

NORFOLK Partners Update

Issue 4

Nov 2017

Staff Excellence Awards

A few weeks ago the whole of Norfolk Children and Young People's Health Services won the CCS chairman's innovation award 2017. The award was guest presented by Dr Louise Smith, Director of Public Health from Norfolk County Council. Upon sharing the award Dr Smith took the time to share some very kind words acknowledging the team for all their hard work.

Sian Larrington, Head of the Service, expressed how incredibly proud she is of the service and that this is important recognition for everyone working in Norfolk. Sian went on to state:

"Next year I would like to see us win this again and a few others. Thank you to the whole team for all your dedication, effort and commitment. I can't wait to see what we will achieve over the next 12 months!"



ChatHealth Norfolk

A new ChatHealth animation has been posted to our YouTube channel to help promote the text messaging service to young people and related stakeholders.

This animation is one of many that have been created to help explain different aspects of the Healthy Child Programme.

If you would like to watch or share the animation just simply go to YouTube and search "ChatHealth Norfolk".



Google us: & YouTube us:

After reviewing how users search for information about our services, we have begun introducing a series of footnote logos on patient materials indicating keywords to search for. This is to replace sharing lengthy web links and will hopefully make accessing information about our services as easy as possible.

Google us:
insert keywords here

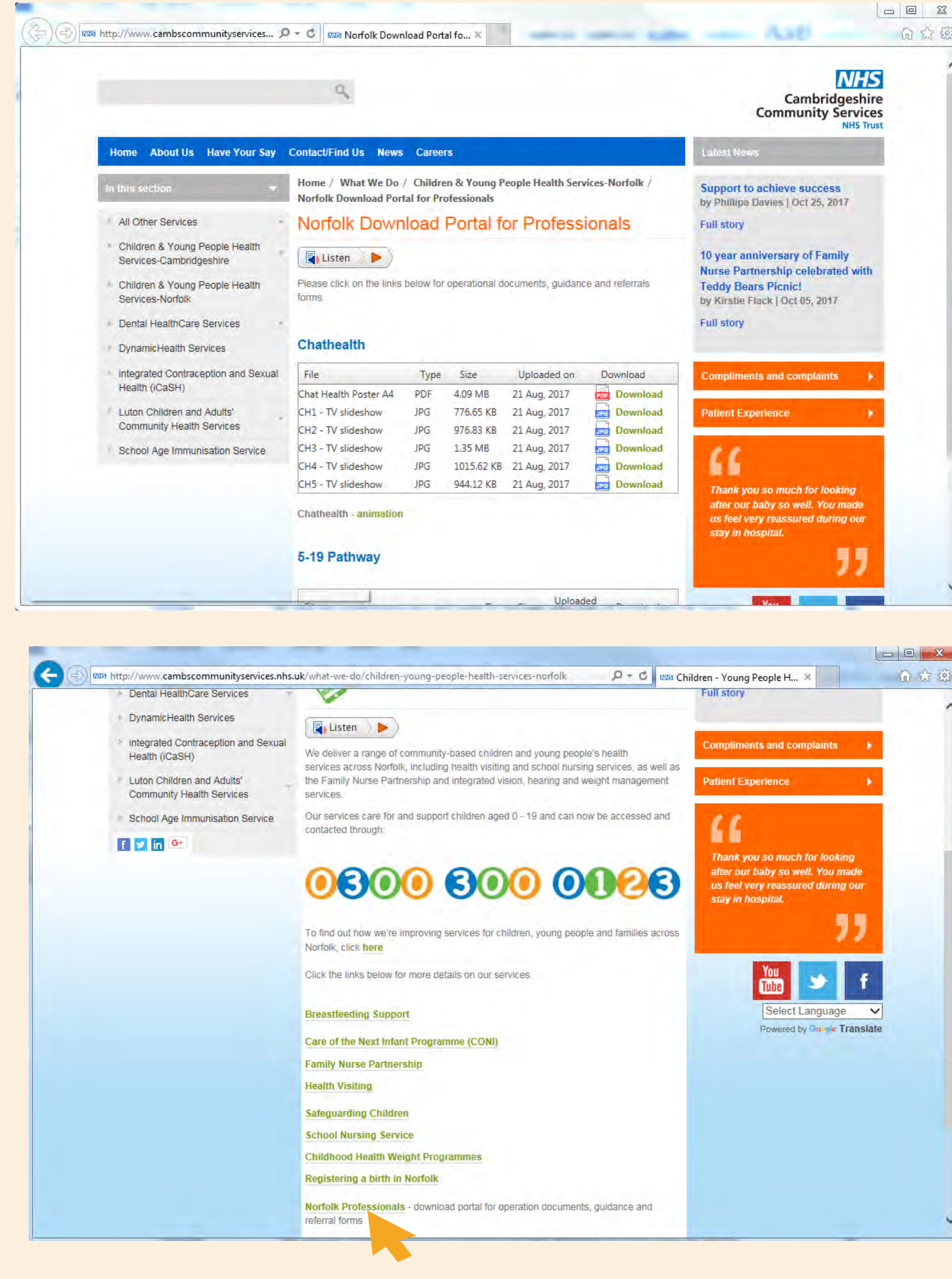
YouTube us:
insert keywords here

Download Portal

To help support the number of projects active in Norfolk a download portal has been created for stakeholders.

This portal contains materials such as referral guidance, promotional materials and links to animations.

It is accessible through the Norfolk section of our website or you can use this short link bit.ly/norfolkccyp-portal



A Thank You...

A big thank you to all our colleagues that took the time to complete our stakeholder survey in August and September.

The data is currently being analysed and will be used to identify areas of good practice, collaborative working and areas where we can improve.

Your support is vital for the evaluation and design of the Norfolk Healthy Child Programme - thank you for engaging with us.

