Situation:
In January 2015 the children and young people's occupational therapy service in response to service user feedback started offering parent / carer workshops at a number of venues across Fife, providing a forum for support, advice and education. However it was an administrative challenge and pressure which could not be maintained. In the absence of an internal solution the Scottish Health Service Centre Events team were able to come to our aid and through their events booking system were able to offer support.

Before working with Scottish Health Service Centre (SHSC) Events:
- The first 6 workshops were organised by sending parent / carers a letter. They were asked to confirm attendance, only a small number did.
- Staff tended to call parents / carers prior to workshop to remind them. Staff reported the process to be stressful, time consuming and inefficient.
- Clinical time was being spent on administrative tasks
- There was no choice of time and venue for the workshop offered to parents / carers
- Over the first 6 workshops 33-63% of parents/ carers did not attend the workshops (average 51%)
- Poor attendance was thought to be associated with lack of choice. Quote from parent “I received 3 invites before I was able to attend due to venue and dates offered not being suitable”
- Positive feedback from parents /carers regarding the workshops being valuable and making a difference to their life. The service therefore wanted to be able to continue providing them.

Working with Scottish Health Service Centre Events:
“Excellent results have been achieved following a small proof of concept. SHSC events are a great team to work with, so helpful and responsive”
See screen shot on page 4 for online appointment web page view
Children and Young People’s Service
Online Appointment Booking System

- We have been able to utilise modern technology to introduce the facility of online appointment booking for the parent / carer workshops
- Parents / carers can go online to choose which workshop time and venue they would like to attend, modernising access to our service
- Parents / carers can amend their booking, giving them and keeping them in control
- This facility has led to increased engagement and therefore impact, improved efficiency and a significant improvement in attendance at the workshops (see graph).
- This method also provides the opportunity to support self management and early intervention / prevention through linked information on the booking site.
- Additional features of support include a text / email reminder system. Robust evidence links self booking and the reminder system with significant improvements in attendance.
- 0-33% of parents / carers did not attend workshop (average 14%) (see graph). Evidence of significant impact. One workshop had a higher non attendance rate (Workshop Number 13) –as text message reminder not sent due to technical issues
- It has maximised the use of available healthcare resources, improving efficiencies across the system.
- Scottish Health Service Centre Events are also producing management reports on a regular basis which has supported our evaluation and planning.

Quotes from parents / carers
“Great, I love how I can choose a date and time that suits with work and childcare”
“We found the email and especially the text reminders great and it is badly needed in my busy life”
“It was really easy to get booked in using the link” “It was great to be able to attend a workshop near me as I can’t drive”

Sarah Negrette
Head of Children & Young People’s Occupational Therapy
Children and Young People's Occupational Therapy Service
Understanding My Child’s Senses –
A Practical Approach to Daily Living

Who is it for?
This workshop is for parents/carers who have had contact with the Children and Young People’s Occupational Therapy Service within the last six months. Following our communication with you, sensory difficulties relating to everyday activities at home, school/college may have been highlighted. This workshop will enable you to explore these further. Please note that this workshop is for parents/carers whose child should attend.

Aims of the workshop
- To gain a better understanding of your child’s behaviour and possible sensory triggers
- To meet and share experiences with other parents/carers
- To introduce ideas, strategies, resources, useful websites and reading materials

How to book
To book your place on a workshop, please click the 'book here' link of your preferred date below. There are a range of dates, times and venues available. If you need assistance with the online booking system please call 01592 379 583.

The Occupational Therapy Service is looking forward to meeting you.

If we do not hear from you, it will be assumed that you no longer wish to attend a workshop.

If you are unable to manage the dates shown but wish to attend a future workshop, please telephone 01592 379 583.

To download our ‘Top Tips for Sensitivity’ please click here.

Workshop Calendar
To book please click on the ‘book here’ link beside your chosen date and venue. Information on each venue can be found by clicking on the venue name (please note this will open up in a new web page).

*Please book onto one session only*

Tuesday 8th December 10am - 12pm
Shandon Bowling Green, Leven - Book here

Wednesday 12th January 10am - 12pm
Fair Law, Kirkcaldy - Book here

Monday 15th February 10am - 12pm
Queen Margaret Hospital, Dunfermline - Book here