**Dear Parents and Family Carers**

# Invitation to take part in the development of county wide feedback on experiences people with a learning disability have when using services.

There are a lot of positive changes taking place in services across Oxfordshire with some great initiatives that will help to ensure that people with a Learning Disability access the health care that they need.

Although there are many examples of really good practice, we recognise that people with a Learning Disability, their parents and family carers may not always have a good experience when using health and social care services.

It is really important that services find out more about your experiences and use this feedback to make improvements.Organisations across Oxfordshire all have their own systems for collecting feedback, usually through questionnaires. What is not always clear is how this feedback is used to make improvements within individual services and shared across organisations.

We would like your help is developing a new approach to collecting feedback that will be shared by organisations across the county. The difference with this project is that Oxfordshire Family Support Network, Autism Oxford, My Life My Choice, Oxford University Hospital NHS Foundation Trust, Oxford Health NHS Foundation Trust and Oxfordshire County Council are working together to develop one, all age approach to collecting feedback that will be used across organisations with a commitment to share how this is being used in the development and improvement of services.

In order to make sure the right information is being collected, we need your help in deciding

* What themes need be included in the feedback that will lead to real changes in experiences
* How to collect feedback
* When to collect feedback

We would like to invite you to join a focus group to share your ideas. We will be running two focus groups for parents and family carers

Thursday 11th October 10 – 12.30 at Slade House\*,

Thursday 11th October 7-8.30pm at Abell House\*

\*Slade House and Abell House are on the Slade Site, Oxford Health NHS Foundation Trust, Horspath Driftway, Headington, Oxford, OX3 7JH

It is important to note that the focus groups are about identifying the themes that would be useful to include in the feedback rather than hearing the details of people’s stories. If anyone has had a really good or really difficult experience that they would like to share we recognise this is important and can signpost you to the right place.

What will we do with the information collected from the focus groups? We will keep you up to date with how your feedback is being used through

* Sharing proposed ideas for this new approach at the ‘Better Together’ Event being hosted by Oxford Family Support Network at the Kassam Stadium on the 8th November, for further comment and discussion
* Sharing accessible ‘You Said We Did’ actions
* Making video minutes of meetings available

The final approach will be launched during Learning Disability Awareness Week in June 2019

We really value your time in working with us in the exciting project. We do not have a large budget available but we will be able reimburse you for travel to and from the focus group and we would like to give you a £10 voucher. If you would be interested in coming along to a focus group, or would like to be involved but not available on the 11th October, please contact

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