

### Parent/Patient Engagement Task & Finish Group for the Childrens Community Service Improvement Plan Action Log

Raised on	Issue	Action Required	Owner	Due Date	Update	Progress
23/3/22	TOR Membership	Medical Colleagues to be invited	MMG	20/04/22	Awaiting list of medical leads to send invites out to.	Email sent to colleagues – Completed
		Patient Experience Champions to be invited	SJ/HJ	20/04/22	Invites sent to the nursing champions	Completed
23/3/22	Gaining feedback from parents	QR codes on business cards to be discussed that can be used for community, neonates and specialist nurses. Meeting to be arranged with MB, EG,PC,HJ and CB	MB	20/04/22	Meeting held with JP & MB on 7 <sup>th</sup> April to agree questions to be included on QR code for community and a plan for a roll out date agreed. These are being put into the front of the notes at home so families can feedback at their own leisure.	Completed
23/3/22	Link with Corporate Strategy Team	Contact Joanne Abbott- Davies	JP/MMG	20/04/22	Meeting held with corporate strategic team on 5 <sup>th</sup> April to consider Engagement Plan for the Childrens community services. Awaiting feedback from the corporate.	Nicola O'Sullivan attending - Completed
20/4/22	Ensure their services have robust outcome measures which should include children and parent feedback.	JP to meet with some of the Clinical Nurse Specialists who are using the QR codes.	JP	18/05/22		Ongoing



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20/4/22	Engagement Plans	Meeting to be arranged with JP, Catrin and CB.	JP	18/05/22	Met with corporate team 17/05/2022. To start in our shoes and in their shoes which is value based work that they will engage with the families.	Engagement plan for childrens community services drafted
06/2022	Parent Newsletter	JP to link with MB to develop a newsletter feedback from parents and staff	JP	July 2022	Newsletter completed – awaiting approval by Sept 2022	Newsletter issued to all parents and Community nursing team
09/2022	Future Newsletters	Plan to issue a further continuing care newsletter in November 2022	JP	10/11/2022		
09/2022	Admission rates on general paediatric ward	SK to provide admission numbers for the general wards in order for overall response rates to be monitored	SK	30/09/2022		
09/2022	Tops & Pants feedback	The general ward areas to send feedback to the Patient Feedback team who will assist in identifying key theme	LK	30/9/2022		
10/2022	Neonatal plans for feedback	To discuss with HJ re the feedback plans for neonatal	JP			