



Care Experience Mission Statement

Listen • Involve • Inform

Foreword

At Sheffield Children's NHS Foundation Trust we want to make sure that all of our services meet the needs of the children, young people, families and carers who use them.

Our aim is to provide services that exceed expectations. We will achieve this by involving patients, their families and carers in the design and delivery of our services.

We want to know how well we are doing. We can only exceed expectations when we know what those expectations are.

We recognise the invaluable contribution and knowledge that people who come into contact with our services can add. This strategy provides the vision and direction to support a future culture of involvement.

We do not want to make any assumptions; we want to be proactive in listening to everyone who uses our services. We want to involve people in service improvement and inform patients, parents, carers and staff about what we are doing.

We need everyone's help to "get it right"!



Sally Shearer
Director of Nursing and Quality

About this Mission Statement

This Mission Statement expresses how people will be provided the opportunity to have a say about how our services are doing and how they can be improved.

These people include children, young people, siblings, their parents and carers as well as the wider family.

By services we mean all children and young people's inpatient, outpatient, community and mental health services.

Help us to
get it right
by having
your say.



Our Aim

Our Aim is to understand how well we are doing and how we can improve so we can exceed expectations in the future.

To understand how well we are doing we will look for innovative ways to gather feedback from all users of our services.

We do not want to make assumptions about how you would like our services to be. We want to actively listen to feedback and act on it so that, over the next five years, together we can develop excellent services.

We will do this by listening to, involving and informing everyone.



We aim to understand how we can exceed expectations in the future

Listen

- We will listen to what everyone is saying about our services.
- We will actively seek opportunities to engage with children, young people, parents and carers.
- We will respect the views of each individual we listen to.
- We will have open, two-way conversations with children, young people and families.
- We will make sure everyone is heard and act on what children, young people, parents and carers are telling us.



**We will respect
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Involve

- We will involve children, young people, families and carers in the design, development and delivery of our services.
- We will embrace all forms of involvement, including multimedia, focus groups and more.
- We will ensure our youngest users understand why and how they can be involved and develop creative ways to make this happen.
- We will we recognise children, young people, and families as experts in the knowledge of what is needed from the services they access.



Inform

We will use a range of methods to inform staff, service users and their families of our progress.

- We will work in partnership with children, young people, families and carers to inform them about everything we do and intend to do.
- We will review themes of feedback and respond to children, young people, families and carers.
- We will have a steering group to review information gathered, develop action plans and ensure progress timescales are met.
- We will use a range of methods to inform staff, service users and their families of our progress.



We aim to incorporate our Trust Values into all the work we do

Excellence

We will be open to new ideas from children, young people, families and carers through involvement in design, development and delivery of our services.

Teamwork

We will work together with and for our patients and their families to the best of our ability and take pride in our achievements.

Accountability

We will create a supportive environment to work together and take responsibility for listening, involving and informing children, young people, families and carers.

Compassion

We will respect each other, valuing individual's differences and experiences.

Integrity

We will take an open and ethical approach to working together by being honest and realistic with what is achievable.