

Healthwatch engages with 1,600 Year 6 Pupils and 35 young disabled people at Crucial Crew

June 15th-26th 2015

Executive Summary

Healthwatch engaged with 1600 11 year old children over a fortnight, along with other organisations providing a series of short workshops. All of the children undertook two surveys for Healthwatch: Looking after your teeth - asking the children what they know about dental and oral health and also a survey about getting help for your healthcare - asking children where their parents or carers would take them in a range of health related scenarios.

In addition to this, one day of the fortnight was spent engaging with children from Special Educational Needs Schools surveying Children with disabilities what is important to them when seeing their GP or Social Care professional and who they like to speak on their behalf.

Data from children presented by individual schools

Healthwatch have presented information both at a high level and also broken down by individual schools. The purpose of this is not to reflect on any work undertaken by schools or performance of schools themselves, but to provide other agencies and commissioners of Health & Social Care services information about catchment areas of Herefordshire which may require focused work and suggest the use of schools as a conduit for getting information to parents and carers to raise awareness.

Looking after your teeth

The results show that attendance overall at the dentist is high in comparison to the national averages. Only 2% of Herefordshire children surveyed never attend the dentist, compared to figures from the RCS faculty of Dental Health who quoted that as many as 30% of children in England had not seen an NHS dentist between 2012-2014 ¹.

Overall the proportion of children brushing teeth twice a day was high at 91.2% and an 85.6% awareness amongst children that fruit juice was bad for your teeth. Under half of children surveyed tried to avoid eating too many sugary things in order to look after their teeth.

Recommendations:

1. Our survey results would suggest that good dental health messages are getting through to children in Herefordshire about going to the dentist and brushing their teeth. The results indicate that increasing awareness and encouraging children to drink water instead of sugary drinks or after eating sugary foods could be promoted in school and to families through public health messages.
2. Oral Health, in particular brushing teeth twice a day, could be better promoted in children with disabilities and SEN. Appendix 1 - Fig 5 highlights 15 schools to the right of the graph, where the benefits of brushing twice a day could be further promoted.
3. The combined figure of 53.3% of children who haven't had fluoride treatment (*see description on page 15) and didn't know if they had received it was high. More work could be done to raise the awareness of this preventative health measure with children and families via schools, NHS England and dentists.

Where to go for help with healthcare

- Overall the results showed a limited awareness amongst children in using NHS 111
- Many children in discussion during completion of the surveys were not clear that The ASDA Walk in Centre was not referring to the ASDA store itself which has a pharmacy.

- The SEN school children were able to participate in this survey and answer appropriately with support and generally were familiar through accessing services frequently.
- Many children said they would let their mum deal with it.

Recommendations:

Herefordshire Clinical Commissioning Group and provider partners should consider educating parents through children & schools about the ‘choose well campaign’, which highlights to patients the appropriate use of services available in the urgent care pathway.

There is a need to further highlight the range of services on offer through pharmacies, advice and support from NHS 111 and tips on self-care and the home medicine cabinet.

Special Educational Needs (SEN) Survey

- It is clear from the results that children rely predominantly on parents and school staff for support and advocacy.
- How professionals communicate with children with special needs and disabilities was identified as a crucial element. Health & care professionals need to know what the child needs from the child’s perspective.
- It is especially important to many of these children that they are seen by professionals in a private place and in a timely way when attending appointments.

Recommendations:

- To help children and parent carers who access services. The use of a Learning disability Passport that children carry, outlining all of their important information; likes, dislikes and needs, for use across all health and care services. This should be adopted by ALL Herefordshire Agencies that have contact with children with disabilities. This need has also been identified to Healthwatch through links with the Parent Care Voice Forum.
- Given that The SEN and disabled children rely heavily on school staff and parents to speak on their behalf, health and care professionals need to enable school staff and parents to be as involved in a child’s care and informed about services on offer, as much as possible, in order to use them and support the child effectively, working with the parent carers to make this effective.
- Health and Care professionals should consider if a child with a disability or SEN would benefit from a more quiet or private place to wait and attend appointments to reduce anxiety, prioritising them when delays occur to account for any additional considerations they have to make for their routines and care needs. ‘Making GP Practices Welcoming’ produced by ‘Contact a Family’ is a good basis for ALL professionals in considering the needs of children with disabilities and their carers.
- Children need more support from professionals through transition from school onwards. As children leave the safety of the school environment where they rely on staff to speak on their behalf, and as parents also get older, a shift of trust and building of relationships with other care and support professionals in adult teams and services needs to occur so that these children become adults who are listened to and have people they can trust to speak on their behalf.

Background

Crucial Crew is an annual event, providing an innovative and interactive way of delivering personal and safety education messages to Year 6 children (10/11 year olds), and seeks to encourage model behaviour and good citizenship through active participation in a range of scenarios including:

- Crime issues (cyber bullying), fire, personal safety, electrical safety, road safety, environmental issues, water safety, and bus safety.



The delivery of these safety messages for Year 6 children, as well as young people from 3 special needs schools, is coordinated by staff from statutory organisations, voluntary services, and some very dedicated individuals.

Delivery

The messages are delivered through 20 minute interactive workshops led by each specialist organisation. Classes are divided into groups of children ranging in number from as little as 5 to as many as 20 in each group. The groups then migrate from one workshop to the next to ensure every child participates in every workshop.

Introduction

In April 2015 an approach was made to Healthwatch by Chris Lea, the Coordinator of Local Crucial Crew, inviting us to take part and to be on the steering committee. The team deliberated long and hard about the benefits of our involvement.

Ideas were discussed as to the best way to engage with all the Year 6's of Herefordshire, and how best to raise the profile of what Healthwatch does, and what we can do for them and their families. We considered a range of ways to use the opportunity to elicit information from the children about their knowledge of healthy teeth and what health services are available.

For disabled children attending on a specific day of the fortnight, a different survey was designed, educating information about what would make their lives easier, circulated to the schools, two of which translated the survey into Easy Read format and completed it prior to their participation. For these young people we recognised that completing a survey on the day would have been difficult, so we wanted to make the day about having fun, whilst going home with Healthwatch's message.

It was strongly felt that handing out a few leaflets or freebies to 11 year-olds would not be a good use of resources. The idea of creating a customised Healthwatch backdrop within a photo-booth was hatched and developed at great length. The idea was to have images of where Healthwatch can help (doctors, dentists, hospitals, and opticians), our logo, and one form of contact. The key

was not over-complicating the backdrop. Children could then avail themselves of the Healthwatch dressing up box (a wonderful melange of wigs, masks, feather boas, fanciful glasses, moustaches and more) and have their photo taken in front of the backdrop.

Our purpose was a dedicated and innovative approach to:

- Raising the profile of Healthwatch with all 1600 children and their teachers
- Engage with all Year 6's in Herefordshire, using the props, supplying them with a photo and eliciting their participation in the surveys
- Engage with disabled children from 3 schools, their teachers, carers and family
- Engage with Police Cadets who'd been allocated the task of assisting Healthwatch
- Raise the profile of Healthwatch with all other organisations participating

Preliminary research about our idea indicated that there would be a fairly substantial cost associated with this type of initiative. However, representatives of the Police and Crime Commissioner indicated that they may be able to assist with these expenses.

Research into the quotes for commercial photo-booths came in at between £6,000.00 and £8,000.00 for a two week stint; completely out of reach for Healthwatch or the Police and Crime Commissioner.

The team put on their creative hat, from which evolved The Homemade Healthwatch Photo Booth. It consisted of some clothes rails, some shower curtains, some cost effective studio lights, a funky backdrop, an old-fashioned Polaroid Camera and of course the Healthwatch Dressing Up Box.

The Police and Crime Commissioner came into their fore, as each image was going to cost, on average, £0.72p. The expected number of children participating was 1,591. A figure of £1,500 was pledged which gave Healthwatch the green light to proceed.

An artist was commissioned to design the backdrop, ABC Print appointed to print the backdrop, Board Members and Volunteers assigned to different days, and Healthwatch was ready to take their part in Crucial Crew at the Racecourse in Hereford.

2 days before Crucial Crew was due to start, the venue was changed to Leominster Police Station. Despite the additional pressure, Healthwatch covered the two week event in its entirety.

Board Members enjoyed the involvement, many of whom remarked on the good nature and the excellent discipline displayed by the children.



Year 6 Pupils, Luston Primary School

The children loved the opportunity of dressing up, and the instant photograph was something they appeared to cherish. The Photo Booth gave Healthwatch the additional opportunity of engaging with the children, helping them dress up, encouraging them to strike funky poses for their photo, and thereafter emphasising the services that we are able to assist with, and highlighting the succinct points of contact on their photo.

