

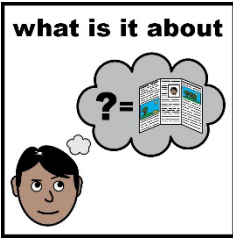
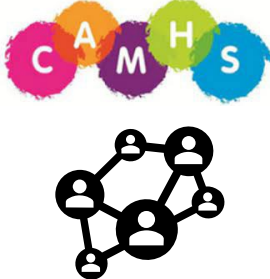






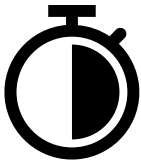











# Meeting with Young People’s Group, January 2024

| You said:   |  | We recommend to Humber Trust:   |  |
|---|--|---|--|
| <p>People being asked personal questions on the Phone is stressful and waiting feels uncertain.</p> |   | <p>Young people should have a key person from the beginning who they can talk to confidentially in person, best suited to the person – video call or face to face. That professional person could be a key contact for updates.</p>                                     |   |
| <p>Young people don’t know what CAMHS is and some professionals don’t explain what it is.</p>       |  | <p>There needs to information, a website and other places eg social media, which explain to young people what CAMHS is and what to expect – what the process is, who they will meet. This needs to be produced with young people being part of the decision making.</p> |  |

|   |   |  |   |
|---|---|--|---|
| <p>Waiting and chasing for appointments is stressful. And sometimes referrals get lost or forgotten.</p>                                |    | <p>Peer support and updates should be offered to those waiting. A key member of the Humber team should be available to every person referred.</p>  |    |
| <p>We need to feel we are listened to, and practitioners need to make time to build trust.</p>  |    | <p>When you get offered a Choice appointment the keyworker allocated to you at this time will then be with you throughout your whole journey through Core CAMHS. This should help build a trusted relationship over the period of time you work with them.</p> |    |
| <p>People with lived experience can make people's journey feel better, which is offered in other organisations such as Matthews Hub</p> |    | <p>We recommend Humber Trust learns more about the potential of peer support from organisations like Matthews Hub, and works with them, offering more peer support opportunities while people wait and also while receiving treatment and therapy.</p>         |   |
| <p>Why are core CAMHS only 9-5pm, which makes it hard for attendance?</p>   |  | <p>We recommend Core CAMHS extends its offer of hours</p>  |  |

|  |  |  |  |
|--|--|--|--|
| <p>It is really hard for some people to get to appointments if they live further out. E.g Brough</p>               |   | <p>We recommend Humber Trust looks carefully at where their offices and meetings are to make them easy to get to, and a good positive environment, for young people, parents/carers and staff.</p>   |   |
| <p>Sometimes different staff give you different information. And sometimes services do not work well together.</p> |   | <p>We recommend that key information about different services is clearly communicated so all advice is more aligned and clearer, for young people and staff in many different services. Services and schools working better together needs to improve.</p> |   |
| <p>Sometimes you get referred to a different team, and then the referral gets lost.</p>                            |   | <p>Moving from team to team should be seen as being within one service, and we hope having a key member of staff will make this feel better for young people and families.</p>   |   |
| <p>Getting confidentiality right is important.</p>   |  | <p>Staff try their best to get it right, and confidentiality processes should be explained to you and you should feel you know you can trust staff</p>   |  |

There needs to be better prioritisation of people who are struggling a lot more, and who decides what is bad enough?



We hope that young people who need urgent help will get support speedily. We also think it must be really clear for all staff to identify urgent cases and help them get the right help in the right way quickly.

