

SEND health conference: Exploring your local health services

Parents wanted an opportunity to learn about health services, ask questions and feedback about personal experiences. A survey was conducted at the Education Conference in September 2018 to inform the agenda. The conference was coproduced with the Barnet Parent Carer Forum and held on the 1 February 2018.

Of 29 responses... % strongly agreed or agreed	Parents said...
100% felt better informed about the local health system and the various pathways to services	<i>"There are more services and information to access than I was aware of"</i>
93% felt they had an opportunity to identify and meet key health professionals and hear about their services	<i>"Open, receptive health professionals helped to break down barriers and preconceived negative beliefs"</i>
97% felt they had an opportunity to ask questions	<i>"[I feel] less alone by knowing that there are other people also experiencing the same challenges" "Power to the community and getting a voice!"</i>
100% felt they had an opportunity to share their point of view	<i>"Being able to share our son's story in a safe environment" "So pleased that parent carers have had a voice"</i>

Part 1: Health provision in Barnet

40 parents attended the event and heard about:

- Barnet health systems and pathways
- The Local Offer
- Barnet CCG and commissioning plans for CAMHS and integrated therapies (speech and language, occupational and physiotherapy) which will provide services up to 25 for young people with EHCPs.

Health professionals and providers heard:

- The importance of listening to and respecting parents, as experts including the need for more coproduced outcomes
- That too much jargon is used

Part 2: Parents had the opportunity to join two themed discussions

Parents felt the following things were going well:

- Parent support networks
- Some excellent professionals / practitioners in Barnet
- Recent education and health conferences
- Meeting assessed needs
- Single point of contact / referral

The main challenges raised by parents (across all discussion groups):

- Navigating the system / support
- Joining up provision
- Communication: between professionals and with families

Action plan – progress will be reported to the SEND Conference in June 2018

Parents said they would:

- Look up and research the information provided
- Register as a carer with the GP
- Share information and encourage others to come to future meetings.

Comment	Action / update	When	Lead
Easier access to services / waiting times	Providers have been asked for information regarding their waiting lists, commissioners will consider solutions across the local area including improving recruitment / retention of staff and improving pathways	Review in March 2018	Children's Joint Commissioning Unit (JCU) – Richard Tipping
Being able to come back into services; not having to join the waiting list	The Health Trusts cannot do this, as they have the referral to treatment pathways they need to monitor, therefore those who do not access the service regularly are not open cases. JCU to work with providers to improve communication whilst on waiting lists and having a point of contact with a professional to discuss concerns whilst waiting.	Late 2018	Community Children's Services providers, Children's Joint Commissioning – Richard Tipping
Information sharing between professionals is poor	Improving administration support and functioning of the Child Development Service (Intake Meeting). CCG is considering a digital solution to improve information sharing between professionals. Opportunity to engage with the new integrated therapies provider to improve joint working. Improving strategically established, joined up multi-disciplinary team working in the local area.	April 2018 June 2018 Late 2018 Late 2018	Head of Inclusion – Phil Stock Service managers across all Community Children's Services providers, Children's Joint Commissioning – Richard Tipping
Training for GPs on SEND	Designated Medical Officer and Commissioner have presented at Locality Meetings for GPs regarding SEND Reforms	April 2018	DMO – Katalin Schneider / Children's Joint Commissioning - Zoë Garbett
Flow diagram including all services and how to access	Looking to develop this resource which will be featured on the Local Offer; this will be coproduced with	August 2018	Children's Joint Commissioning - Zoë Garbett