Some of the teaching staff and parents engaged with the fun, dressing up themselves, engaging with Healthwatch staff and Board Members, and found the accompanying

talks really enlightening; saying things like, “Now I really know what Healthwatch is about!”, “Gosh - what a fantastic organisation!”, and “Thank you - this has been the most enjoyable workshop!”. Others, however, did not engage at all which contributed to a lower average score than the children who gave us, an average of 4.7. Some teachers answered “some confusion who Healthwatch are”

Outcomes

- 1600 children had real fun in the HWH Photo Booth, dressing up, engaging with staff as they did so and going away with a photo of themselves which incorporated the relevant information about Healthwatch - a photo that will go onto the fridge, dressing table, not thrown straight in the bin!
- The same children participated in the two surveys, one about teeth and one about what services are available health-wise which has given us a county wide picture of where children need to be supported with knowledge about dentistry or where to go for help with health issues
- 27 disabled children undertook our special survey which had been designed to find out how things were for them, and how they could be made easier
- Police Cadets engaged at all levels, and were keen to protract the relationship by inviting Healthwatch to participate - with their Photo Booth and their Surveys - at the South Wye Fun Day

Engagement Conclusion

At an event a short while later many of the children with whom we engaged took part in other Healthwatch activities. They remembered what we did, and how we could help them and their families. The completed surveys are information that can be used to support areas within the county to educate children more fully about the positive effects of good dentistry and the various health options open to them.

It was a worthwhile exercise, facilitating our ability to inform and engage with all these children, as well as 27 disabled children from 3 schools, teachers, other agencies, and Police Cadets.

Healthwatch Surveys

As part of our workshop to raise awareness of Healthwatch's role in championing consumer voice for health and social care services in the county, the team collected data in two key areas from the children operating 2 surveys:

1. Knowledge and understanding of oral hygiene, teeth maintenance and accessing dental treatment.
2. Knowledge and understanding around the urgent care pathway and appropriate use of emergency health services and where to go for help.

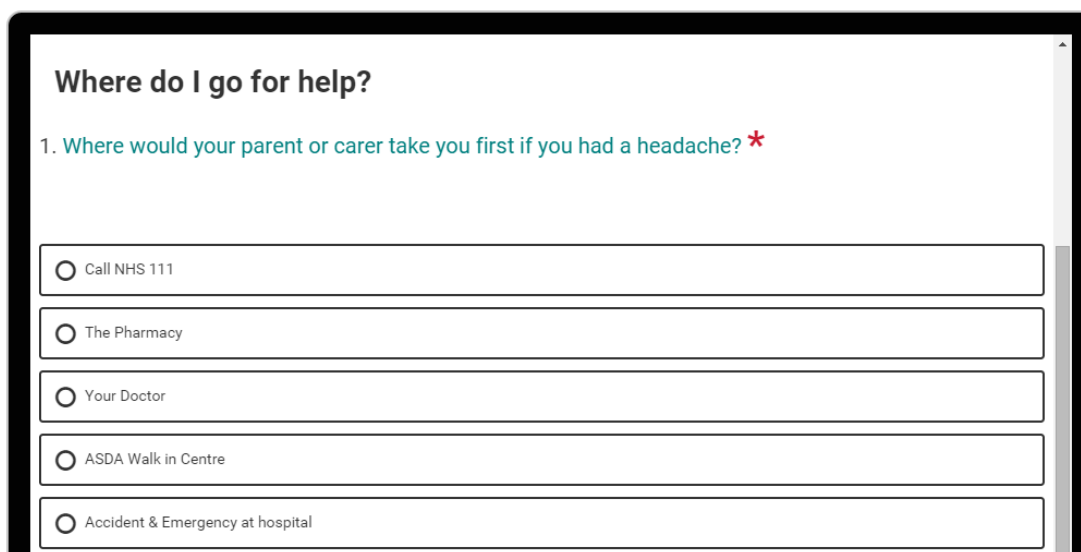
With 1,500 children attending during Crucial Crew, the chance to target our engagement to such a hard-to-reach & seldom-heard group was a fantastic opportunity.

Method

Data generation

To gather information in an innovative, interactive and timely way, we designed an online survey that asked a series of questions with multiple choice answers, and used iPads for survey completion.

The survey looked as follows:



The screenshot shows a survey interface on a tablet. The title is "Where do I go for help?". Below the title is a question: "1. Where would your parent or carer take you first if you had a headache? *". There are five radio button options listed vertically: "Call NHS 111", "The Pharmacy", "Your Doctor", "ASDA Walk in Centre", and "Accident & Emergency at hospital".

The children were given a brief when entering the room that they each needed to complete the surveys, and to direct questions to the Healthwatch representative in the room with them.

The technology was a real hit with the children, who were very well versed in touch screen tablet devices. The design was such that one touch of the screen would answer, submit and automatically progress to the next question - this proved very effective and made the survey as accessible as possible for range of abilities and equally suitable for the requirements of the SEN school children.

The survey data was uploaded each evening and has been compiled and presented later in the report.

Additional data & future learning

During Crucial Crew a number of conversational topics between the children were recurrent, which are worth noting here.

- Often the children would identify a solution to the scenario given, being that a parent or guardian would treat them at home without accessing medical services. We had not initially included an option for this in our survey so as to highlight 'the next best option' if this was hypothetically unavailable. It is worth noting as it did demonstrate an understanding of accessing the care pathway only when necessary.
- Further explanation by the HWH representative was often required for the options; NHS 111 and the ASDA walk-in centre. Once clarified a number of children answered that they had accessed a walk-in centre for treatment, and that NHS 111 might be suitable if they needed some clarity on the right treatment required.

From the age of 3, NHS England recommends every child has fluoride varnish applied every 6 months

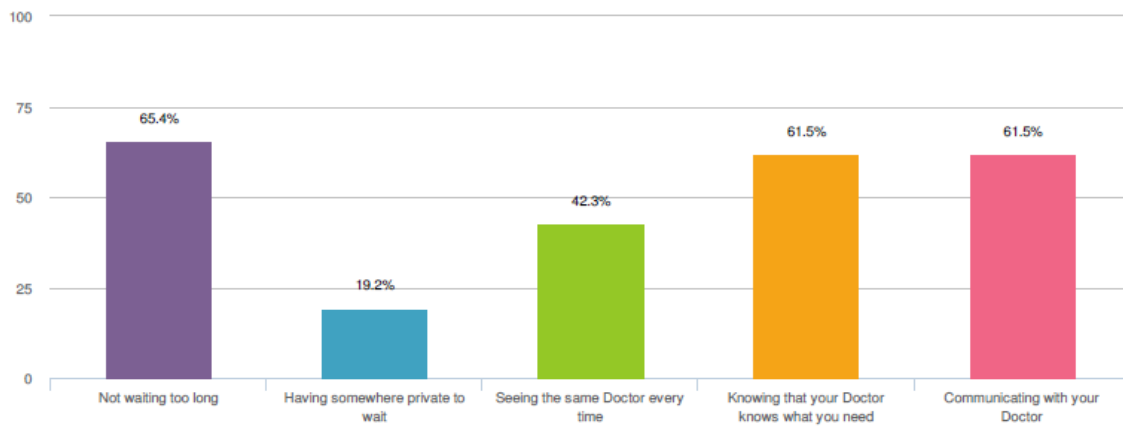
- Similarly referring to the Looking After Your Teeth survey, a large proportion of children were unsure as to what a Fluoride treatment was. Although not a huge surprise, it being a complex word for that age group, Fluoride varnish treatment is readily available as an NHS treatment for children.



