

Feedback from the Children's Sensory Team (CST)

Health questionnaire 2018

We would like to thank all the colleagues in Health services who took the time to respond to the CST questionnaire this year. We are delighted with the positive feedback. We welcome the suggestions that you have made and will use your ideas to improve and shape our service. If on the rare occasion you have highlighted an issue, we will have contacted you, or will be contacting you, to discuss this further.

We are very proud of the work that we do and the feedback you have given us. Please do not hesitate to contact us if you have anything further to add or if you would like to more involved in shaping our service.

Q1. Do you know how to contact CST? 100% said 'Yes'

Q2. Do you feel the CST staff are easy to talk to? 100% said 'Yes'

Q3. Do you feel your views are considered? 100% said 'Yes'

Q4. When CST staff have attended a meeting or appointment has it been helpful? 100% said 'Yes'

Q5. Do you feel the overall support CST provides, helps/supports/improves outcomes children and young people and families with vision impairment and /or hearing impairment? 100% said 'Yes'

Q6. What can we do better?

Examples of some of your feedback and our response:

- Can be difficult to contact teachers of the deaf and have phone calls returned when liaising about a child.
- Better communications via phone calls/emails.

We know this is a challenge as CST teachers are mainly off site working in homes and educational settings. The case work demands are high. CST staff use emails, mobiles and landlines. Please ask the CST via email for a time slot for a conversation stating your availability. We have termly joint Speech and Language therapy (SaLT) meetings which have improved communication. We have weekly phone calls to the audiologist to address queries.

- Maybe more face to face contact with our staff and patients, attendance at odd clinics so we can get to know you and the services you offer out patients. We try to do this but caseload pressures prevent more of this contact. Please invite us to the most useful clinics and we might be able to prioritise our work to attend.
- Communication about assessments used and analysis from these.
- My colleagues have shared that there continues to be overlap in the speech and language assessments used. I hope that continuing dialogue between SaLTs and TOD's can reduce this. This area is now much improved following the set up of the termly meetings with SaLTs and CST. Joint liaison from both teams over assessments is much more frequent.

Q7. Any other comments?

Examples of some of your feedback:

- I think we work well, collaboration when needed.
- Often liaise regarding specific children.
- CST staff have attended appointments with families @ GOSH, which is very useful for us and the families.
- All information shared is helpful. Their referrals to our service are comprehensive.
- Helpful and clear.
- All information is really clear, reports help get a picture of the child in their everyday environment and discussions help inform decisions and next steps.
- The CST staff I have worked with have been professional. In their discussions around children and I am able to share my views in an open way. I also appreciated their excellent input!!
- I have always managed to speak with a member of the team. If I have the incorrect person they always point me in the right direction.
- Always available for open and informative conversations.
- The team are very easy to talk with and I am able to share information, gain insight and feedback.
- Having landline, mobile and email contacts makes it very easy to get hold of people. Emails and phone calls are always responded to quickly.
- Correspondence via post, email, phone. Useful sharing of notes/reports/progress.
- All very friendly and helpful.
- The team are very easy to talk with and I am able to share information, gain insight and feedback.
- Absolutely yes, everyone is very approachable.

- Thank you for all the regular updates and information re the CI children on your caseloads. We hope you feel we are responsive and helpful.
- The CST teacher has been brilliant in keeping in contact with me, explaining things to me and working together
- Thank you to everyone for their ongoing support - you are an invaluable service.

**Thank you for all the positive feedback we have received.
We will take note of the things we can do better and will strive to do address
the issues raised.**

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