

Enter and view  
Report

**SOLAR**

**Bishop Wilson: 28th February 2018**

**Freshfields: 21st March 2018**



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## **ENTER AND VIEW VISIT REPORT**

### **Solar**

*Bishop Wilson Clinic: 28 February 2018*

*Freshfields Clinic: 21 March 2018*

Part of Healthwatch Solihull's remit is to carry out Enter and View visits. Healthwatch Solihull Authorised Representatives will carry out these visits to health and social care premises to find out how they are being run and make recommendations where there are areas for improvement.

The Health and Social Care Act allows Authorised Representatives to observe service delivery and talk to service users, their families and carers on premises such as hospitals, residential homes, GP practices, dental surgeries, optometrists and pharmacies. Enter and View visits can happen if people tell us there is a problem with a service but, equally, they can occur when services have a good reputation – so we can learn about and share examples of what they do well from the perspective of people who experience the service first hand.

Healthwatch Solihull Enter and View visits are not intended to specifically identify safeguarding issues. However, if safeguarding concerns arise during a visit, they are reported in accordance with Healthwatch Solihull's safeguarding policy, the service manager will be informed, and the visit will end. The Local Authority Safeguarding team will also be informed.

## ***Provider Details:***

Solar

### **Bishop Wilson Clinic**

Craig Croft  
Chelmsley Wood  
Solihull  
B37 7TR

### **Freshfields Clinic**

Downing Close  
Knowle  
Solihull  
B93 0QA

### **Introduction to the service**

Solar provides emotional wellbeing and mental health services for children and young people aged 0-19 years in the Solihull Borough. The service is provided by Birmingham and Solihull Mental Health NHS Foundation Trust in collaboration with Barnardo's and Autism West Midlands.

Birmingham and Solihull Mental Health NHS Foundation Trust, Barnardo's and Autism West Midlands work together to provide emotional wellbeing and mental health services for children and young people in Solihull. This also includes their service for looked after children which staff on our visit refer to as LACH. They also provide an eating disorders service which was also referred to by staff as TEDs. They provide multi-disciplinary assessment and treatment of children and young people with mental health or severe emotional and behavioural difficulties. The service currently accepts children and young people until their 19th birthday who are residents in the borough of Solihull, go to school or college in the Solihull borough, or have a Solihull GP.

Solar have 2 sites, one located at Bishop Wilson Clinic, Chelmsley Wood and the other located at Freshfields Clinic, Knowle. As well as accepting referrals from health care professionals, Solar accept self-referrals from young people and parents/carers.

### **Dates of Visits:**

Bishop Wilson - 28<sup>th</sup> February 2018

Freshfields - 21<sup>st</sup> March 2018

### **Authorised Representatives**

Scott Baldwin (Lead)  
Nicola Standen

### **Acknowledgements**

Healthwatch Solihull would like to thank the Clinics' staff, practitioners and parents and carers for their co-operation during the visit.

### **Disclaimer**

Please note that this report relates to findings observed during our visit to Bishop Wilson Clinic on Wednesday 28 February 2018 and Freshfields Clinic on Wednesday 21 March 2018. The report does not claim to be representative of all Solar service users, only of those who contributed within the restricted time available.

### **Who we share the report with**

This report and its findings will be shared with Solar, the Care Quality Commission (CQC), Solihull MBC, Solihull Clinical Commissioning Group (CGG) and Healthwatch England. The report will also be published on the Healthwatch Solihull website ([www.healthwatchsolihull.org.uk](http://www.healthwatchsolihull.org.uk)).

## **Purpose of the visit**

Healthwatch Solihull visited Solar - Bishop Wilson Clinic on Wednesday 28 February 2018 and Freshfields Clinic on Wednesday 21 March 2018.

Although the most recent CQC visit, undertaken on 3<sup>rd</sup> - 5<sup>th</sup> January 2018, rated the Service as 'Good' for safety; 'Good' for effectiveness; 'Good' for being caring; 'Good' for being responsive to people's needs and 'Good' for services being well led with an overall rating of 'Good', Healthwatch Solihull have continued to receive intelligence regarding poor satisfaction with services and poor waiting times. With this in mind, Healthwatch Solihull was keen to complete an Enter and View to learn about patients' experiences of the service including their waiting times and their experiences of staff and support.

During the visit Authorised Representatives administered surveys with parents and carers, observations and talked with service managers Liam Laughton at Bishop Wilson Clinic and Sara Armstrong at Freshfields Clinic. This report details a number of recommendations for improvements to the service based on the outcomes of the Enter and View visit.

## **Methodology**

Two Authorised Representatives visited Bishop Wilson Clinic from 1.00pm to 3.15pm on Wednesday 28 February 2018 and Freshfields Clinic from 12.30pm to 4.00pm on Wednesday 21 March 2018. On arrival we met with the service managers at both sites to discuss the purpose of our visit and how the visit would be conducted. The visit was unescorted and at no time during the visit did we enter treatment rooms.

Due to the way in which emotional well-being and mental health services are delivered in the Solihull Borough, with a focus on the provision of services in community-based settings, there were only a small number of people attending clinics at the time of our visits. Parents and carers visiting the clinics were asked to complete a questionnaire based on their experiences of the Solar service. In total 13 questionnaires were completed; 5 at Bishop Wilson and 8 at Freshfields Clinics. The findings of the questionnaires have been combined to provide an overview of the Solar service and are detailed subsequently in this report. However, where appropriate findings relating to each of the Clinics and the services they provide are referred to separately. Raw data from the surveys are included in Appendix One.