Survey Results - Children with Disabilities & Special Education Needs

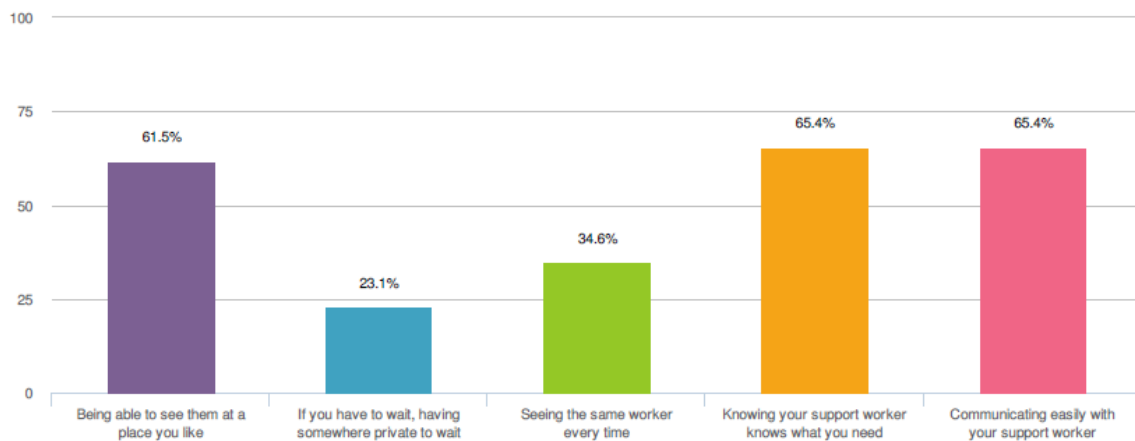
Overall results

1. What is important to you when you go to see the Doctor? (Tick all that apply)



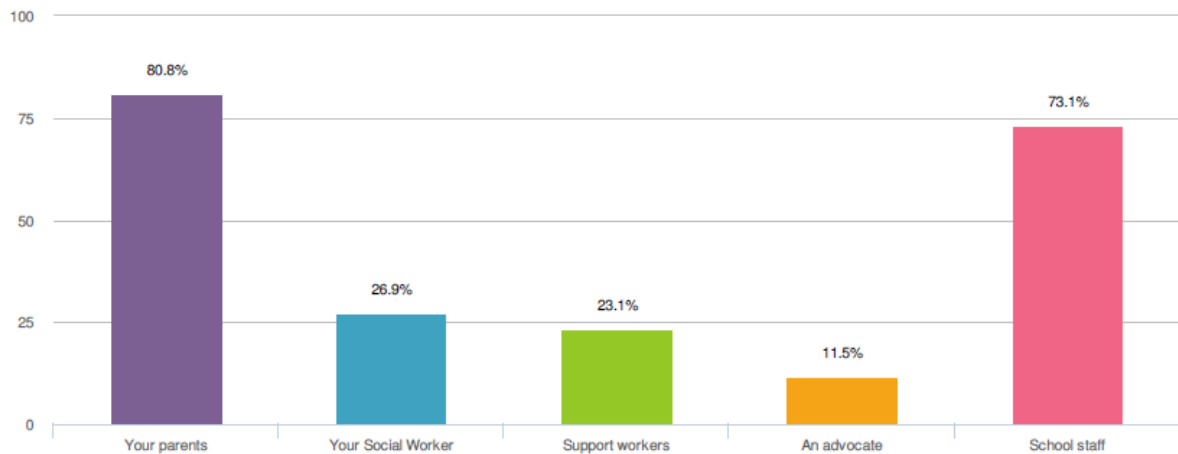
Not waiting too long	65.4%		17
Having somewhere private to wait	19.2%		5
Seeing the same Doctor every time	42.3%		11
Knowing that your Doctor knows what you need	61.5%		16
Communicating with your Doctor	61.5%		16
Total			26

2. What is important when you see your social worker or other support workers ? (Tick all that apply)



Being able to see them at a place you like	61.5%		16
If you have to wait, having somewhere private to wait	23.1%		6
Seeing the same worker every time	34.6%		9
Knowing your support worker knows what you need	65.4%		17
Communicating easily with your support worker	65.4%		17
Total			26

3. If other people speak on your behalf, who do you want them to be? (Tick all that apply)



Your parents	80.8%		21
Your Social Worker	26.9%		7
Support workers	23.1%		6
An advocate	11.5%		3
School staff	73.1%		19
Total			26

Observations:

- It is clear from the results that children rely predominantly on parents and school staff for support and advocacy.
- How professionals communicate with children with special needs and disabilities was identified as a crucial element. Health & care professionals need to know what the child needs from the child’s perspective.
- It is especially important to many of these children that they are seen by professionals in a private place and in a timely way when attending appointments.

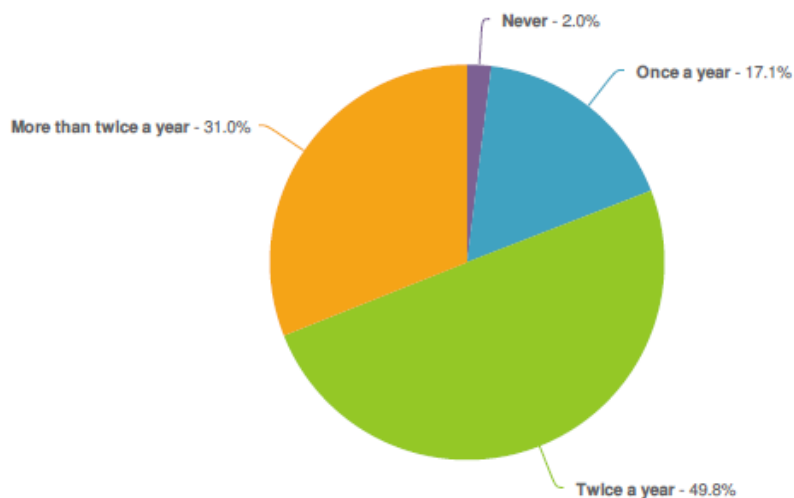
Recommendations:

- To help children and parent carers who access services. The use of a Learning disability Passport that children carry, outlining all of their important information; likes, dislikes and needs, for use across all health and care services. This should be adopted by ALL Herefordshire Agencies that have contact with children with disabilities. This need has also been identified to Healthwatch through links with the Parent Care Voice Forum.
- Given that The SEN and disabled children rely heavily on school staff and parents to speak on their behalf, health and care professionals need to enable school staff and parents to be as involved in a child's care and informed about services on offer, as much as possible, in order to use them and support the child effectively, working with the parent carers to make this effective.
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- Children need more support from professionals through transition from school onwards. As children leave the safety of the school environment where they rely on staff to speak on their behalf, and as parents also get older, a shift of trust and building of relationships with other care and support professionals in adult teams and services needs to occur so that these children become adults who are listened to and have people they can trust to speak on their behalf.

Survey - Dental Health

Overall Results

1. How often do you go to the Dentist?



Never	2.0%		25
Once a year	17.1%		217
Twice a year	49.8%		631
More than twice a year	31.0%		393
Total			1,266

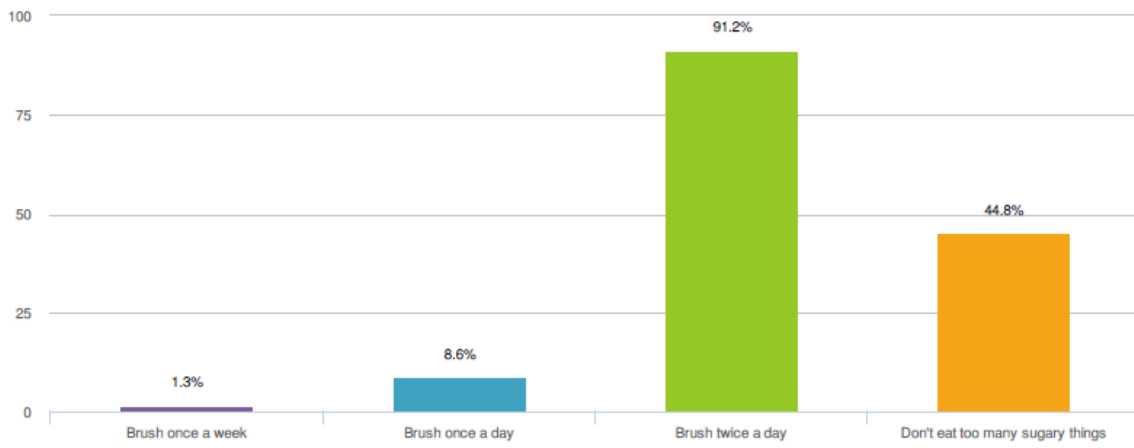
Observations:

The results show that attendance overall at the dentist is high, however 2% of children never attend the dentist and 17.1% attend once a year. In comparison, the RCS faculty of Dental Health quoted that as many as 30% of children in England had not seen an NHS dentist between 2012-2014¹ NICE (The National Institute for Clinical Excellence) recommends that all children between 3-18 years should see a dentist at least once a year.

Questions 2, 3 & 5 were designed to find out what children knew and what they did to look after their teeth. Overall the proportion of children brushing teeth twice a day was high at 91.2% and an 85.6% awareness amongst children that fruit juice was bad for your teeth. Under half of children surveyed tried to avoid eating too many sugary things in order to look after their teeth.

