CONSULTATION QUESTIONS

1. The strategy outlines a care pathway (page 10).

(a) If you are a service user and/or carer, please tell us what difference you believe the implementation of the pathway will make to the services you experience.

N/A

(b) How can we best ensure that services and support meet your needs?

N/A

(c) If you are a care provider, what changes will you need to make to implement the pathway?

(d) How will you make these changes?

2. The strategy identifies key factors that need to be in place to ensure the pathway is successful (Page 11 para 6.7).

(a) Which of the key factors are most important for a successful pathway?

- There is recognition that care pathways are often viewed negatively by staff. It is therefore essential that front line staff (implementers of the practical side of the strategy) are involved in the development of useful, useable care pathways.
- There is a tendency for over-developed pathways to be unwieldy and not amenable to use in the busy world of everyday practice.
- Any pathway should therefore be clear and concise in order to encourage clinician to use it.
- Clear referral routes into support services.
- Gather accurate information on individuals in respect of their diagnoses. There is a paucity of good quality clinical information in relation to the SI population, something the strategy will hopefully be able to address.

(b) Which are the most challenging to put in place?

- Effective data collection on patient information in order to ensure appropriate service can be delivered.
- Capacity building of staff to ensure effective delivery of services. Especially in terms of Equality and Diversity.
- Sharing of good practice on how experiences are shared across various departments and services.
- Ensure information is shared across different parts of health and social care system without undermining the trust patients/clients have in any particular profession or agency maintaining confidentiality.
- On-going measurement and monitoring in terms of effective service delivery
- Whilst the strategy seems to be clear there is no recognition of specific needs of minority ethnic communities. There is a reference to the Equality Act of 2010 but there has to be a specific reference made in terms of cultural and social barriers the minority ethnic communities when accessing these services and additional resourcing.

(c) Do you think that any key factors have been missed?

- A specific reference to needs of minority ethnic communities and barriers faced.
- The strategy should illustrate quite clearly engagement and accessibility for minority ethnic communities.
- Social, language and cultural barriers faced by minority ethnic communities are not addressed.
- Need for more research in terms of minority ethnic communities.

3. The strategy identifies areas for action that should be addressed going forward (Page 13-16)

(a) Which of the areas for action will be the most challenging to implement?

- Gathering and using data in terms of accessibility.
- Capacity building in order to deliver services.
- Resources

(b) Which of the areas for action will make the biggest difference and why?

- Bi-lingual staff
- Capacity building of staff in terms of Equality and Diversity and in particular Race
- Up to date data that would allow strategic deployment of resources.
- Accessibility of services at a local level.
- Engaging with local minority ethnic communities to identify gaps: local solutions to local problems.

(c) Are there any other areas for action that you would like to see included within the strategy?

- Transparency of service delivery
- Acknowledgement of specific needs of minority ethnic communities.
- Capacity building of staff
- Ensure diverse work force that reflects the wider communities
- Clear strategy on engagement with underrepresented groups

4. Please comment on the current provision of sensory impairment services as either a service provider or service user. If you have any experience of sensory impairment services, please let us know what you think of them: this should include any experience of one-stop shops.

n/A

5. What difference will the implementation of the strategy make to your life?

N/A

6. Does this strategy properly reflect the current climate and developments in policy and practice for children and young people particularly in relation to the Getting it Right for Every Child approach and the Doran Review?

Yes,

7. Do you have anything you wish to add to the Sensory Impairment Strategy or any other general comments that have not been covered by the questions?

The strategy is good however it needs to reflect the needs of minority ethnic minority Communities. It is also important that Equality and Diversity is reflected in all aspects of the strategy and it does illustrate capacity building and effective engagement.