

What are Routine Outcome Measures?

Routine Outcome Measures are a range of specialist questionnaires that children, young people and their families are asked to complete. The questionnaires cover a range of topics that can help Surrey & Borders Partnership (SABP) better understand your mental health, family functioning and development, as well as your experience of the service(s). The questionnaires that are given to you can depend on what you and your family are asking for support with and the service which you access.

Why am I asked to complete Routine Outcome Measures?

We ask for your feedback using Routine Outcome Measures at various points of your care. The information that you provide can help to:

- Involve you in decisions about your care and understand what service might best meet you and your family's current needs;
- Monitor progress allowing SABP to tailor your care plan accordingly to help you get the best outcomes for you and your family;
- Improve services locally and nationally for children, young people and their families.

When do I complete the Routine Outcome Measures?

You and your parent/carer will be invited to complete questionnaires when you are referred to the CAMHS Single Point of Access (SPA) to help direct you to the most appropriate service. You will also be asked to complete questionnaires for your initial assessment, before, during and after treatment.

How do I complete the Routine Outcome Measures?

Questionnaires can be given to you and your family in a number of ways, including:

- On-line, which you can access using your phone, computer or tablet;
- Questions that are asked over the telephone;
- Paper questionnaires that are sent through the post or to you given at your appointment(s).

You can complete the measures on your own, with a parent/carer or other trusted adult, for example your clinician.

Who completes Routine Outcome Measures?

Young people and their parents/carers are asked to complete Routine Outcome Measures. However, when children are very young, we ask that parents and carers complete measures instead. Information about who should complete the Routine Outcome Measures will be clearly explained to you.

Do I have to complete the Routine Outcome Measures?

It is important to us that you are making an informed decision as to whether or not you wish to complete the Routine Outcome Measures. We will not collect this information without your consent and your decision will not impact the level of care. However, any feedback that you are able to share will help better us to understand your needs with you.

How will the information I provide help me learn about my progress?

Staff at SABP will work to continually help you understand about how you are progressing towards your goals in a number of ways. For example, through collaboratively setting goals and tracking how you are progressing towards these in your sessions, as well as tracking

changes in symptoms. Your feedback helps to acknowledge and celebrate success, as well informs your care plan to support your progress. SABP might also ask you about your thoughts on sessions and the service.

What happens to the information?

The information that you provide will be discussed with you and if appropriate relevant family members. In discussion with you, this information may also be shared with the professional whom completed your referral, for example your GP.

The storage of your information depends on how you submit the information. For example paper responses will be in locked filing cabinets and destroyed once uploaded to our secure electronic systems.

Furthermore, with your consent we would like to share anonymised information that you provide in your questionnaires with the national Children Adolescent Mental Health Services (CAMHS) team to help improve services for all children, young people and their families both locally and across the country.

For more information on how we share and use your information, including your data rights, privacy notice and how to access your records, please visit:

<https://www.sabp.nhs.uk/our-services/advice-guidance/sharing-your-info>