

Service Provider Response Form

Name of Service: Pan Leeds Occupational Therapy Project Board

Date: July 2017

Name of Service Provider: City partners including Leeds City Council, Leeds Teaching Hospital Trust, Leeds Community Healthcare and Leeds and York Partnership Foundation Trust

Healthwatch Leeds Recommendation	Service Provider Response (including any actions you will take)	Who is responsible	When will this be implemented by
1. When equipment is being ordered, it would be helpful to keep the patients and service users informed on the progress, especially when a long wait is to be expected.	- Review the current process to ensure appropriate steps are included to keep people informed. Ensure that the process is transparent and people understand why decisions are made - Ask all partner organisations to remind staff of the correct process and ensure they manage expectations in terms of timescales. Consider linking to organisational values, being open honest and trusted, spending money wisely, taking ownership - Review the process for Continuing Health Care (CHC) and Learning Disabilities as there is a slightly different	Pan Leeds Occupational Therapy Project board, via Leads of respective organisations	December 2017

	process, so we need to ensure people are kept informed through this pathway also.		
2. Changing an OT can be difficult and many respondents have expressed concerns about the complexity of the process and the annoyance at having to repeat their information. Simplifying the process and improved handover\information sharing are crucial in helping during transition.	Incorporate concerns within the 'Better use of resources to support people through their journey' workstream, This workstream is looking at how we can provide a better patient experience through removing duplication, handovers etc.	Pan Leeds Occupational Therapy Project board, via Leads of respective organisations	This will be on-going throughout the project. Milestones are currently being agreed.
3. A few patients and service users said that they should have been referred earlier. Ensuring that GPs and other professionals in the health and care system are well informed and up to date about the OT service and support could improve appropriate and timely referrals.	A workstream has been established to look at Promoting, Networking and bringing together Occupational Therapy Services in Leeds. The key focus of this workstream is to increase awareness and promote what occupational therapists can offer in terms of support.	Pan Leeds Occupational Therapy Project board, via Leads of respective organisations	This will be on-going throughout the project. Milestones are currently being agreed.
4. As just over half of the clients said	This is recognised as an on-going issue for all health and	N/a	N/a

they received information about other services, there is scope for improving how information about other support and service options can be shared with clients.	care services and is not just specific to occupational therapy services. There are a number of initiatives happening across the city to map local services within localities. In addition the city digital team are also looking at opportunities to create a platform that can support self-management. This therefore falls outside of the remit of this project, but is already being considered within the city.		
Additional action identified by the Project board following the report	Service Provider Response (including any actions you will take)	Who is responsible	When will this be implemented by
Consider if the survey carried out is representative of the people using the Occupational Therapy Services.	• Review the data regarding the ethnicity of people using services within respective organisations. • How representative are the responses in the service user engagement? • Consider doing some targeted work with any groups that are underrepresented.	Pan Leeds Occupational Therapy Project board, via Leads of respective organisations	December 2017

The response rate from LTHT was considerably higher than other organisations. Whilst LYPFT flagged some issues with the service user engagement team that may have impacted on their responses, is there anything to be learnt from LTHTs approach?	• Consider if there are any lesson to be learnt from LTHT in terms of the level of engagement they achieved. • How was the survey sold to the staff and service users? • How does that compare to how other organisations engaged their staff?	Pan Leeds Occupational Therapy Project board, via Leads of respective organisations	December 2017
Consider how we engage the learning disability population better and reflect their views?	• Review the process for engaging with people with learning disabilities.	Pan Leeds Occupational Therapy Project board, via Leads of respective organisations	December 2017