Co Audit tool

Basic Demographics
• Currently entered onto IT system and coded? Coding etc similar

Family and Carers
• Consider Parents/Grandparents
Encounters with Staff
• Need to reflect all disciplines and teams

Referral Form
• Need to generalise services available
• We would like to see what information was made available to the referrer and if this was useful

Discharge
• Need to ensure all options including transfer etc, and range of services
• 7 day follow up included

Impact assessment
• Do we need to look at including a question regarding information available and in what mode?
Information at baseline/follow up

Service Satisfaction

• To ask the questions in relation to information available regarding the services
• To expand on the section regarding first contact to include the quality of the service offered
• To include an overall satisfaction with the services offered

Challenges

1. Been able to keep the pathway on a micro level
2. Engaging the local Chinese community
3. Project staff having the knowledge and skills to move things forward
Solutions

<table>
<thead>
<tr>
<th>Pathway on a micro level</th>
<th>Engaging the local community</th>
</tr>
</thead>
<tbody>
<tr>
<td>Support from the EPIC team</td>
<td>Enlisting the help of other community resources (Interpreter Researcher)</td>
</tr>
<tr>
<td>Clarity and focus on what we are able to achieve in the pathway</td>
<td>Dedicated Community development worker</td>
</tr>
<tr>
<td>Greater understanding in how we are taking the pathway forward</td>
<td></td>
</tr>
</tbody>
</table>

Having correct knowledge/skills
- Some awareness training before commencement of the project
- Agreeing at the outset the focus on the pathway

Continued
- Continual support
- Engagement for all the project members
Successes

• Motivated and passionate core team
• Extra local funding to support the project