

## You Said We Did

This is a summary of the types of changes we have made, based on your feedback.

Service	You spoke	We did
Community Paediatricians	Parents have shared that they found the process for how blood test results were fed back to be unclear	As a result, the service now has an action to ensure parents understand how results will be fed back when investigations are requested: This information will be included (and made clear) in the initial clinic letter to all families accessing the service.
Berkshire Eating Disorders (BEDS) Adult Service	It is so important for us to see 'Encouragement and promotion of diversity and inclusion to make the service a welcoming and safe space for all.'	A new BEDS diversity champion has been identified. A participation group was run to hear how about service users experience and their engagement with BEDS regarding diversity and inclusion. Staff participated in a CPD session on equality, diversity, and inclusion. An ongoing audit is being undertaken to look at the discrepancy between the population ethnic demographic of Berkshire versus the ethnic demographic of patients referred to BEDS.
Health Visiting	Access to breast feeding support.	New breast-feeding drop-ins have been set up.
Adult Autism and ADHD teams	The Autism team's post-diagnostic group ended too abruptly.	The programme for the group has been reviewed and one additional session, focused on 'What now?' has been added, and the schedule adapted to reflect this.
	After completing the ADHD group, some clients felt that there was some 'information overload' with too much information on the slides to keep up with.	Based on this feedback, the team reviewed the information and reduced the amount of extra information in the resources to make it more accessible and concise.

	This quarter the team has been working from a different site with unfamiliar rooms and there has been verbal feedback from clients relating to the temperature and comfort of clinic rooms.	The team had discussions with the estates team in order to make the rooms cooler and more comfortable.
OAPs (Out of Area Placement Service)	Placement Reviewing Team – Improved communication around annual reviews.	From direct patient/carer feedback- we are implementing better processes for communication prior to annual reviews are completed. Our new RiO form will enable this to happen.
Talking Therapies Service	“I would have preferred to have face to face meetings”	If a client requests face to face this will now be offered for the next available appt. regardless of locality to give client choice. We have updated our searches to make this easier for both admin and clinical teams to book and see face to face availability across localities.
	“Email address not accepted so no communication received”.	Admin team has been reminded to double check email addresses and to tell clients to check their spam or junk folder. A prompt has also been added to the admin script.
	“More frequent conversations.”	We are in the process of planning for Psychological Wellbeing Practitioners (PWPs) to move from fortnightly sessions to weekly sessions. All trainee PWPs, once competent will offer weekly treatment sessions from the outset.
	“6-month waitlist”	We have merged waitlists for some treatment pathways and work across Berkshire instead of within individual localities. Clients will now be offered the next available treatment appointment regardless of location in Berkshire. This has reduced treatment wait times.

<p>Barkham Day Hospital/Memory Clinic</p>	<p>There are signs on the hospital site that signpost to Barkham Day Hospital and signs for Memory Clinic which causes some confusion.</p>	<p>After consultation with the team and after discussion with our Carers group, we are changing the name to The Barkham Clinic.</p> <p>The name retains Barkham and provides confidentiality for the whole OPMH service as they are not just a Memory Clinic.</p> <p>This will also provide clarity and consistency in signage, and we will update all our letter headings to match.</p>
<p>CRHTT West</p>	<p>The service needed a space to complete physical observations with patients and rooms that were comfortable for face-to-face sessions.</p> <p>The main driver of this work was our Lived Experience Lead, so the redecoration was driven by patient feedback.</p>	<p>We now have a dedicated 'clinic area' we are in the process of purchasing the equipment and rooms have been decorated and furnished with more comfortable chairs etc.</p>
<p>Oakwood Ward</p>	<p>We received several complaints about the quality of the beef and difficulty chewing it.</p>	<p>This was escalated to our catering teams and has now been removed from the menu.</p>
<p>Wokingham Community Hospital</p>	<p>Patients reported (in post fall debrief/interviews with patients) the reasons for falls in bathrooms due to foot pedal on normal waste bin.</p>	<p>These have been changed to open bin after liaising with our Infection Prevention and Control Team.</p>