I.O.Nfographic

Just One Numbers Interesting Infographic

ION receives over 200 envelopes every single week

Some can contain up to 20 pieces of referral information

DID YOU KNOW? Since opening in March 2016 ION has had over

27 THOUSAND POINTS OF CONTACT!!!

5-19 A New Model

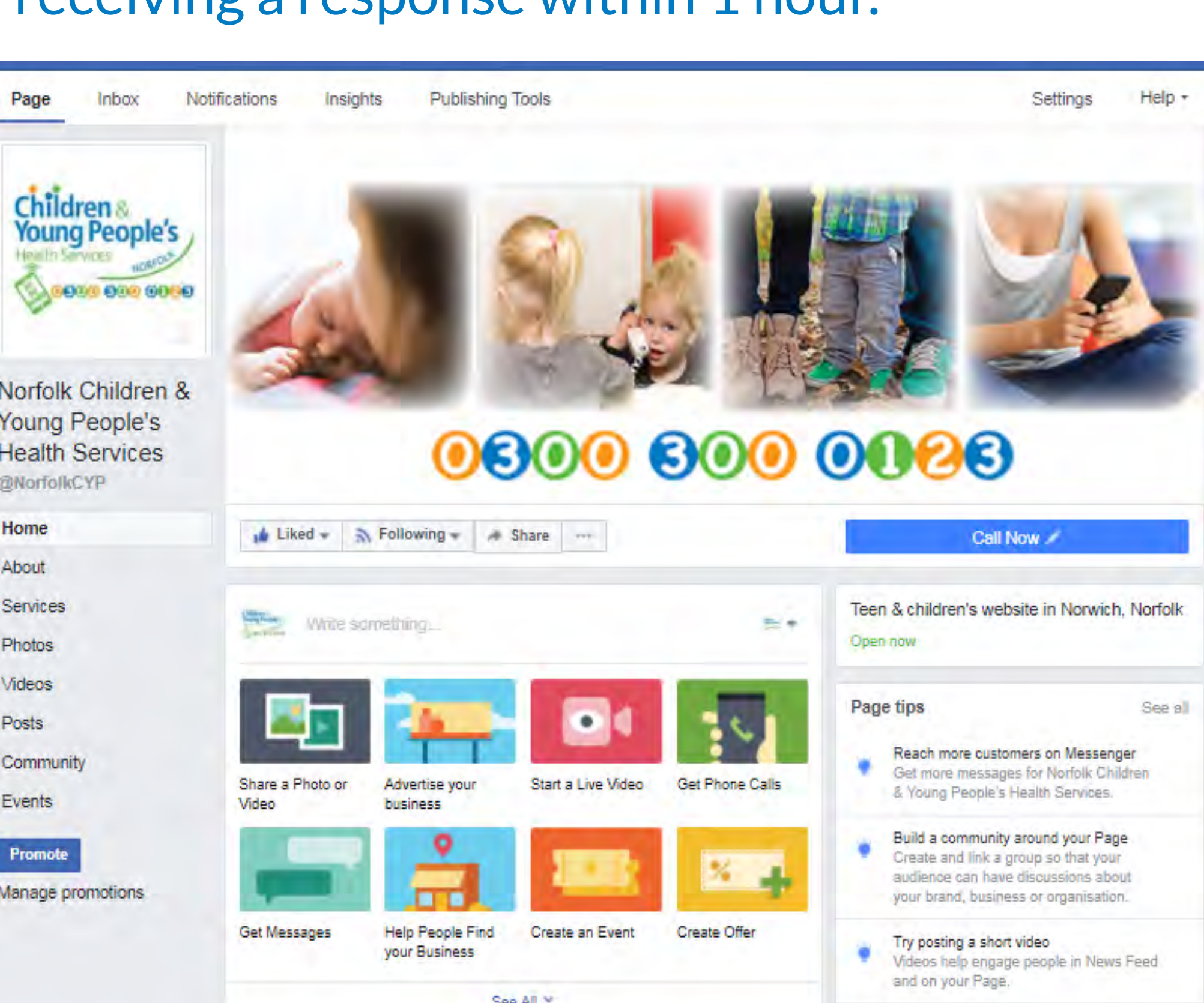
Over the next year, a number of projects will be taking forward improvements in the 5-19 pathway. The picture below summarises key milestones we're working towards and we'll update you on these in the coming months. *see visualisation below

The first "Service Update" is available on the download ptyl under the 5-19 heading: bit.ly/norfolkccyp-portal

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|--|---|--|
| <p>Targeting resources to areas and school clusters identified as being in greatest need.</p> | <p>Identified priorities for children and young people in Norfolk.</p> | <p>Increasing use of technology, such as the texting service ChatHealth.</p> |
| <p>Supporting transition to school, high school and adulthood.</p> | <p>Signposting schools to online resources and specialist organisations for PSHE, medicines management and training.</p> | <p>Evaluating the impact of all interventions with children and young people.</p> |
| <p>Developing a workforce which includes greater skill mix.</p> | <p>Increased partnership work, with service development and resource for complex needs, short stay schools and those out of education.</p> | <p>Promoting access to health services for 16-19 year olds.</p> |

Social Media Review

We now have 1 central Facebook page for Norfolk Children & Young People's Services, it has combined our multiple local pages in order to provide better support and useful content. Part of this improvement includes an improved instant messenger service with users usually receiving a response within 1 hour.



We have also established a new user name for the page @NorfolkCYP so that users can use the Facebook app directly to speak to us rather than going through the Facebook page. *please note - no confidential information is discussed in messenger.

We have also centralised our twitter account @NorfolkCYP the account is still in its infancy, as we train staff internally to take ownership of the channel.

We would appreciate any retweets, likes and follows as we build up this profile.

Service User Quotes Of The Quarter