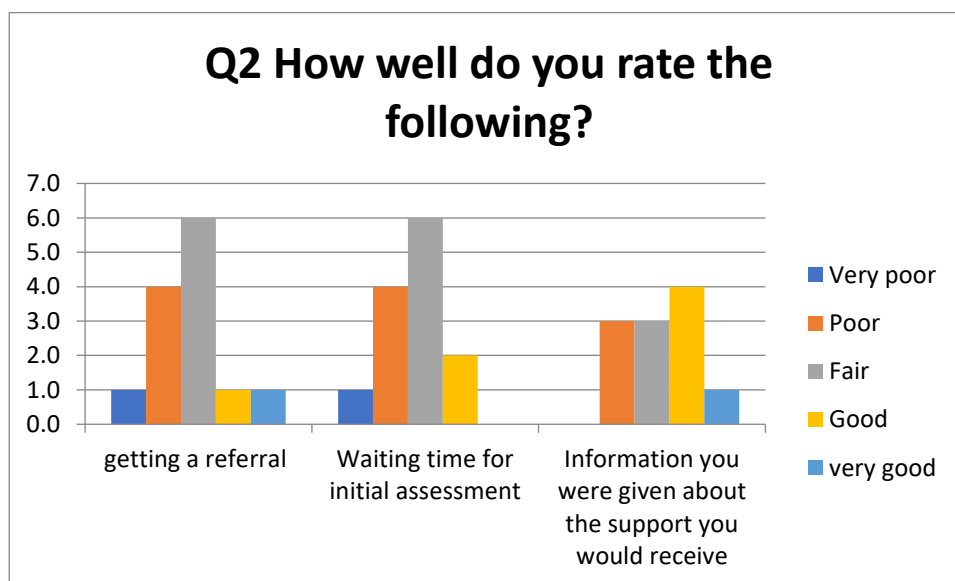
While at the clinics we also observed the environment and after we had completed the visit, spoke with Service Managers to give initial feedback and ask any questions for clarification. Findings from our observations and discussions with service managers are also included in the report

## Survey Findings:

- Please note not all respondents answered all questions
- For further information, raw data from the survey can be found in Appendix 1.



Of the respondents who answered this question, 50% (N=6) waited two or more months between their referral and their initial assessment, 25% (N=3) waited between one and two months and 25% waited no longer than four weeks.



Following on from question 1, respondents were asked about their experiences of the process of 'getting a referral'. Only 2 of the 13 respondents who answered this question rated this as 'very good' or 'good' with a further 6 respondents rating this as 'fair' and 5 respondents as 'very poor' or 'poor'. For 1 respondent their experience of the referral process was attributed to "poor communication from the GP". Similar findings emerged in relation to respondents' ratings of waiting times for initial assessments with 5 respondents rating waiting times as 'very poor' or 'poor', 6 respondents as fair and only 2 respondents reporting their experiences as 'good' or 'very good'. In elaborating further, 1 respondent reported that their waiting time between referral and initial assessment was due to a mis-referral, "We waited a long period of time, due to the referral being made to a Centre in Birmingham". Other respondents further reported waiting times between initial assessment and the provision of services,

“After the initial assessment the referral for the service took ages. I had to chase it up twice periodically”

“We waited twelve months after initial assessment until we were offered therapy”

The issue of waiting times was further identified as a key issue by respondents when asked at the end of the survey “What has not been good about this service?”,

“Waiting times across the Borough”

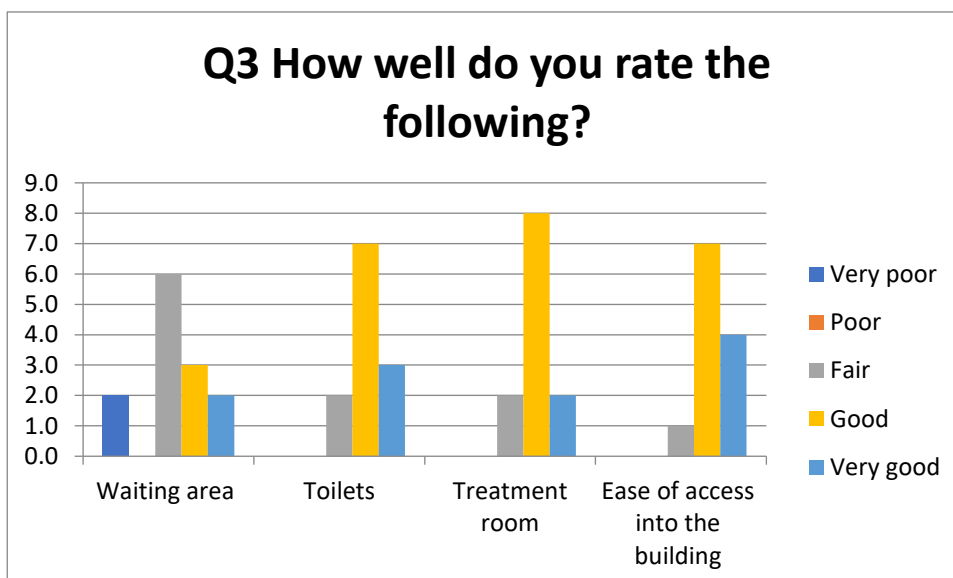
“Waiting times, difficult to access CAMHS”

“Waiting times. Referral to the correct/relavant people ...”

"The waiting times are awful, even having a child close to crisis point we were passed from pillar to post, seeing different people who never actioned what they promised i.e. follow up appointments, further referrals etc. Also extremely difficult in trying to then get in contact with the relevant people"

One respondent further reported the negative effect of waiting times, “I feel lost and unsupported as a parent [...] It’s a battle to be seen and then trying to chase up appoinments takes a toll on me”.

Slightly more postive responses were received from respondents with regard to the information they were given about the support they would receive with 5 out of the 11 respondents who answered this question rating this as ‘very good’ or ‘good’, three respondents as ‘fair’ and three respondents as ‘poor’. 1 respondent commented that having some background information prior to the first meeting would be ideal.



Respondents were further asked about the clinics’ wider surroundings. Positive responses were received about the clinics’ waiting areas with 11 out of the 13 respondents who answered this question rating the waiting areas as ‘very good’ to fair’. However, differences were noted across the two sites with the Freshfields Clinic receiving slightly less positive responses. That the waiting areas were not ‘child-friendly’ was an issue for some respondents,

"Waiting area could offer more young person material like magazines, books. TV screen could present appropriate content and programmes"

"More user friendly environment where children and those that use the Solar counselling service can feel more comfortable - less clinical"

We observed that the building in which the Freshfields clinic is located also provides other health services and that the waiting room was shared with local Physiotherapy services and a 'Baby Clinic'. In relation to the shared waiting area one respondent said,

"I think there should be a separate waiting room for the children as it can be overwhelming sitting with regular patients".