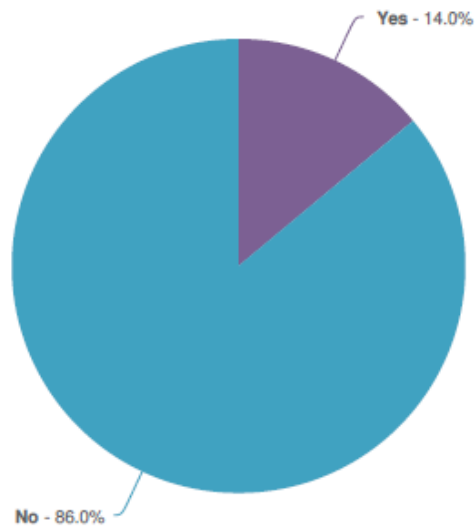
The proportion of children in question 5 who thought drinking water after eating sweet things wouldn't help to look after their teeth or didn't know if it would was high, totalling two thirds of the 1267 children that completed the survey.

2. What do you do to look after your teeth? (Tick all that apply)



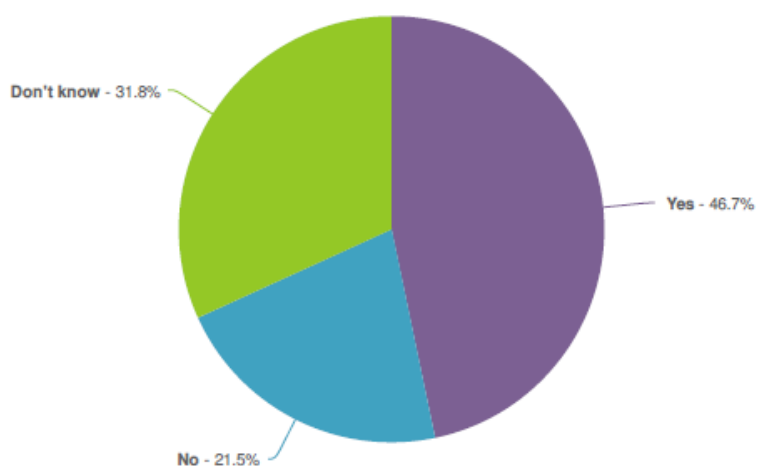
Brush once a week	1.3%		16
Brush once a day	8.6%		109
Brush twice a day	91.2%		1,156
Don't eat too many sugary things	44.8%		567
Total			1,267




3. Is fruit juice good for your teeth?



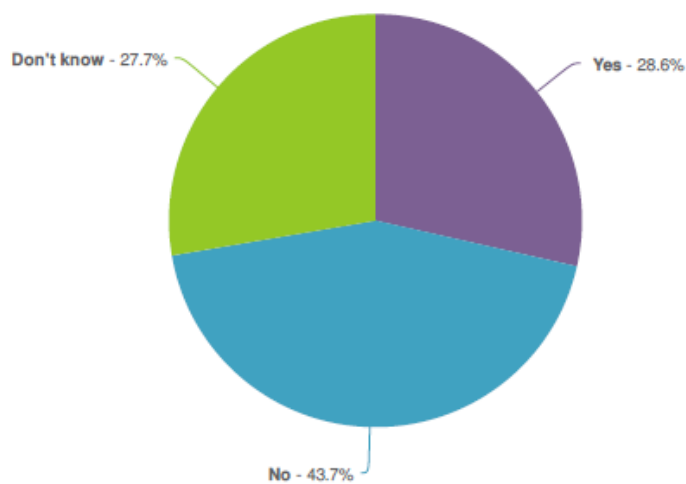
Yes	14.0%		177
No	86.0%		1,090
Total			1,267



4. Have you had your teeth treated with fluoride?



Yes	46.7%		592
No	21.5%		272
Don't know	31.8%		403
Total			1,267

5. Does drinking water after eating sweet things help to look after your teeth?



Yes	28.6%		362
No	43.7%		554
Total			1,267

* Fluoride Treatment in children is administered as a varnish as a preventative treatment to the top of the teeth. NHS England and NICE recommend that children have a fluoride varnish applied every six months. The hscic² reported that there had been a 36.6% increase in this treatment across England in 2012-2014. The hscic² reported that the most common course of treatment for children in England between 2012-2014 was fluoride varnish treatment, and may account for the high numbers (31%) of children we surveyed going to the dentist in Herefordshire more than twice a year.

A breakdown of the results school by school can be found in Appendix 1

Observations from results by school:

The top 11 schools with children stating that they only brush their teeth once a week are illustrated in appendix 1 - Fig 3, with Barrs Court and Westfields featuring in the top three. Illustrating a need for increased awareness of oral hygiene and brushing twice a day in these schools.

Appendix 1 - Fig 5 illustrates that in 2/3 of the schools surveyed, all children brush their teeth twice a day. The 15 schools to the right on Fig 5 could benefit from positive message reinforcement to improve the number of children brushing twice a day, which drops down to 83%.

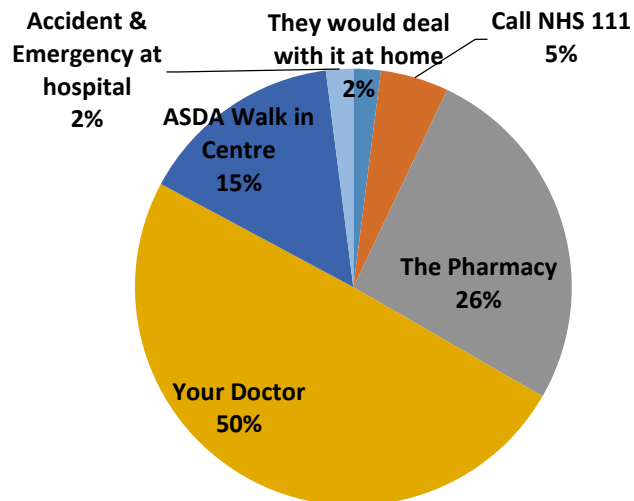
Recommendations:

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2. Oral Health, in particular brushing teeth twice a day, could be better promoted in children with disabilities and SEN. Appendix 1 - Fig 5 highlights 15 schools to the right of the graph, where the benefits of brushing twice a day could be further promoted.
3. The combined figure of 53.3% of children who haven't had fluoride treatment and didn't know if they had had it was high. More work could be done to raise the awareness of this preventative health measure with children and families via schools, NHS England and dentists.

Survey - Where to go for help with healthcare.

Overall Results

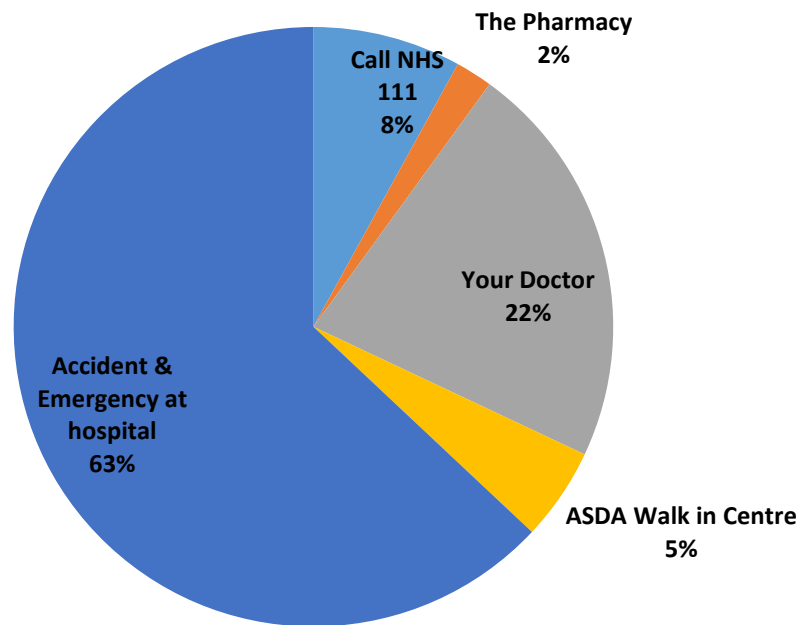
1. Where would your parent or carer take you first if you had a headache?



