

Participation Activities

Topics for participation: Appointment times, home visits, what info should get when first go to service, what support would like whilst on waiting list, location of appointments, skills and qualities of worker, facilities in waiting rooms, Title of CAMHS, Involvement in initial meetings, evaluation of service received.

Evaluations – sourcing views.

Comments boxes

Voting boards in waiting rooms / in building – ask specific question.

Ideas Boards in waiting room – gives users and carers opportunity to offer their ideas.

Waiting room consultations on various topics...through questionnaires, drawing, post box etc.

CHI questionnaires – user friendly? How accessible? Ensure there is an impact and feedback.

Telephone Feedback – South 0-16 – ensure impact and feedback

Postal Activity packs designed by young people to elicit views through games, quizzes etc.

Questionnaires designed and consulted by young people/users/carers etc.

Encourage the use of Viewpoint (Leeds)...www.ru-ok.com

Focus Group - Users or Carers sharing feedback about service.

User/Carer Interviews – structured/semi-structured

Open Event – Big Brother room, Graffiti Wall, evaluation games all to elicit views of users and carers.

Using creative arts eg. Drawing, puppet making, games etc. elicit views of service

Support whilst on waiting list.

Waiting list letter requested and designed by users and carers

Focus Group around what support/contact users and carers would have liked when first coming to service.

Feedback form consulting about waiting list process.

Reducing Stigma

Promoting services within community – build links. Work in partnership with other agencies, talk to potential users and carers. Workers to visit schools, drop-ins, voluntary agencies to give presentation and disseminate service info and preventative strategies etc.

Aid understanding of CAMHS within community – referral routes, structure etc. Hold presentations, training sessions to Tier 1.

Link with disability and ethnic minority groups in order to increase understanding and accessibility of service.

Title of CAMHS - Questionnaire or Focus Group collating what the services should be called?

Introduction to service

Ensuring understanding of service when first arrive?

- Don't use jargon,
- Hold informal day visit to service, cakes, drinks, meet and greet – could other ex users and carers be there to support new ones?

Information leaflet – young people and parents design the look, content and language. Users and carers saying what they would have wanted to know when they first were referred.

Video – showing viewer round service, introducing staff, process etc.

- animation, puppet show of service to protect confidentiality

Cassette tape – Another way of communicating and accessing wide range of users/carers.

Booklet with pictures of service and staff

Users and carers poetry, stories of experiences of service.

Create an expert ex user/ carer group that can have specific task to work on easing the introduction process for other users and carers.

Recruitment and selection

Focus group of users or carers sharing opinions of what skills and qualities workers should have when being employed.

Young people on their own interview panel. Interviewee to do presentation to young people they decide who is the best which is taken into account when recruiting.

Group work

Focus Group – concentrating on specific theme.

Group sessions – opportunity to evaluate / feedback opinion on this. Do evaluation game after every exercise- ensure this affects next session.

Group sessions – input into structure of session. Say what would like to do, any areas they could lead on or organise.

Carers support groups, users support groups

Carers and/or users advisory/consultation groups.

Sharing in the process –

Share decisions around budget allocation e.g. for leisure activities etc.

Share decisions around content of session. How do they like communicating? What would they like to concentrate on?

Inputting into session notes? Write it together, agree what is written? Give them a space to add their thoughts?

Input into helping organise their own file? Build it up creatively? – Poetry, drawings etc.

Accessing their own file when they want.

Being copied into letters

Attending meetings with professionals – having users and carers representatives – but not tokenistic – meetings would have to be made more informal and balanced.

Create an agreed Charter of involvement / key principles of involvement for participation with service users – Base on Leeds Charter of participation.

Building

Designing waiting room/space (posters, colours, resources, activities, info etc.)

Have own art exhibition area in building that can add to.

Feedback about what building should look like, feel like?

Consult users/ carers on the name of the building.

Training/ Sharing Knowledge

Ex users and carers could talk about their experiences of the service to other agencies or professionals whilst attending training. Get a different perspective.

Users give presentations and advocate to CAMHS for user involvement.

Aiding delivery of conferences

Aiding presentations, report writing.

Users and carers as mentors, peer supporters to other users and carers.

Times

Consultation around appointment times. Waiting lists.