At the end of our visit we discussed the shared waiting area with the Service Manager at Freshfields Clinic and were informed that this had been recognised by the service and that they were in the process of developing a separate waiting area for the Solar service in a former Treatment Room – this is discussed in further detail in the next section of this report.

Toilet facilities were regarded as 'very good' or 'good' across both of the clinic sites by the majority of survey respondents (N=10 out of the 12 respondents who answered this question). However, 1 respondent commented that there were "No toilet signs readily visible" at the Freshfields clinic site. Treatment Rooms at both clinics also received positive ratings with 10 out of the 12 respondents who answered this question giving a rating of 'very good' or 'good'. Though 1 respondent said that "The therapy rooms [at the Freshfields Clinic] could be more user friendly, they appear cold and clinical".

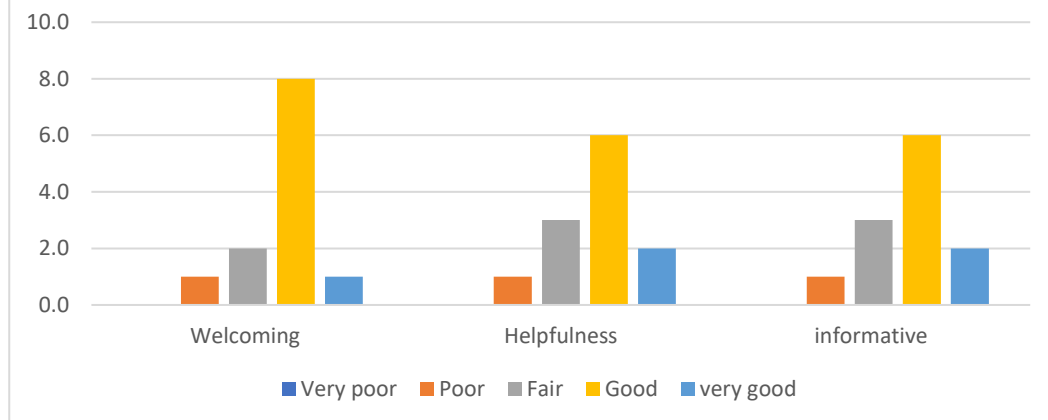
Ease of access in the buildings across both sites was regarded positively by the majority of respondents who answered this question. However, we noted on our arrival at the Freshfields Clinic that signage to the service was not immediately noticeable (again please see subsequent section of the report for a fuller discussion of this issue). Parking at the Bishop Wilson Clinic site was also reported by a number of respondents as an issue,

"Parking for this building is poor"

"No parking is an issue"

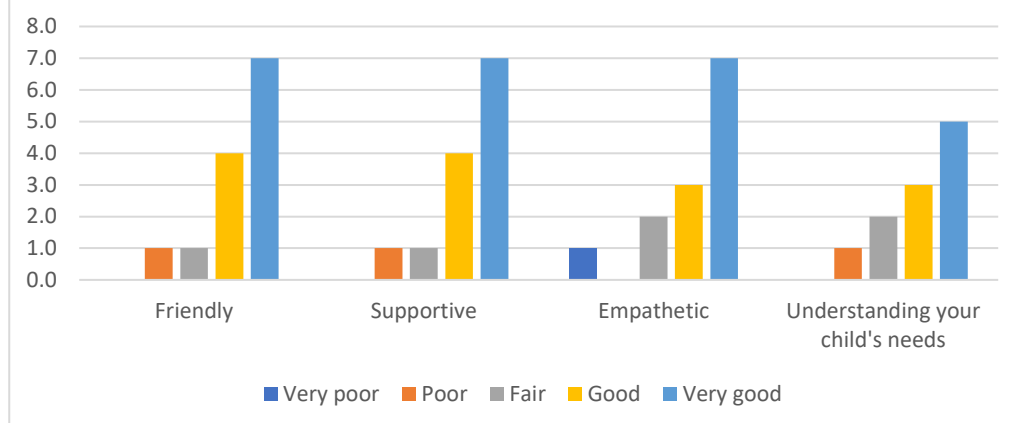
"Parking is my only issue"

## Q4 How well do you rate the reception staff on the following?



Reception staff were rated highly by patients with 9 out of the 12 respondents who answered this question giving a rating of 'good' or 'very good' for being welcoming, and two thirds of respondents who answered this question giving reception staff a rating of 'good' or 'very good' for helpfulness and being informative. We observed reception staff being friendly and welcoming at the Bishop Wilson Clinic. However, one respondent commented that at the Freshfields Clinic there was "rarely anyone on reception and when they are they ask us to buzz ourselves". We observed on our visit that the reception staff in the building where the Freshfields Clinic is located are the reception staff for the Physiotherapy service and that access to the clinic is by an intercom system located next to the reception window however, this is not clearly signposted – we discuss our observations further in the subsequent section of our report.