Value	Percent	Count
They would deal with it at home	2.0%	27
Call NHS 111	5.1%	69
The Pharmacy	26.5%	360
Your Doctor	49.4%	672
ASDA Walk in Centre	14.7%	200
Accident & Emergency at hospital	2.0%	32
Total		1,360

Where to go for Help when you have a headache; the results suggest some over use of a Doctor in this scenario, however it is positive that most children would not choose to use A & E inappropriately

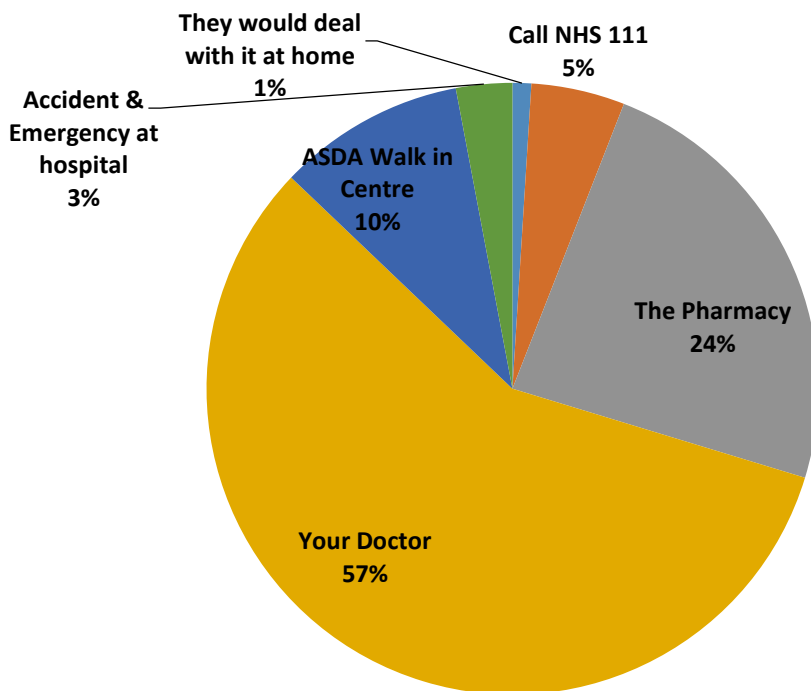
2. Where would your parent or carer take you first if you had fallen down the stairs and really hurt your ankle?



Value	Percent	Count
Call NHS 111	7.9%	107
The Pharmacy	1.7%	23
Your Doctor	22.1%	300
ASDA Walk in Centre	5.2%	71
Accident & Emergency at hospital	63.2%	859
Total		1,360

Where to go for help with a painful ankle after a fall down the stairs, the results show an appropriate use of services

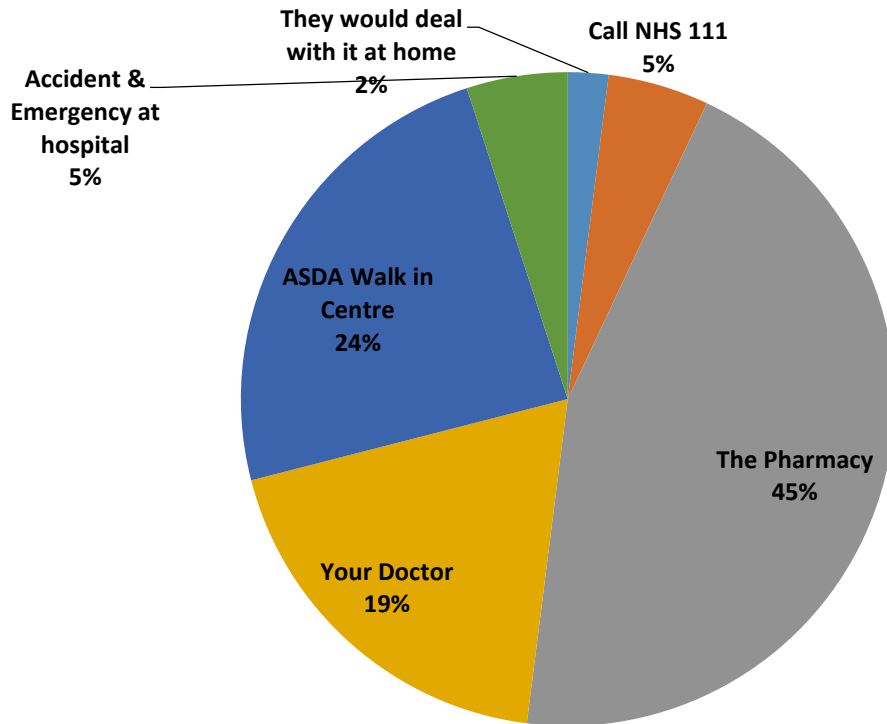
3. Where would your parent or carer take you first if you had a really bad cold, ear ache and sore throat?



Value	Percent	Count
They would deal with it at home	0.5%	7
Call NHS 111	4.7%	64
The Pharmacy	24.0%	326
Your Doctor	58.2%	791
ASDA Walk in Centre	9.9%	134
Accident & Emergency at hospital	2.8%	38
Total		1,360

Where to go with a bad cold sore throat or ear ache; The children demonstrated a reasonable usage of pharmacy services, although this option could be increased as an alternative first point of contact to going to see the doctor.

4. Where would your parent or carer take you first if you had a small cut on your finger?



Value	Percent	Count
They would deal with it at home	2.4%	33
Call NHS 111	4.9%	66
The Pharmacy	45.3%	616
Your Doctor	18.7%	254
ASDA Walk in Centre	24.0%	327
Accident & Emergency at hospital	4.7%	64
Total		1,360

Observations:

Where to go for help with healthcare

- Overall the results showed a limited awareness amongst children in using NHS 111
- Many children in discussion during completion of the surveys were not clear that The ASDA Walk in Centre was not referring to the ASDA store itself which has a pharmacy.
- The SEN school children were able to participate in this survey and answer appropriately with support and generally were familiar through accessing services frequently.
- Many children said they would let their mum deal with it.

Recommendations:

Herefordshire Clinical Commissioning Group and provider partners should consider educating parents through children & schools about the 'choose well campaign', which highlights to patients the appropriate use of services available in the urgent care pathway.

There is a need to further highlight the range of services on offer through pharmacies, advice and support from NHS 111 and tips on self-care and the home medicine cabinet.

A breakdown of the results school by school is available in Appendix 2.

References

1. RCS Faculty of Dental Surgery - *The State of Children's Oral Health in England*. 2015
2. Health & Social Care Information Centre - *NHS Dental Statistics, England 2013/14*. 2015

Appendix 1 - School by School Results of Healthwatch Survey 'Looking After Your Teeth'