	parents,		
SEN caseworkers and school SENCOs need to have better understanding of health services so they can signpost parents / carers effectively	<p>Health briefing, based on the slides from the health conference, will be delivered for social care and education colleagues</p> <p>DMO and Speech and Language Therapy previously presented at the SENCO conference in April 2017</p> <p>SEN caseworkers to attend health services briefing in April 2018</p>	April 2018	Head of SEN Assessments and Placements -Mike Connolly / Children's Joint Commissioning - Zoë Garbett
Training for support staff / TAs	<p>High Incidence Support Team (HIST) offers a range of training for TAs in SLCN, Specific Literacy difficulties and behaviour, in schools and centrally.</p> <p>In addition, HIST is offering a whole day training for TAs covering all areas of SEN, with a view to offering this annually.</p>	Ongoing	Head of Inclusion – Phil Stock
Provision outside of school times	<p>Services are working with education to provide appointments outside of school times where possible – e.g. for looked-after children health assessments. Where there is a not a clinical need for the CYP to be seen in a clinic the expectation is that the appointments will happen at school.</p> <p>Some services work during school hours and late afternoon / evening or weekend appointments.</p>	July 2018	Children's Joint Commissioning – Richard Tipping
CAMHS in schools	<p>Phase 2 of resilient school programme will include 10 more schools; support for staff, parents and young people.</p> <p>In school support being brought in house to align more closely with local authority provision (including early help hubs).</p>	Spring 2018	Children's Joint Commissioning – Deian Abankwa
CAMHS helpline	This will be provided as part of the CAMHS transformation	Spring 2018	CAMHS – Tina Read
One key worker for families to help	If the family have a CAF in place there is a Lead Professional.	Late 2018	Early Help, Barnet Council – Karen

navigate all of health, education and social care services	<p>The Early Help model promotes integrated working. Health partners attend multi-agency hub panels.</p> <p>Work has started to improve the links between SEND and early help services and professionals.</p>		Pearson / Joint Commissioning Unit – Zoë Garbett
Parents reported a poor experience with the wheelchair service	<p>Complaints have been shared with the provider and investigations to take</p> <p>Children Joint Commissioning Unit have met with the provider and developed an action plan which will be monitored</p> <p>Considering future options for the service</p>	<p>March 2018</p> <p>April 2018</p> <p>Late 2018</p>	<p>AJM Healthcare – Anthony Munden</p> <p>Children’s Joint Commissioning - Zoë Garbett</p> <p>Children’s Joint Commissioning - Zoë Garbett</p>
Specialist dental service (not working)	To gather data and feedback and review.	April 2018	Children’s Joint Commissioning - Zoë Garbett
Sharing information with parents who aren’t engaged	<p>Increasing membership of Barnet Parent Carer forum</p> <p>Education, social care and health (including schools, providers) working together to share communication channels</p> <p>Improving the information on and usability of the Local Offer</p>	<p>Ongoing</p> <p>Ongoing</p> <p>June 2018</p>	<p>Barnet Parent Carer Forum – Theresa Bull / Rivka Steinberg</p> <p>All</p> <p>SEND Development Group - Jenny Gridley</p>
Parents would like....			
More events! Including social care	<p>SEND Conference booked for 14 June; this will include social care (<i>Local Offer events for more information</i>)</p> <p>Social care will be looking to hold an event in 2018</p>	<p>14 June 2018</p> <p>TBC, 2018</p>	<p>SEND Development Group – Jenny Gridley</p> <p>Social Care – Graeme Baylis</p>
Information about transition to adulthood	Currently reviewing transition processes; parents will be engaged and a revised protocol communicated	Late 2018	Children’s Joint Commissioning Unit – Zoë Garbett
More sessions and meetings with	Education have been running 6-weekly drop ins, health and social	Throughout 2018	Education / Providers – Phil



Clinical Commissioning Group



— with —



professionals	care will be joining these <i>Local Offer events for more information</i>		Stock
More on mental health – including strategies for behaviour that challenges at home	Shared this information with mental health colleagues	TBC	Children’s Joint Commissioning – Deian Abankwa / CAMHS – Tina Read
Strategies to talk to our young children about their disabilities SEN and how to talk to other siblings	Looking at how this can be built into future events / services	TBC	Education / Social Care