



Freedom of Information request & West Norfolk CCG response

WN272 – Consultation of children on the provision of healthcare services (Sept 14)

1. *What mechanisms does the Clinical Commissioning Group have in place for the regular consultation of children on the provision of healthcare services?*

WN CCG is committed to placing patients at the heart of commissioning decisions, there are multiple mechanisms through which we ensure this occurs. As part of our annual stakeholder events this year we are specifically addressing the provision of paediatric services. This will aid the development and redesign of these services. To ensure we receive systematic user perspectives on existing provision, we contractually require all providers to collect feedback from users regarding their experiences of services. This is routinely monitored through formal provider / commissioner meetings. Any service redesign requires user input and is an intrinsic part of the commissioning review and development methodology. WN CCG also attends the Youth Advisory Board to ensure that it is connected to local youth issues, as well as keeping communication channels open primarily through our website.

2. *How many times has the Clinical Commissioning Group consulted with children on the provision of healthcare services since April 2012?*

To date, children and young people have been consulted on a total of 4 occasions since April 2012 between the 4 CCGs. This has been part of an accreditation scheme called “You’re Welcome” which provides evidence of children’s and young peoples’ involvement in shaping healthcare services. The table below details those services which have received accreditation:

Name of service	Date of accreditation
Norfolk and Norwich University Hospitals NHS Foundation Trust Children’s Assessment Unit	04/10/2012
Norwich CASH Clinic, Grove Road	06/03/2013
Matthew Under 18 Project	06/03/2013

We are currently in the process of implementing two further consultation exercises in partnership with Norfolk County Council, and one of our provider organisations. The first of which is part of a 'Looked after Children' health assessment service, and the second relating to paediatric elements of a new all-age wheelchair service specification. The primary method of consultation is by securing feedback via surveys completed by service users.

3. *On what health issues have children's views been collected by the CCG since April 2012?*

Please refer to our response to question 2.