

South Gloucestershire and Bristol Young Carers

18th February 2015

Healthwatch You Said, We Did Summary

South Glos and Bristol Young Carers told Healthwatch:

The main issues for us are....

- Collecting prescriptions from doctors and pharmacies
- Being ignored by health professionals
- Not being offered a choice
- Having to translate for parents with English as a second language
- Young carers not offered enough support

Healthwatch will:

- Share feedback with health and social care service providers, commissioners (the people who buy health and social care services) and local and national government



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Full Report:

Report Author: Ellen Devine, Healthwatch Bristol Development Officer.

Purpose of this report:

To summarise the feedback shared with Healthwatch by the South Gloucestershire and Bristol Young Carers and outline how Healthwatch and the Young Carers can continue working together to influence the development of health and social care services.

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Section 1: Details of the group.

Young Carers is part of Carers Support Centre, an independent registered charity for carers in Bristol and South Gloucestershire.

Carers Support Centre provides services for carers of all ages. This includes a confidential telephone support line, one-to-one support and carers' groups, activities for carers to take some time out, short breaks and training.

The Young Carers service provides helps and supports children aged 8-18, their families and professionals working with young carers.

W: <http://www.carerssupportcentre.org.uk/about-us-yc/>

Section 2: Summary of feedback



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The following feedback was shared with Healthwatch by nine young people attending the Young Carers Group.

Feedback:

Positive feedback about health and social care services:

- 'My parents get their medicine posted to them so no problems with picking it up.'
- 'The ambulance service was brilliant when Mum went to hospital at Christmas.'

Negative Feedback about health and social care services:

- 'When you go to the doctor, you don't get a say in your treatment and you don't get a choice.'
- 'The doctor ignored me, turned to my mum and wouldn't look at me.'
- 'Health professionals assume we don't know what we're talking about.'
- 'Mum was choking on her salad when I came home. We couldn't fit her wheelchair in the ambulance and the carer had to drive her to hospital. What would happen in an emergency?'
- One young carer commented that they are unable to collect medicine from pharmacist who would not allow a young carer to collect medicine. The person the commentator cares for had to come into the pharmacy.
- An 8 year old young carer shared that their mother is bed bound, but because they were unable to collect a repeat prescription, they had to arrange for it to be posted which meant a delay in receiving the medicine.
- One commentator shared that their mum as a low immune system and as such is unable to have an appointment at Courtside Surgery (Yate). The surgery has told the family that there is nothing they can do.
- 3 members of the group shared that as young carers they have been ignored by health professionals even though, they argue, they are the people who best understand their parent's care. Another group member said they had been ignored by staff at the BRI when they attended an appointment with a sibling. They shared that they had experience of being pushed into another



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room because they are under 18 even though they are the person's main carer.

- Young carers are not given support.
- Young carers who care for parents with English as a second language have been asked to translate for health professionals. One young person was asked to tell their mother "Mum, you have cancer". The young person said they found this hugely upsetting.

Section 3: Healthwatch Next Steps

All the feedback provided by the group has been inputted to Healthwatch Bristol's database of issues and concerns. It will be included in the next Healthwatch Bristol quarterly report. Healthwatch will be sharing this report with Healthwatch partners including Bristol CCG, Bristol City Council, The Care Quality Commission, NHS England and Healthwatch England. The report will also be presented to the Healthwatch Bristol Advisory Group to propose further uptake of the issues identified in this report. The report will be available on the Healthwatch Bristol website (www.healthwatchbristol.co.uk) and circulated to our mailing lists via the monthly e-bulletin.

The Young Carer's feedback will also be included in the Healthwatch Bristol Children and Young People's Mental Health and Wellbeing report which will be available on the Healthwatch Bristol website in April 2015. The feedback shared by young people will be used to make recommendations for service commissioners and providers on how children and young people can be better supported.

Section 4: Plans for future work between Healthwatch Bristol and the South Gloucestershire and Bristol Young Carers.

Healthwatch welcomes and encourages members of South Gloucestershire and Bristol Young Carers to continue to contribute their feedback to us using the communication methods included at the end of this report.

Young people can also get involved with Healthwatch in the following ways:



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Your voice could change the future – join Healthwatch to make a difference to health services.

What is Healthwatch?

Healthwatch makes sure that children, young people and adults have their voice heard in decisions about health and social care services. *And that's where we need your help!*

How do I get involved?

Option 1: *Invite us to meet you and your group:* We'd love to come along and chat to you and your group, so invite us!

Option 2: *Become a Young Champion!* By becoming a Young Champion, Healthwatch can support you to get your views heard! How? You do what you already do and then email us, blog for us, telephone us (whatever works for you) to update us. We then share all your views, experiences and projects with the people who make decisions about how health and social care services are provided. We will also support you to be more involved in those decisions and to find out what's going on in other areas of health care. *For more information have a look at our leaflet online by clicking on the following link:*

<http://tinyurl.com/ppnjf4n>

So I want to be a Young Champion; what do I do next?

Email me at ellendevine@thecareforum.org.uk to book a place on our Young Healthwatch Champions Training Session!



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Date: Wednesday 11th March

Time: 5 – 8pm

Location:

The Station, Silver Street, Bristol, BS1 2AG

Option 3: Write something for our Healthwatch Blog: We want to hear your story: send us a written blog, photo or video and we'll share it: (see existing blogs at <https://healthwatchbristol.wordpress.com/>)

Is that all I have to do?

Yes, it really is that simple! But, if you do have some free time, why not check out these interesting links:

Off the Record's Resilience Lab: <http://www.otrbristol.org.uk/resilience-lab/what-is-resilience/>

Young Healthwatch Website and Blog: <http://www.healthwatchbristol.co.uk/young-healthwatch>

Section 5: Contact Details for Healthwatch.

We want to hear from you about your experiences so that we can tell services your needs to create the best local services.



Text us - text bris followed by your message to 07860 021 603



email us at info@healthwatchbristol.co.uk



Call us: 0117 2690400



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Write to us at: **Healthwatch Bristol,
The Care Forum, The Vassall Centre,
Gill Ave, Fishponds, Bristol, BS16 2QQ**

Or visit our website to see more at: www.healthwatchbristol.co.uk



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