Formulation outcomes
- Allocated feedback slots designated by admin

Tools

- * Process map
- * Pareto charts
- * Service user telephone contact
- * Staff team questionnaires

Effects of change

Staff will feel more confident in delivering clear, effective Formulation feedback, which in turn will give families a more positive experience of Formulation and a clear sense of tailored programme goals for themselves and their child.

Lessons learned and message for others

Key positive outcomes thus far of ongoing project include increased confidence in using a range of QI tools to address specific questions, as well as a shared language and structure to work together across disciplines.

Future directions

- Improve information process for families prior to starting programme
- Review post-Forteviot transition process for families
- Enhance understanding of family sessions