



# "Let's Talk" – Working Together For a Better Service



## Mid West Children Disability Services 2016

### Introduction and background

The Service User Engagement Project Group was convened in January 2015 by the Mid West Children's Disability Services (MWCDS). The initial group was comprised of parents, clinicians, managers and a member of the Organisational Development Unit (ODU), HSE West.

The objective of the group was to :

- develop a plan for service user engagement in the Mid West in 2015
- develop a strategy for involving the service user more and influencing the development of service delivery.
- progress services in relation to family centred practise

In June 2015, the Mid West Children Disability Services hosted workshops in Clare, Limerick and North Tipperary. All families were issued with an invitation to come to a workshop.

79 parents and carers responded to the invitation to attend the workshops. 84 staff members of the Mid West Children Services Teams attended the workshops. The Organisational Development Unit (ODU), HSE West facilitated the workshops.

### Aims & Objectives

The purpose of each workshop was to establish the level of service user engagement in the following areas:

- Opportunity to bring forward ideas
- Involvement in decision making
- Involvement in how services are organised
- Access to information
- Equal relationship with team members.

### What was the outcome of the workshops?

Feedback on discussions held at each event was provided in writing by the ODU facilitators.

This was amalgamated onto one presentation, reflective of the total feedback received at the three events.

Subsequently this feedback was made available to parents and service users by hard copy, available through the clinics, or on the MWCDS Website. Based on the feedback received, the Project Group identified short term goals that would receive immediate action.



### What happened next

- Distribution of feedback forms and feedback boxes to be located in Reception areas and feedback form was uploaded onto the MWCDS Website.
- Review of standard letters sent to service users in terms of language used to communicate.
- Training for front desk staff on customer service practises.
- Access for front desk staff to therapists' diaries and working knowledge of their location during the day to facilitate communication with parents/ service users.

We are still working on the information that you gave us at the workshops. So, watch this space!

### Give us your feedback

•Please give us feedback by picking up a feedback form in the waiting area of your centre or by downloading a form from [www.mwcds.ie](http://www.mwcds.ie) or use the HSE service form, "Your Service, Your Say"

### Where to next ?

We are looking for new members to join us on the Service User Project Group. If you are interested, contact your team administrator and they will let you know how you can go about this.