## Q5 How well do you rate your practitioner on the following?



Practitioners were also rated highly by respondents, with 11 out of the 13 respondents who answered this question rating practitioners as 'very good' or 'good' for being friendly and supportive and 10 respondents rating practitioners as 'very good' or 'good' for being empathetic. These positive ratings are reflected in the further comments made by some respondents,

"We are pleased with the support help and assistance this assessment team has provided. Very appreciative of Doctor"



"Staff are helpful and have been so supportive"

"On the whole the service and the counsellor are approachable and friendly"

Slightly fewer respondents (N=8) rated practitioners as 'very good' or 'good' for understanding their children's needs and further comments from respondents stressed the importance of familiarity and understanding,

"Has built up a good relationship with my [child] who was initially very reluctant to come"

"Occasionally there was a lack of understanding"

"Understanding staff, subject matter experts. Supportive through my child's experience and treatment and supported with education planning. Polite staff, quickly establishing rapport with us as a family"

"Difficult if new to care and doesn't know child's history"

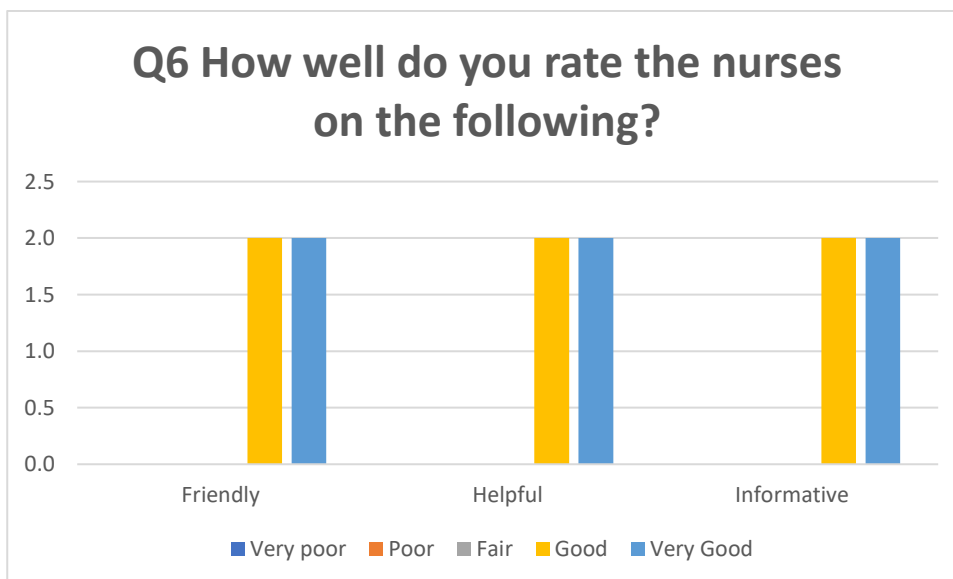
"...More understanding and to be listened to"

"My child has not got a good relationship with who she is seeing. The Doctor is very cold and not very engaging".

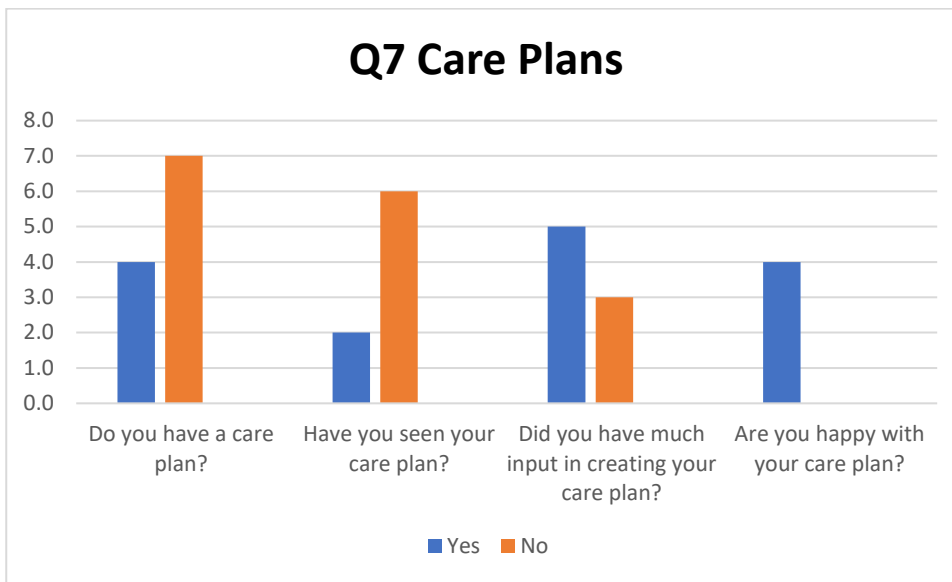
The 'expert' knowledge of The Eating Disorder Service (TEDS) based at Freshfields Clinic was especially praised by a several respondents,

"We feel that the medical team associated with eating disorders were very helpful and knowledgeable"

"The TEDS clinic is excellent in their knowledge and expertise in dealing with eating disorders"



As with reception staff and other practitioners, nurses were rated highly with 100% of respondents who answered this question giving a rating of 'very good' to 'fair' and one respondent commenting that "The mental health nurses were fantastic in supporting our needs".



Of the 11 respondents who answered this question, 4 confirmed that they had a Care Plan in place and others said that they were waiting for their Care Plan,

“Do not have a Care Plan yet. Waiting outcome”

“Awaiting Care Plan”

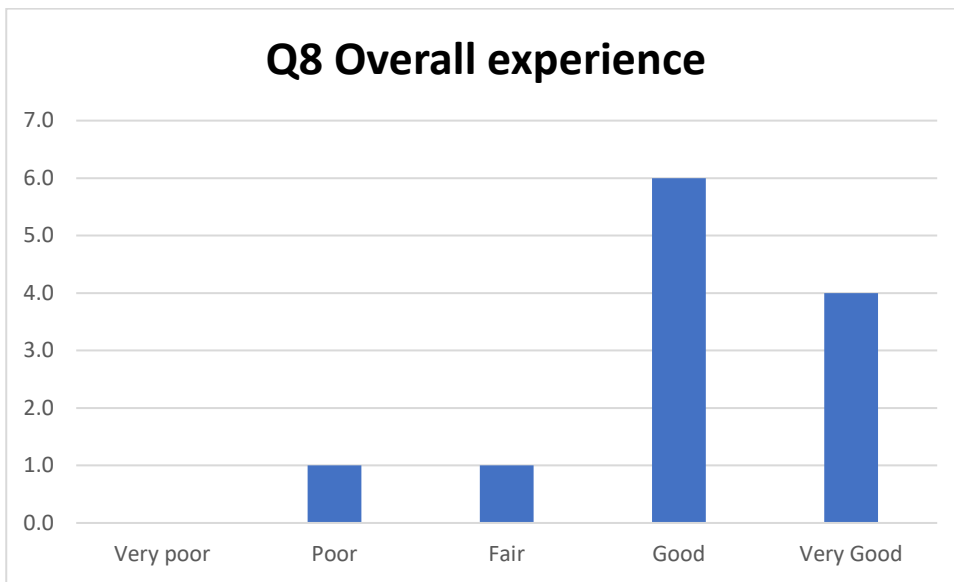
Not having a care plan was however identified as problematic for some respondents,

