

## Parent Carers Together Feedback Form

Name: Louise Middleton

Meeting description: Leadership & Governance Working Group

Where was meeting held: via Teams

Date of meeting: 22<sup>nd</sup> February 2021

Start & finish time: 13:00 – 14:00

Any future meeting dates, if known: 11<sup>th</sup> March

Feedback can be in any format; it should contain important points that came out of the meeting, your opinions, any related work that you think overlaps, action points that you might be involved with, any areas of concern. This will be shared with all PCT reps and committee.

Please email to [bethcallis@parentcarerstogether.org.uk](mailto:bethcallis@parentcarerstogether.org.uk) within 2 weeks of meeting

### **FEEDBACK & COMMENTS** *(please use further pages if necessary)*

Attendees: Simon McKenzie (BCP); Sam Best (CCG); Claire Webb (BCP); Barbara Kewn (BCP); Mary Diffey (BCP); Rachel Gravett (BCP); Vikki Whild (BCP); Nikki & Louise (PCT)

This is a series of 4 based on a different topic: Quality Assurance/Impact; Workforce Development; Early Help and the 4<sup>th</sup> will review everything.

These meetings are being organised as they are outstanding actions from the SEND Learning & Improvement Plan. It is envisaged that these meetings will not be regular, but may come back together if work is falling behind.

This first meeting focussed on QA/Impact.

Sam Best gave a brief overview of the meeting that was convened in December 2019 to discuss Quality Assurance – it did not get further than that initial meeting. Steve Clarke did start to put something together from that meeting (I vaguely remember a visual). Sam will chat with Steve about this. There were also Terms of Reference from this first meeting – Sam will look at these and see if they are still relevant.

Vikki Whild briefly explained about the Enhanced Performance Surgeries that are conducted with BCP managers/staff weekly. They take a thematic view in these, for example, complaints received. Looking at both qualitative and quantitative data – the challenge is once they have this info what do they do with it. How does it translate into improved services. Also how do they share the information.

Sam briefly explained about Ask, Listen, Do – the feedback mechanism that the NHS uses – the aim of this project is to improve services by making it easier for people to give feedback, raise a concern or complaint about health, care and/or education.

Accessibility of the Framework – Sam spoke about a One Stop Shop. The framework should be on the Local Offer so that everyone can access it.

*Does the Framework cover all children in BCP with SEND including those on SEN Support, those educated outside of the BCP area and Children in Care.*

BCP assumed that it was implied in the wording but they will look at it again and ensure there is clarity.