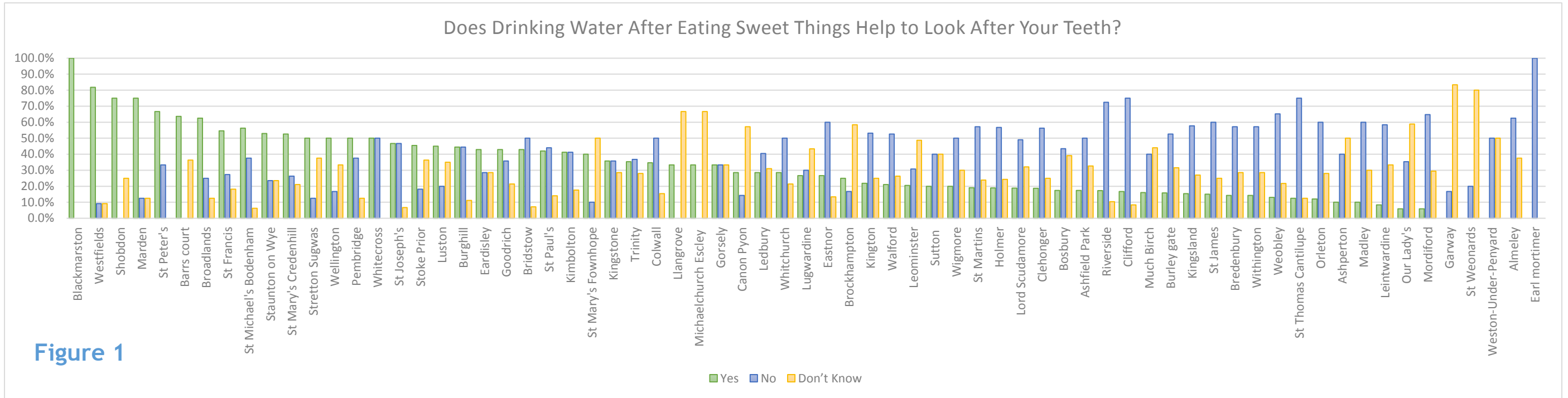


Figure 1

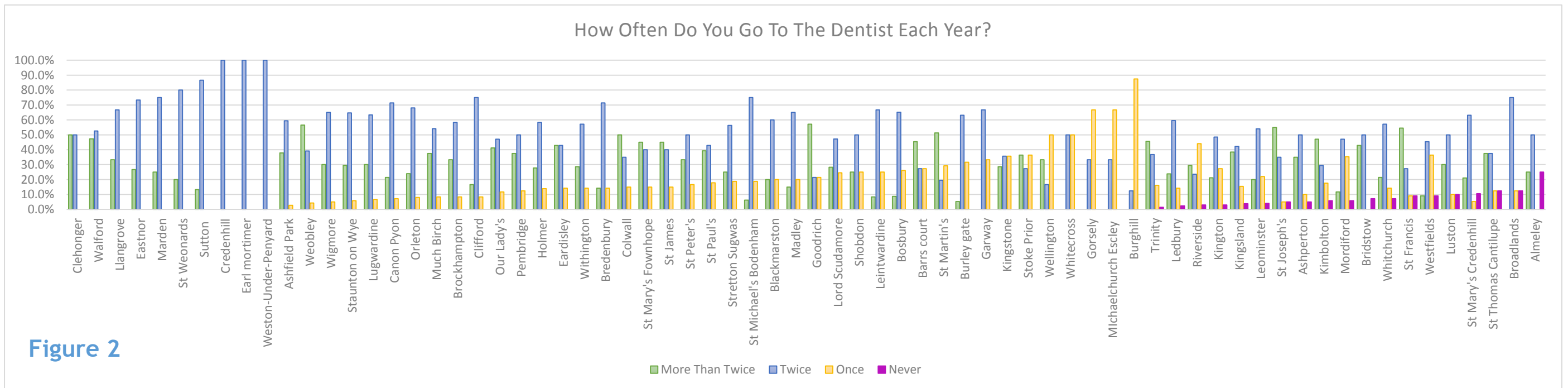


Figure 2

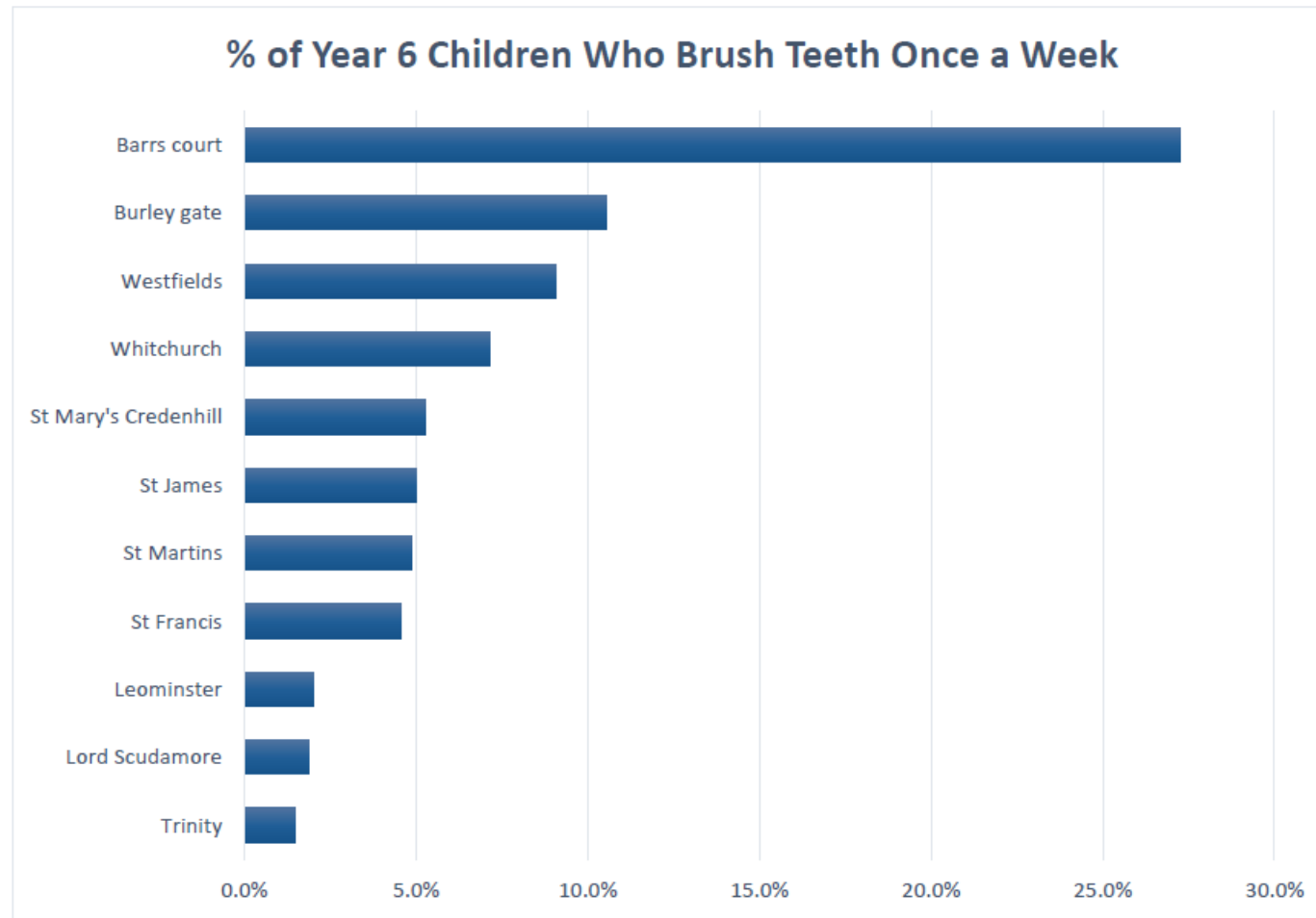


Figure 3

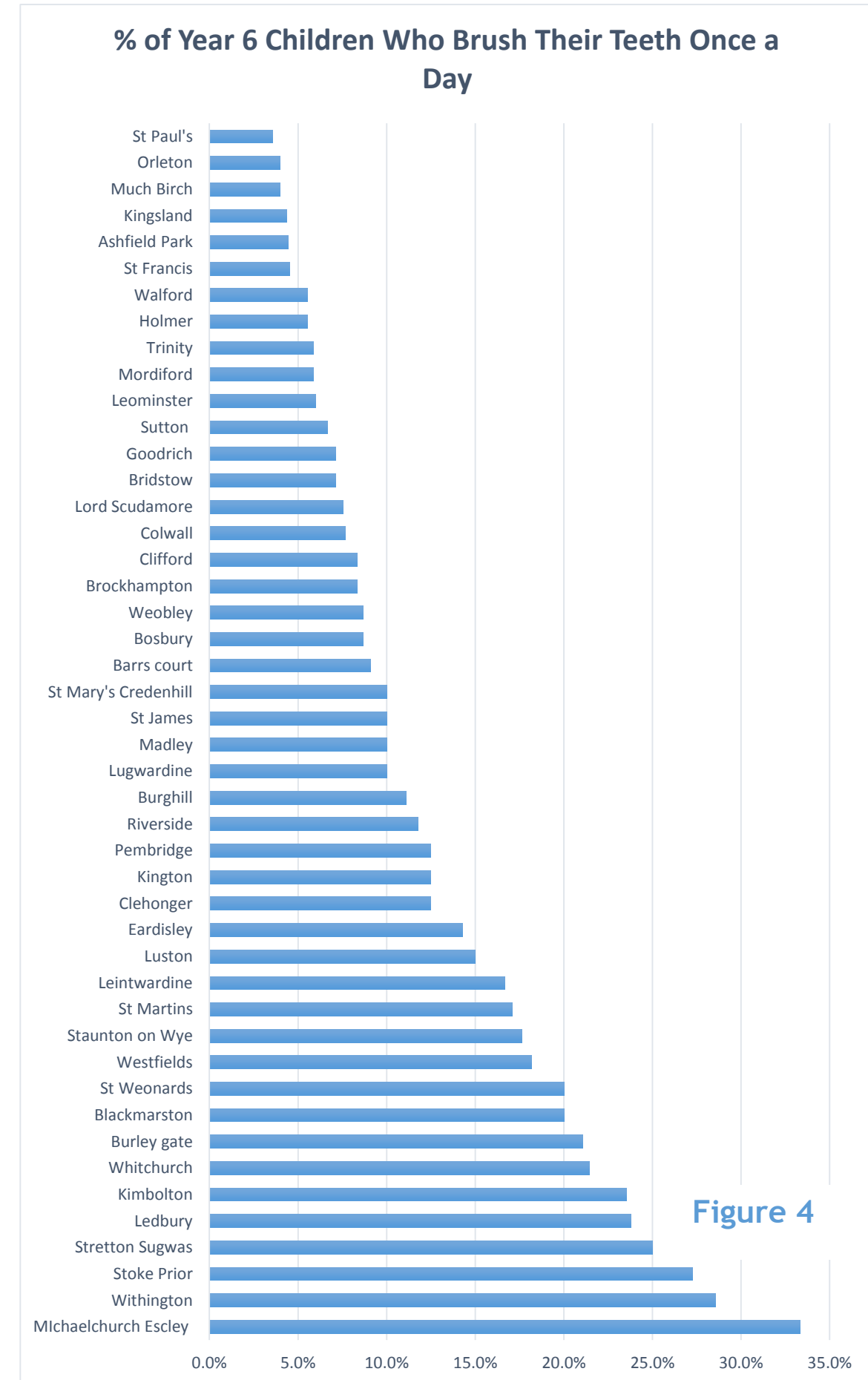
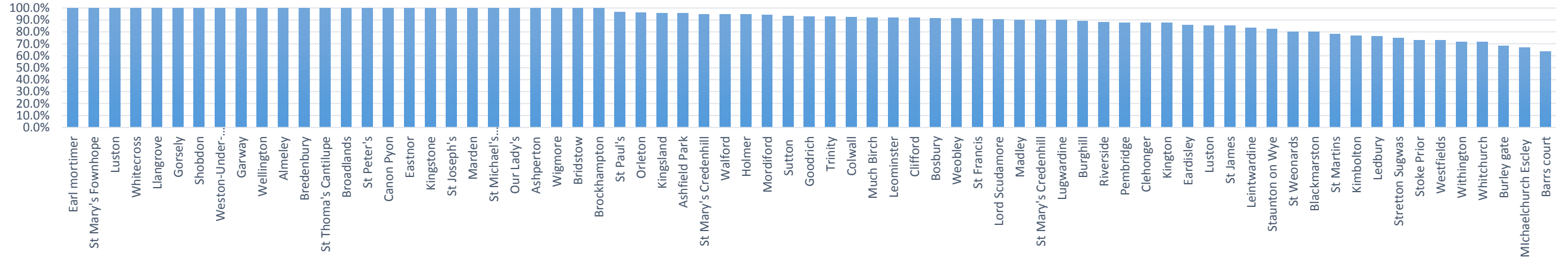


