

## Patient and Public Engagement Record 2018-19

<b>Area of work:</b>	<b>Date of work:</b>
Family Health Services	June 2018
<b>Brief description of area of work:</b>	
<p>As part of Transformational Commissioning, a short survey was developed with the purpose of gathering information relating to the provision of family health services within the borough of South Tyneside. The survey also alluded to the idea of having a 'Family Hub' situated in 4 localities within the borough and how this idea was perceived by the people who would utilise it</p>	
<b>Engagement target audience and numbers involved:</b>	
<p>The target audience was predominantly parents with young children. Surveys were conducted within Medical Centres and Accommodation-based support units. We managed to gather approximately 41 responses</p>	
<b>What was discussed and what was the feedback from the target audience (please attach reports, surveys etc):</b>	
<p>Please see attached report</p>	
<b>How was the information and feedback used (eg model development, policy development, feedback on experience to change practice etc):</b>	
<p>The information was used to provide feedback on the current provision in relation to Family Health Services within South Tyneside, from the service-user perception. The information gathered would then provide scope for potential implementation of a 'Family Hub' service where families could access services and information under one roof within an area, as accessible as possible, in their proposed locality</p>	

**How was feedback given to the target audience:**

The surveys were anonymous and therefore individual feedback could not be achieved. The work conducted informed research by the Public Health team, which they may utilise