

**You  
said..**

**We  
did...**

Feedback received from parents and carers between April-June 2019

**“The different services need to be more integrated with better communication and follow up”**

**We will be sending all comments we receive about different services across the borough to service leads to improve communication.**

**“Could we have a tea/coffee machine?”**

**We enquired about whether this would be possible, however unfortunately we are only permitted to have a water cooler on the premises.**

**“A little more notice of the appointment itself would be great.”**

**We agree that unfortunately some families may have been affected by an issue with the postal service. We aim to ensure that families are given adequate notice of at least a week if receiving appointments by post.**

**“Better communication between reception and staff”**

**We agree that this needs to be improved. We are currently looking at alternative systems to address this issue.**

**“Reduce the waiting time. We waited a year for an appointment”**

**We agree and are working very hard as a service to reduce the waiting time for families. Over the last six months we have reduced our waiting time from 54 to 38 weeks.**

**“The assessment process was fine, but the follow up support process has been difficult and frustrating”**

**To improve access to support services, we now have key links and information for families on our website and the local offer website:**

<https://childrenscommunitytherapies.uhb.nhs.uk/>

<https://socialsolihull.org.uk/localoffer/>

**“The 2 hour appointment was very long for my son”**

**It is very important to our service that all our clinicians adjust appointment times and lengths to the needs of the child or young person.**