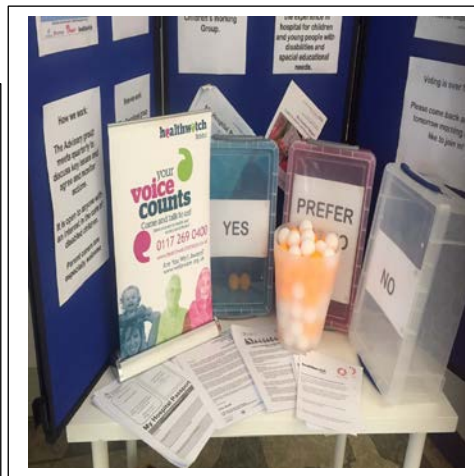


# Bristol Royal Hospital for Children

## What is Healthwatch?

Healthwatch is here to **demonstrably influence commissioning, service provision or strategic decision making...** and this impact report outlines how we will achieve this following engagement with parent carers and children and young people at Bristol Children’s Hospital.



On 22 June Healthwatch worked in collaboration with Bristol Royal Hospital staff to raise awareness of Special Educational Needs and Disability (SEND) by talking to patients informing them of the support available to them.

## What did we do?

Healthwatch Bristol was pleased to work with Bristol Children’s Hospital to inform patients and visitors about the SEN and disability services. Healthwatch spoke to patients and families at the Children’s Hospital to find out if they had special needs or disabilities. If yes,

we informed them of UH Bristol's Children's Hospital Passport, a document to help children with life-long disabilities when going to hospital.

The aim of the Hospital Passport is to provide the staff with information about a child during a hospital visit.

“My son has learning difficulties and is struggling at school and home and I am finding it difficult supporting him especially as a Lone parent.” Healthwatch Bristol listened to the parent’s needs , informing them about the support group available at the hospital, as well as signposting them to Bristol Parents Carer who deliver one -to-one sessions, group support, parenting courses, information and advice and resources to help with parenting.

Parent carer

“The passport systems is a great resource and helps all staff know about my daughter’s condition.”

Parent carer

Healthwatch Bristol spoke to children, young people, parents, carers and patients about SEND provisions, as well as emotional health and wellbeing.

# Follow up

This will also help staff work in partnership with parents in meeting their child's needs when using the hospital services. We also informed patients of the support group available to children, young people and their families. Literature was provided which they could take away and read. To access this extra support provision they then needed to sign up.

Two carers who had children with disabilities said how they have accessed the passport service and how useful they had found it. They were, however, not aware of the support group available to them and their children, which they were interested in joining.

During the visit we spoke to nine children, young people, parents and carers, who had a disability or learning difficulty and two people who said they did not have SEND.

We also raised the HWB profile by speaking to children, young people and parents about their emotional health and wellbeing and asked what mechanisms they use to support them. We used our

wellbeing questionnaire which was devised when working closely with Bristol City Council on their Thrive programme.

<http://bit.ly/2BYqmxH>

They told us several valuable sections of feedback about amenities, services which supports them and also how provisions could be improved upon.

### Summary.

The information collated is anonymous. All the findings received from the emotional health and wellbeing survey from today will be added to the year's research focusing on mental health and will help feed into a final report by Healthwatch Bristol. The report produced will highlight the findings captured in our survey.

This will help inform us which community groups, organisations, peer support advice, social and health services are accessed to help aid them with their mental health. The feedback received will inform Healthwatch on how individual services, health and social care provisions support its service users and

which areas and provisions could be improved upon.

### Impact

Healthwatch strengthened the voice of children and young people parents/carers to ensure that their opinions and experiences were heard.

### Recommendations

More should be done to let children and young people know about the support offered through the passport system, as well as the support groups available to them at Bristol Royal Hospital for Children. Additional information about other services in Bristol which can help parents and carers with their children's special educational needs should also be made available.

### Healthwatch will.....

All the feedback Healthwatch Bristol gathers is analysed and used to inform the Healthwatch Bristol quarterly reports which are shared with Healthwatch Bristol partners including Bristol Clinical Commissioning Group, the Bristol Health and Wellbeing Board, Bristol City Council, the Care Quality Commission, NHS England

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# Follow up

and Healthwatch England. The quarterly report is also presented to the Healthwatch Bristol Advisory Group, to propose further uptake of the issues identified in the report. The report will be available on the Healthwatch Bristol website

([www.healthwatchbristol.co.uk](http://www.healthwatchbristol.co.uk)) and circulated to our mailing lists via the monthly e-bulletin.

We're asking the same questions of a range of stakeholders as part of our mission to

*demonstrate breadth of community reach by developing relationships with stakeholders*

HWB will continue to work with Bristol Royal Hospital for Children.



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