"I still don't think we have a plan yet to improve my child's issues and my concerns. There is still no clear end goal”

"Don't have one, my child still does not have a key person”

Further findings in relation to Care Plans are slightly contradictory with only 2 respondents stating that they had seen their Care Plan but 4 commenting that they were happy with their Care Plan. 5 of the 8 respondents who answered this question further stated that they had been involved in creating the Care Plan and 1 respondent whilst not having a Care Plan in place felt that they were regularly informed and involved in decisions about their child’s care,

"Whilst we have not seen a formal Care Plan we are fully aware of the care requirements through regular CPA and have review sessions”



At the end of the surveys we asked patients to rate their overall experience. 12 patients completed this question with 4 respondents rating their overall experience as 'very good', 6 respondents rating their experience as 'good', one as 'fair' and one as 'poor'.

### **Additional survey findings:**

At the end of the survey respondents were invited to comment on what they perceived to be good about the Solar service overall, what had not been good and what if anything could be improved. In addition to the findings discussed throughout this report, a number of other themes emerged in response to these questions – all comments received are detailed in Appendix One.

Some respondents discussed the accessibility of services in relation to the times that services are available,

"Great practitioner and service but getting times and days to suit us (with school, work and commute) has been a logistical nightmare and so we are ceasing the service"

"Longer opening hours. Better services in terms of availability. Waiting times"

"More help, more support"

"The service my daughter is receiving is CBT. The sessions seem to be slow. She has missed some sessions due to school commitments and some as the counsellor was not available"

Other respondents commented that they would like to see a wider range of services and therapies available in meeting the needs of their children,

"...The support has not been enough in terms of his treatment and other therapies in conjunction with CBT would be welcomed as not enough progress made for him"

"We needed access to ward in another NHS Trust for part of my son's therapy. Communication has been terrible and so Son's treatment was affected"

Some respondents, in discussing their experiences highlighted the role of wider factors in shaping their ways in which services are delivered,

"More money is required by the service to pay for more staff and provide quicker, consistent care and support for the child"

"I don't blame anyone in the service for how I feel (with regards to lack of support) as Government funding is poor. The Government needs to realise the importance of intervention in the early stages to prevent long term strains on the services available for adults as well as the effect on policing etc. I just hope that eventually my children get the support they need, as I feel like I'm battling for things, which is leaving me to feel like a bad parent as I can't help my children alone. If I could take it all away from them I would".

## **Further Visit Observations:**

### **Bishop Wilson Site**

#### **Main Entrance, Waiting Area and Toilets:**

- Signage to entrance of the building was clear and the directions to the clinic inside the building were easy to follow.
- Waiting area was cheerful and well decorated, with brightly coloured pictures on the wall. It was clean, tidy and child friendly with a water fountain in the corner for service users to use.
- Reception staff were friendly and helpful and contacted the manager for us to speak with. The reception staff made us feel welcome and offered us a variety of refreshments throughout the duration of our visit.
- There were a variety of activities for children to do in the waiting area, which included pictures to be coloured in and story books. There was also a toy kitchen for children to play with.
- Seating area was colourful and comfortable and there was also another seating area with smaller chairs for younger children.
- There were a variety of information posters on the wall, which included a poster that informed patients on how to raise a concern or complaint with the Care Quality Commission. Other posters and leaflets included information about organisations such as Engage Birmingham and Solihull, Women's Aid and a newsletter from Birmingham and Solihull Mental Health Foundation Trust.
- On another wall there was an 'Opportunity Boards', where various opportunities were advertised, including jobs for young people, clubs and organisations that younger people could join.
- A comments and suggestions box was well placed in the waiting area where it was easily viewed by service users. Feedback forms were designed specifically to encourage children to give feedback about their experience. There was also a NHS Friends and Family Test box in the waiting area.
- The entrance to the toilets was based at the back of the waiting area. We found the toilets to be clean, tidy and well-stocked with a good amount of space inside each of them.

## Discussions with Service Manager

During our discussion with the Service Manager, we learned that the Did Not Attend (DNA) rate for patients was approximately 20%. The lowest DNA rate that the service has experienced is 16%, whereas the highest percentage of DNAs is around 23%. These percentages are in line with the national average.

We also asked the Service Manager what training staff members have received and he gave us a list of the follow training that had been undertaken.

### Staff Training:

Health and Safety  
Safeguarding  
Paediatric Life Support  
PREVENT

## Freshfields Site

### Main Entrance, Waiting Area and Toilets:

- On arrival it was not clear where we had to go as it is a communal service and our first point of contact wasn't someone from SOLAR.
- The waiting area is a shared area with a physiotherapy service and a baby clinic. The service manager recognises that the waiting area is not particularly child friendly and they are currently in the process of decorating a waiting room for SOLAR patients. They have already chosen pictures for making the new waiting room more child friendly. Pictures were chosen with the help of young people who have already been attending the service. New furniture will also arrive for the new waiting area in May 2018.
- The Care Quality Commission rating of the service was advertised clearly on the wall of the waiting room as well as a CQC poster giving patients details on how to contact them to give feedback about the service.
- A complaints procedure and contact details for the Independent Advocacy, Voiceability (Independent Mental Health Complaints Advocacy) and POhWER were present in the form of a poster on the wall.
- The entrance to the toilets was in the corridor. Toilets were clean and tidy but a little dated. A poster was placed on the back of the toilet door that gave information about how to access support for people who were experiencing domestic violence.

