

## Hopes for being involved

Norfolk and Suffolk NHS Foundation Trust had identified that they would benefit from improving their parent and carer participation.

*“We pride ourselves on being a learning organization and recognise that to transform care we need to listen to consumers... We see the role of parents/carers as 'critical friends'/advisors within our service line as essential.”*

## Audits

*“We asked each team across our service line to complete Amplified’s participation audit which essentially supported us to benchmark against ‘gold standard’ for parent/carers participation.”*

They found that across the organisation, performance against the standards was inconsistent but that different services were doing well at different things.

*If we shared our good practice across teams, then overall we would good.”*

## Listening Exercises

*“Our first objective was to listen to the views of parent/carers about how we could better support them, our CYP and importantly how we could involve them going forwards in our service transformation / improvements. This was the most important phase and really listening to their views felt important.*

*We did this through holding 2 listening events across Norfolk and also surveying parents / carers (in one area). In addition, we included our parent/ carer representative throughout and she has been so valuable in steering this and using her own experience to inform our themes and recommendations.”*

## Next Steps

*“We used the themes across these activities to start thinking about a set of 10 clear recommendations to present to the Governance Committee and Senior Leadership Team.”*

## Consultation with Clinicians

*“We asked clinicians in core services across CFYP to talk about their current support to parent/carers and how we could improve this and further engage parents/carers in service improvement / transformation. We were interested in how clinicians thought we could improve parent/carers participation structures more generally”*

Some of the ideas clinicians came up with were:

- Varied engagement methods – online, workshops, focus groups, drop-in clinics for parents. Co-created.
- ‘Waitlist’ engagement
- Training co-produced with parents / carers