Figure 4

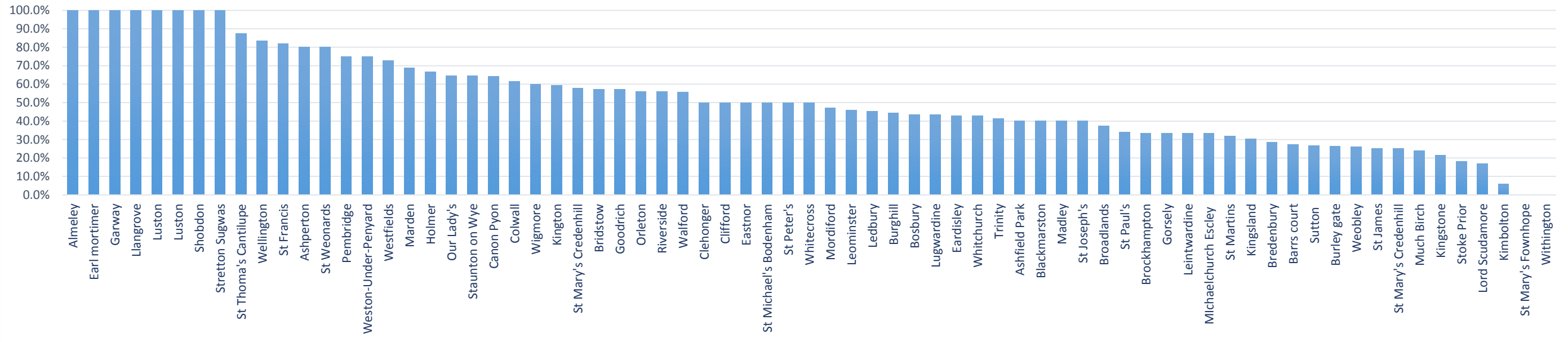
% of Year 6 Children Who Brush Their Teeth Twice a Day

Figure 5



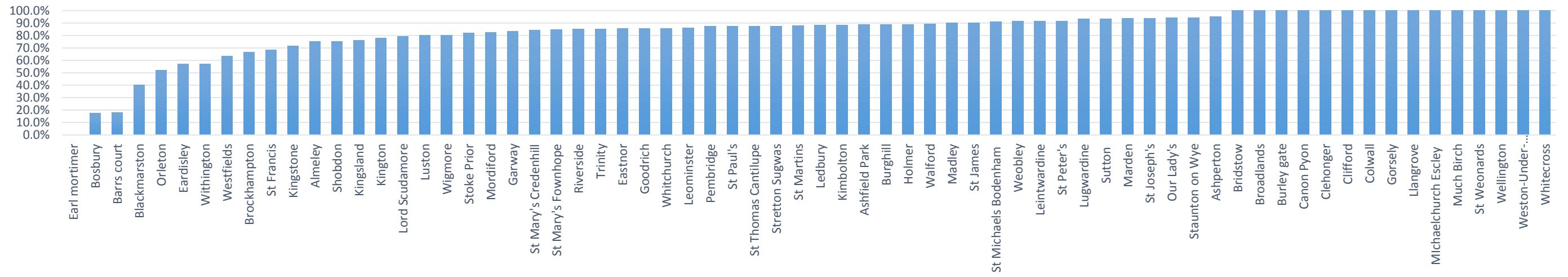
% of Year 6 Children who avoid eating too many sugary things to look after their teeth

Figure 6



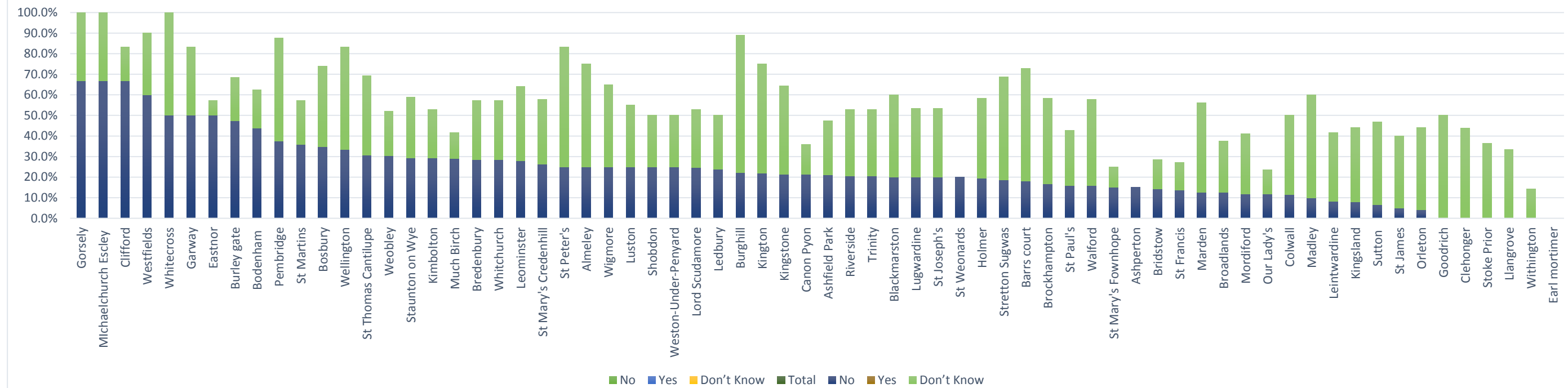
% of Year 6 children who knew fruit juice wasnt good for their teeth