## Discussion with Service Manager

During our discussion with the Service Manager we found that patients can either be referred to the service via their GP or through self-referral.

We were told that many of the service users at The Eating Disorder Service were self-referrals, the Did Not Attend (DNA) rates were very low, with only approximately 5% of patients failing to attend their appointments.

The general waiting period for service user referrals is 28 days. However, if the referral is deemed as urgent the waiting period is then up to 7 days.

Treatment is said to begin from the initial assessment and service users are offered between 20 and 25 sessions.

We also asked the Service Manager what training staff members have received, and she gave us a list of the follow training that had been undertaken.

### **Staff Training:**

Consenting Capacity  
Clinical Competency  
Child Sexual Exploitation  
Information Governance  
ELS Basic Life Support  
Suicide Prevention  
Infection Control  
Diversity  
Deprivation of Liberty Safeguarding  
Safeguarding  
Whole Team Training Days/ National Upskilling

### **Recommendations**

1. Better Referral Pathways for quicker access into the service
2. Quicker access to treatment/support after initial assessment.
3. Better use of community services, peer support groups or online services for people when they are waiting for interventions and or treatment.
4. Better communication/promotion of support services available for parents and carers.
5. Parents and carers should be consistently provided with adequate information relating to conditions experienced by the person they provide care for and more information about what to expect when accessing services. Allowing them to better understand.
6. Care plans need to be developed more efficiently with both carers/parents and children. With more discussions and evidence-based goal-oriented work to help meet milestones with regular reviews and feedback given to carers parent and children.
7. To consider longer opening times and more flexible appointments outside of school hours either in the evening or weekends.
8. To look at ways of improving early access to services including early intervention methods to help reduce the demand on the current service.
9. Clearer signage to be added to advertise the Freshfields site, and to look at better integrated working with the joint services on the site so that the receptionist is better informed for welcoming and directing service users to the correct service. Ideally an allocated receptionist and waiting area may be of advantage.
10. A more child friendly environment would help service users feel more comfortable when accessing services.
11. To consider the use of the term LACH when referring to their looked after children's services

## Provider Feedback:

### **1. Better Referral Pathways for quicker access into the service**

The referral pathways into Solar are currently very flexible; Children and young people can be referred via a number of routes. Families and Young people can also self-refer. We introduced Self-referral in September 2017 and have had a number of self-referrals into the service via this route to date. Solar are contracted to provide initial assessments within 6 weeks and if treatment is required this will be offered within 18 weeks, this is a nationally set target.

Solar's average wait time from March 2017 to date is 6.2 weeks for assessment and 13.8 weeks for treatment.

### **2. Quicker access to treatment/support after initial assessment.**

Please see comments on wait times above

### **3. Better use of community services, peer support groups or online services for people when they are waiting for interventions and or treatment.**

Solar currently signpost to over 50 different organisations if it is felt the specialist secondary mental health care is not indicated. We will include this list on our website. It is worth noting that our website also has links to online services that offer a wealth of advice and guidance on mental health and wellbeing.

### **4. Better communication/promotion of support services available for parents and carers.**

Solar currently have two carers support groups running, one has been arranged via the eating disorder service at Freshfields and one for the main solar service. As a service we have noted the feedback you have provided we will work towards offering additional carers groups to expand our offer. As it is the current bi monthly groups would appear to be insufficient. We would also welcome carers to take a lead role alongside Solar team members to advise on what type of support would be helpful.

### **5. Parents and carers should be consistently provided with adequate information relating to conditions experienced by the person they provide care for. And more information about what to expect when accessing services. Allowing them to better understand.**

The Solar team have noted this feedback and will ensure that Young people and their families are given a copy of their care plan alongside information about the condition and how to access help in a crisis.

### **6. Care plans need to be developed more efficiently with both carers/parents and children. With more discussions and evidence-based goal-oriented work to help meet milestones with regular reviews and feedback given to carers parent and children.**

The solar team have noted this feedback and will ensure that young people and their families receive a copy of their care plan by their second treatment appointment. The care plan currently does set out goals that have been agreed with the Child or young person. We are also working towards greater use of outcome measures that will enable Children, young people and their families to track improvements in their condition over time.

### **7. To consider longer opening times and more flexible appointments outside of school hours either in the evening of weekends.**

The Solar management team note this feedback and are working towards offering more flexible appointment times outside of school hours. We have recently introduced therapeutic group interventions commencing at 4.30pm enabling children and young people to attend after school hours. This offer will increase as we introduce further group interventions. This is in addition to the

offer of individual home visits undertaken by clinicians and work undertaken by the Solar crisis team who work 7 days a week 8am- 8pm.

**8. To look at ways of improving early access to services including early intervention methods to help reduce the demand on the current service.**

Solar work with a number of schools across the borough offering education around identifying children and young people who may be struggling with their emotional wellbeing. The Solar service aims to help schools and early help services to offer support and guidance at the earliest opportunity and enable children and young people to access support and help as soon as an issue arises.

The Service is further developing the Solar website that contains links to online services that can provide a wealth of information and tips for self-managing emotional wellbeing, examples of these are ;Young minds and Kooth.

**9. Clearer signage to be added to advertise the Freshfields site, and to look at better integrated working with the joint services on the site so that the receptionist is better informed for welcoming and directing service users to the correct service. Ideally an allocated receptionist and waiting area may be of advantage.**

Negotiations have been underway for a number of months with NHS property services who own the Freshfield building with regard to making alterations to the building to ensure that it is fit for purpose for Children and young people and their families. We have recently come to an agreement with NHS property services that they will permit shared use of the reception and shared use of staffing to enable the Freshfields reception to be manned 9-5. Heart of England foundation trust who work within the building & Solar staff will work together to ensure all visitors to the building have an appropriate welcome and guidance into the waiting areas.

We have reviewed the internal signage at Freshfields and have ordered signs directing Visitors to the new CAMHS waiting area; we hope that this will be helpful to visitors. The external signage is currently clear and visible we therefore do not plan to later this signage.

