

# THE LIGHTHOUSE SURVEY

## What did you tell us?

Southend SEND Independent Forum conducted a survey over 7 days, to find out how people felt about the services that they received from the Lighthouse Children's Centre. 46 people completed the survey. Questions were asked about waiting times, diagnosis and support amongst others. Here's what you told us....

### WAITING TIMES 7 MONTHS

The average waiting times from referral to first appointment

### DID YOU UNDERSTAND THE SERVICES ON OFFER?

**YES 54%**  
**NO 46%**

### HOW DID YOU FEEL AFTER MEETING THE CONSULTANT?

**Confident 52%**  
**Not confident 48%**

### DID YOU BELIEVE GETTING A DIAGNOSIS WAS THE ONLY WAY TO ACCESS SERVICES?

**YES 80%**  
**NO 20%**

### DID YOU RECEIVE ADEQUATE INFO ABOUT THE DIAGNOSIS?

**YES 37%**  
**NO 63%**

### HAVE YOU EVER RAISED A COMPLAINT?

**YES 26%**  
**NO 74%**

## YOU TOLD US..

- Consultants dismissed your views and that they counted for nothing
- Waiting times are excessive
- Diagnosis is the only way you felt you could access the services you felt you needed
- You did not receive enough information and after care, once diagnosed
- You were not sign posted to groups and support services
- Complaints raised were relating to lack of communication and waiting times

## What's next?

Having presented to the Clinical Commissioning Group we will now be talking directly to the Lighthouse team.

- Waiting times have to be addressed
- Communication is key, let us know what is going on along the way
- Direct us to the right support, so we can support our families
- Don't dismiss our views as parents, we matter!

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