Figure 7

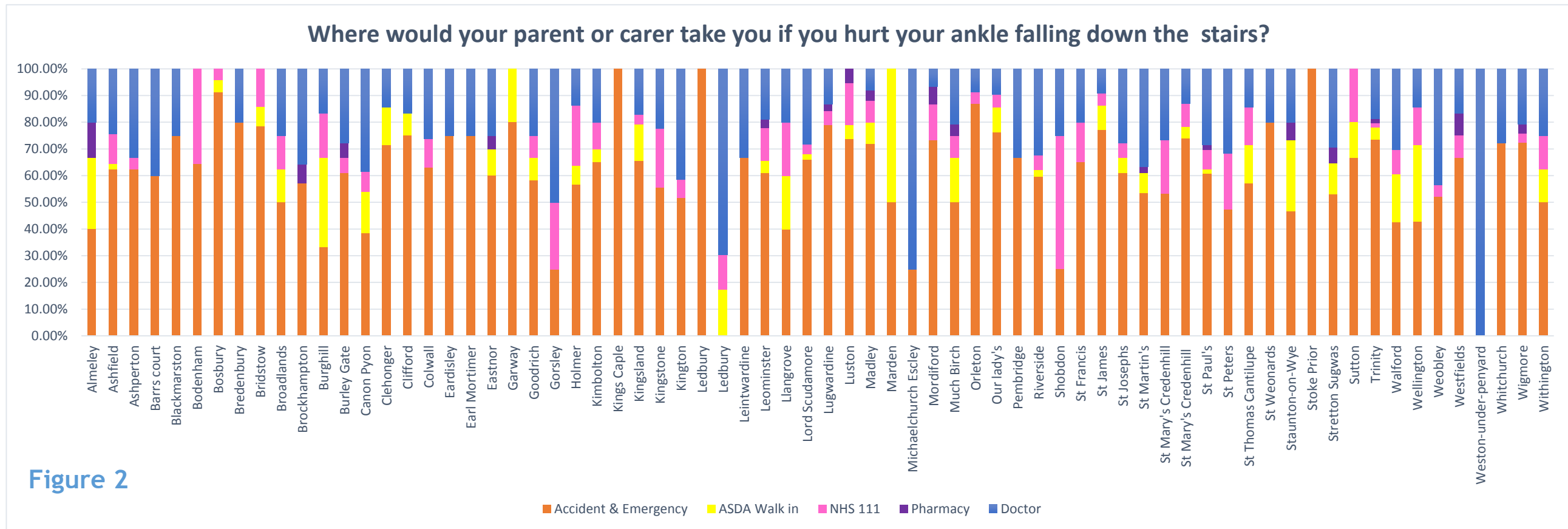
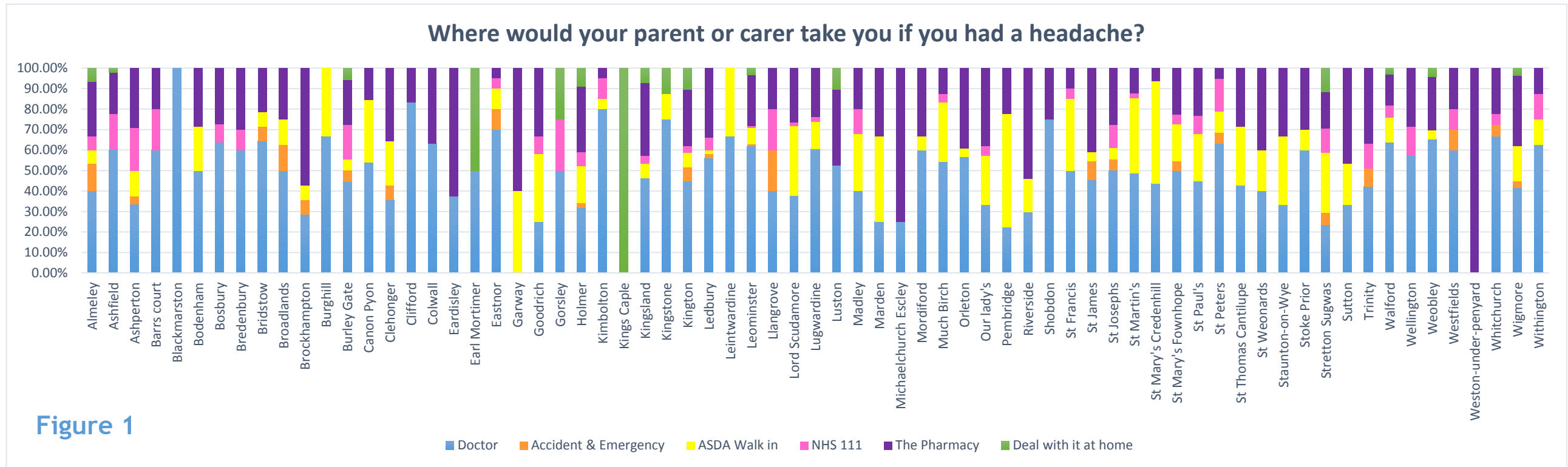


% of Year 6 children who havent had fluoride treatment or who do not know

Figure 8



Appendix 2 - School by school results of Healthwatch Survey 'Where to go for help with healthcare?'



Where would your parent or carer take you first if you had a small cut on your finger?

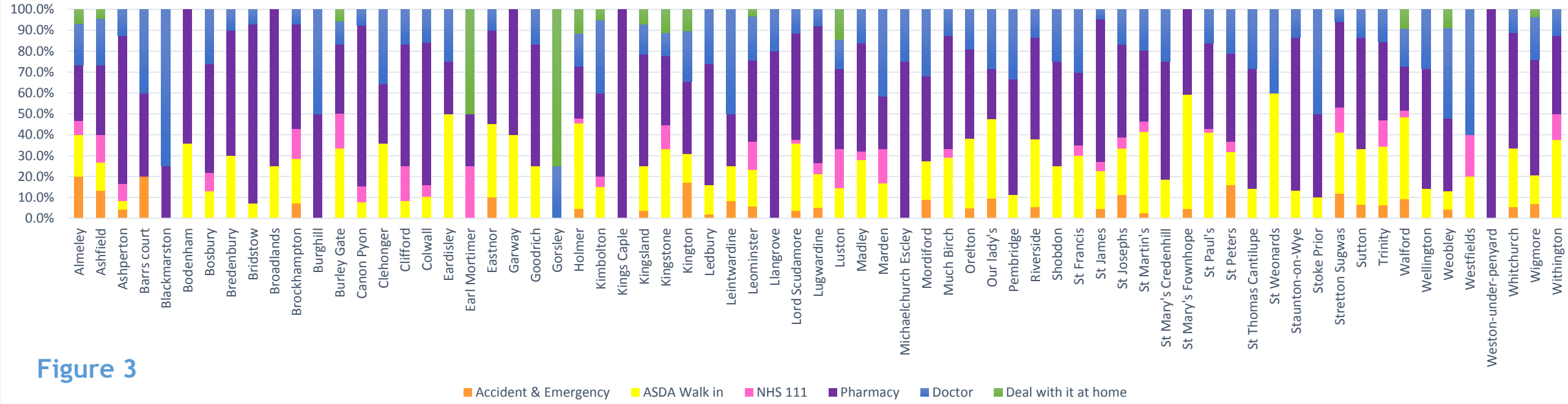


Figure 3

Where would your parent or carer take you first if you had a really bad cold, ear ache and sore throat?

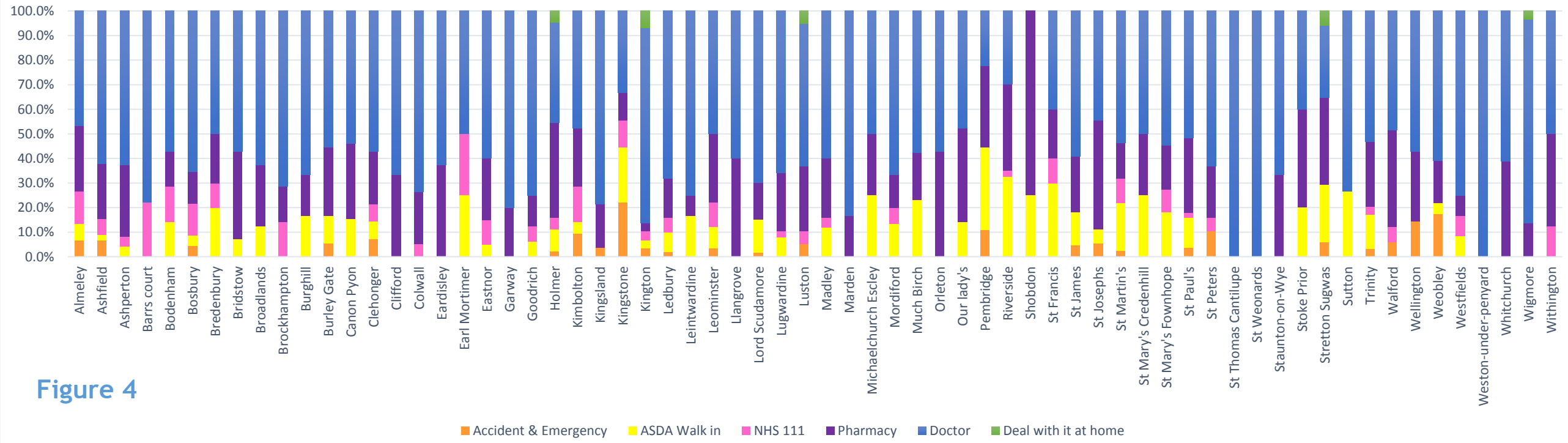


Figure 4