**10. A more child friendly environment would help service users feel more comfortable when accessing services.**

As detailed in your report a room has been identified at Freshfields to create a separate Solar waiting area. Furniture has been delivered and the room is now ready for use. We feel this will enhance the experience those children and young people that attend Freshfield clinic for their appointments.

**11. To consider the use of the term LACH when referring to their looked after children's services**

The Solar team who specialise in care for looked after children are named the Looked after Children Team Health (LATCH). This is to differentiate them from the local authority looked after children's team. We do not feel it would be helpful to rename the team at this stage.



## Appendix One: Data Tables

<b>Question 1: How long did you wait between your referral and your initial assessment?</b>						
	<b>Up to 7 days</b>	<b>1 – 2 weeks</b>	<b>2 – 3 weeks</b>	<b>3 - 4 weeks</b>	<b>1 to 2 months</b>	<b>2 + months</b>
<b>(N=12 responses)</b>	<b>1</b>			<b>2</b>	<b>3</b>	<b>6</b>

<b>Question 2: How well do you rate the following?</b>					
	<b>Very Poor</b>	<b>Poor</b>	<b>Fair</b>	<b>Good</b>	<b>Very Good</b>
<b>Getting a referral (N=13)</b>	1	4	6	1	1
<b>Waiting time for initial assessment (N=13)</b>	1	4	6	2	0
<b>Information you were given about the support you would receive (N=11)</b>	0	3	3	4	1
<b>Further Comments</b>	<p>"We waited a long period of time, due to the referral being made to a centre in Birmingham"</p> <p>"Poor communication from GP"</p> <p>"After the initial assessment the referral for the service took ages. I had to chase it up twice periodically"</p> <p>"We waited twelve months after initial assessment until we were offered therapy (for a 7 year old!)"</p> <p>"I still don't think we have a plan yet to improve my child's issues and my concerns. There is still no clear end goal."</p>				

### Question 3: How well do you rate the following?

	Very Poor	Poor	Fair	Good	Very Good
Waiting area (e.g. Child friendly) N=13	2		6	3	2
Toilets (N=12)	0	0	2	7	3
Treatment room (N=12)	0	0	2	8	2
Ease of access into the building	0	0	1	7	4
Further comments	<p>"Parking for this building is poor"</p> <p>"No parking is an issue"</p> <p>"No toilet signs readily visible"</p> <p>"Because it doesn't open beyond 9-5 hours, it's been harder to find appointment times that we can do"</p> <p>"I think there should be a separate waiting room for the children as it can be overwhelming sitting with regular patients"</p>				

### Question 4: How well do you rate the reception staff on the following?

	Very Poor	Poor	Fair	Good	Very Good
Welcoming (N=12)	0	1	2	8	1
Helpfulness (N=12)	0	1	3	6	2
Informative (N=12)	0	1	3	6	2
Further comments	<p>"Rarely anyone on reception and when they are they ask to us to buzz ourselves, not sure what they do in that respect"</p> <p>"You don't really interact with them"</p>				

**Question 5: How well do you rate your practitioner on the following?**

	Very Poor	Poor	Fair	Good	Very Good
<b>Friendly (N=13)</b>	0	1	1	4	7
<b>Supportive (N=13)</b>	0	1	1	4	7
<b>Empathetic (N=13)</b>	1	0	2	3	7
<b>Understanding your child's needs (N=11)</b>	0	1	2	3	5
<b>Further comments</b>	<p>"Difficult if new to care and doesn't know Child's history"</p> <p>"Has built up a good relationship with my son who was initially very reluctant to come"</p> <p>"All staff have been outstanding"</p> <p>"The mental health nurses were fantastic in supporting our needs"</p> <p>"Occasionally there was a lack of understanding"</p> <p>"My child has not got a good relationship with who she is seeing. The Doctor is very cold and not very engaging"</p> <p>"We feel that the medical team associated with eating disorders were very helpful and knowledgeable"</p>				

**Question 6: How well do you rate the nurses on the following?**

	Very Poor	Poor	Fair	Good	Very Good
<b>Friendliness (N=)</b>	0	0	0	2	2
<b>Helpfulness (N=)</b>	0	0	0	2	2
<b>Supportive (N=)</b>	1	0	2	2	2
<b>Further comments</b>	"We have not seen a nurse" "Never seen one"				

<b>Q7. Care Plans</b>	Yes	No
<b>Do you have a Care Plan? (N=11)</b>	4	7
<b>Have you seen your care plan? (N=8)</b>	2	6
<b>Did you have much input in creating your care plan? (N=8)</b>	5	3
<b>Are you happy with your care Plan? (N=4)</b>	4	0
<b>Further Comments</b>	"Do not have a Care Plan yet. Waiting outcome" "Awaiting Care Plan" "Don't have one, my child still does not have a key person" "Whilst we have not seen a formal care plan we are fully aware of the care requirements through regular CPA and have review sessions"	

### Question 8: Overall experience

	Very Poor	Poor	Fair	Good	Very Good
(N=12)	0	1	1	6	4

### Can you tell us what has been good about this service?

"Friendly, practical, referred to two services which is positive"

"That you can now self-refer"

"Staff are helpful and have been so supportive"

"The service my daughter is receiving is CBT. The sessions seem to be slow. She has missed some sessions due to school commitments and some as the counsellor was not available"

"The TEDS clinic are excellent in their knowledge and expertise in dealing with eating disorders"

"The waiting times are awful, even having a child close to crisis point we were passed from pillar to post, seeing different people who never actioned what they promised i.e. follow up appointments, further referrals etc. Also extremely difficult in trying to then get in contact with the relevant people"

"Great practitioner and service but getting times and days to suit us (with school, work and commute) has been a logistical nightmare and so we are ceasing the service"

"They have been quick to react for some circumstances but not all"

"Understanding staff - subject matter experts. Supportive through my child's experience and treatment and supported with education planning. Polite staff, quickly establishing rapport with us as a family"

## Can you tell us what has not been good about this service?

"Nothing at this stage (today was positive) but it has been difficult to get to this stage"

"Waiting times across the Borough"

"Waiting times. Difficult to access CAMHS! Solar to start with."

"The therapy rooms could be more user friendly, they appear cold and clinical"

"The children are well supported but I feel the parents could receive more support initially"

"Waiting times. Referral to the correct/relevant people. More understanding and to be listened to"

"We needed access to ward in another NHS Trust for part of my son's therapy. Communication has been terrible and so Son's treatment was affected"

"I feel lost and unsupported as a parent for both of my children. It's a battle to be seen and then trying to chase up appointments takes a toll on me"

"Nothing - we are pleased with the support help and assistance this assessment team has provided. Very appreciative of Dr.

## Can you tell us what you think needs to be improved?

"Ideally some background info prior to meeting. Difficult for the practitioner to assess the care in a short time"

"More help, more support"

"Waiting times"

"Parking is my only issue"

"Waiting times. Prescription repeat ordering. Referral process"

"More user friendly environment where children and those that use the SOLAR counselling service can feel more comfortable - less clinical"

"Longer opening hour. Better services in terms of availability. Waiting times"

"More money is required by the service to pay for more staff and provide quicker, consistent care and support for the child"

"Waiting area could offer more young person material like magazines, books. TV screen could present appropriate content and programmes"

### **Any other comments?**

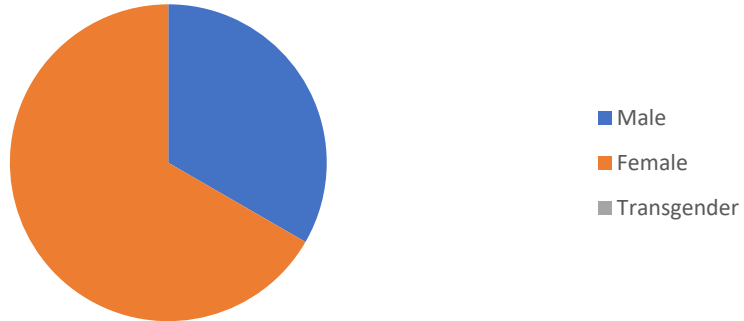
"On the whole the service and the counsellor are approachable and friendly"

"This was for use of SOLAR for PTSD for 7-8 year old child. The support has not been enough in terms of his treatment and other therapies in conjunction with CBT would be welcomed as not enough progress made for him"

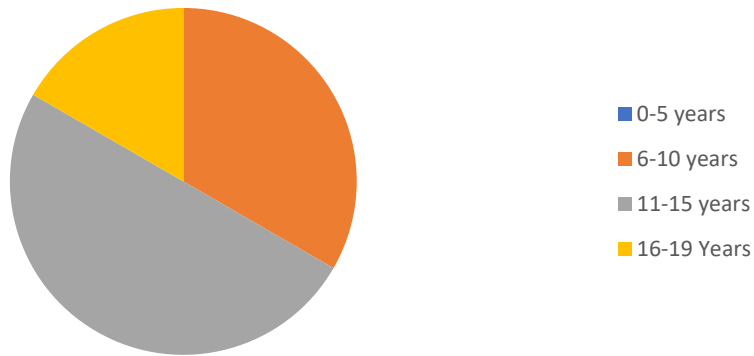
"I don't blame anyone in the service for how I feel (with regards to lack of support) as Government funding is poor. The Government needs to realise the importance of intervention in the early stages to prevent long term strains on the services available for adults as well as the effect on policing etc. I just hope that eventually my children get the support they need, as I feel like I'm battling for things, which is leaving me to feel like a bad parent as I can't help my children alone. If I could take it all away from them I would".

## Appendix Two: Demographic Breakdown of Survey Respondents

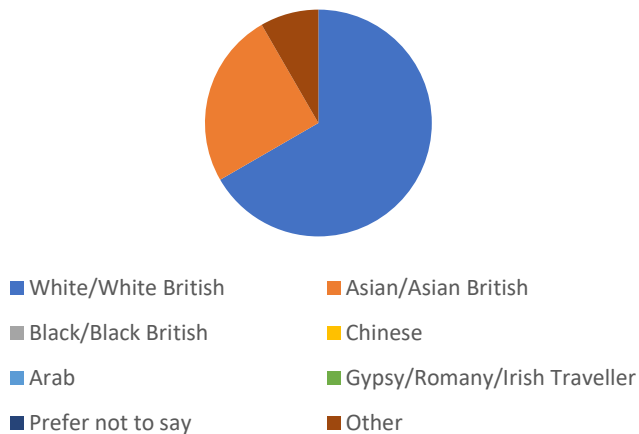
### What is the gender of the patient?



### What is the age of the patient?

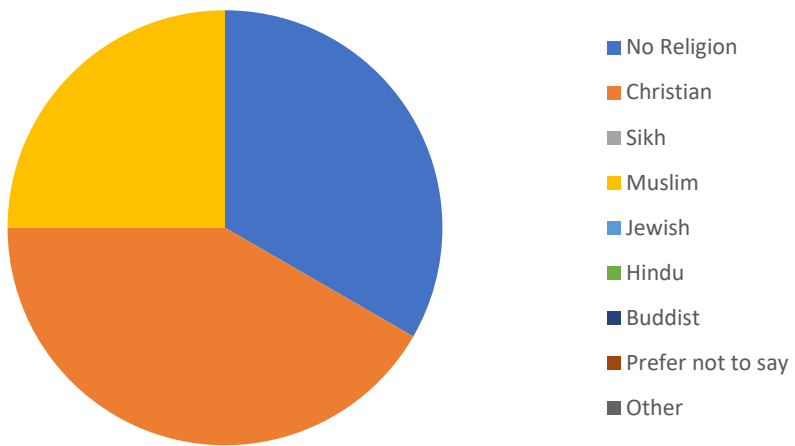


### What is your ethnic group?





## What is your religion?





## Healthwatch Solihull

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