

An
independent
inquiry
report



Children and Young People

Speaking out on health and care services

About Healthwatch Devon

Healthwatch Devon is the local, independent consumer champion for health and social care services.

One of the key functions of Healthwatch Devon is to obtain the views of local people regarding their needs for, and experiences of, local care services and importantly to make these views known.

Since Healthwatch Devon was introduced in 2013, thousands of people have shared their views and experiences with us in relation to their local health and social care services.

The experiences we gather are entered (anonymously) into our evidence bank. A summary of this information is then shared with those who commission, provide, regulate and monitor healthcare services in Devon.

About this report

This report is based on:

Unprompted feedback from Devon's residents

Healthwatch Devon independent inquiry



Commissioners request for service user feedback

Intended Audience

The report is presented for consideration by the following commissioners and providers. Their responses can be found in appendix 1.

- NHS England Southwest Regional Office
- Northern, Eastern and Western Devon Clinical Commissioning Group
- South Devon and Torbay Clinical Commissioning Group
- Devon County Council, Special Educational Needs - Children and Young People's Engagement Task and Finish Group
- Virgin Care, Devon Integrated Children's Services

Contents

Introduction	1
Key Findings	1
We asked young people ...	2
Commentator information	6
Conclusions	7
Appendix 1: Responses	8
Appendix 2: Comments	10
Appendix 3: Survey Questions	15

Introduction

A year ago, we [published a report¹](#) on young people's views on health and care services in Devon. They told us that their main health issues were mental health (including depression/anxiety, self-harm and eating disorders), smoking, drugs and alcohol, and sexual health and pregnancy. We were pleased to find that these same issues were priorities in the [Joint Health and Wellbeing Strategy²](#) for Devon, showing that health planners had a good understanding of young people's needs.

[Devon's Children, Young People and Families Plan³](#) 2015 - 2020 which contains five key principles - Safe, Resilient, Thrive, Active and Connect - lists a number of desired outcomes for families in Devon. Key outcomes to bear in mind when reading this report include:

- Children in Devon enjoy good mental health and emotional wellbeing

About this report

The aim of the survey was to ensure that young people have a voice in shaping and designing health and social care services in Devon. The survey has been used to gather feedback from children and young people between 1st February 2015 and 31st May 2016.

We used a set of questions that enabled us to find out:

- What health and social care issues matter most to young people.
- What they think could be done to improve their experience of healthcare services.
- How easy young people find it to be active and what prevents them from being active.

The questions were designed as a starting point so that we could identify key issues that children and young people feel are important, when thinking about their local healthcare services and how they work for them. **This report summarises what 427 young people told us** during that time. The majority of responses were generated at Petroc College Fresher's Fayres in North and Mid Devon. The remainder were collected either during our Summer roadshows or online through our electronic survey.

- Children and families regularly participate in physical activity and sport
- Children and families have healthy diets and lifestyles
- Young people influence the decisions that affect them.

We are encouraged that when presenting our survey findings to key professional stakeholders, they have responded very positively and are committed to using the evidence we have presented to them - the voices of young people - to directly inform service improvement and design. Responses to our findings can be found at Appendix 1.

This report provides some insight into the issues that are important to children and young people when it comes to thinking about their health and wellbeing.

Key findings

The top 3 healthcare issues that respondents indicated were most important to them include:

- Depression and anxiety
- Sexual health
- Self harm

Key areas for improvement identified from the feedback provided by children and young people include:

- Better access to healthcare services in a timely manner, particularly mental health services
- Attitudes of healthcare staff when treating children and young people
- Access to information about what services or support are available locally
- Better access to support for children and young people relating to specific healthcare issues

The top 3 reasons that prevent respondents from being physically active include:

- Education/work commitments
- A lack of motivation
- A physical health issue

We asked young people...

What are the most important health issues for you?

* 420 young people responded to this question

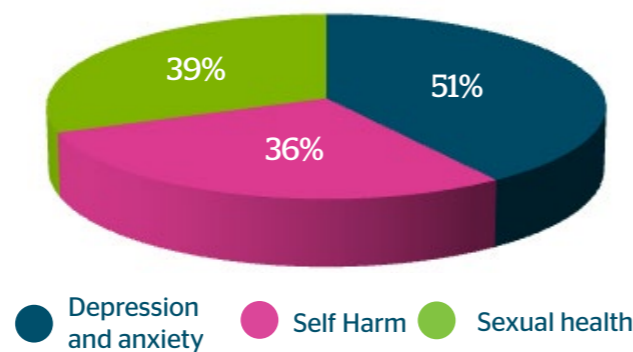
We wanted to know whether the same issues identified in our report in August 2015 were still important to young people and if any improvements had been made. This question was first used when we engaged with young people in Budleigh Salterton⁴, a project that Healthwatch Devon was commissioned to undertake to help inform the development of a Community Wellbeing Hub at the Budleigh Salterton Community Hospital site.

When we asked young people this time around to identify the three most important health issues for them, we found the top 3 concerns remained the same.

Most important issues for young people



51% indicated 'depression and anxiety' was an issue for them



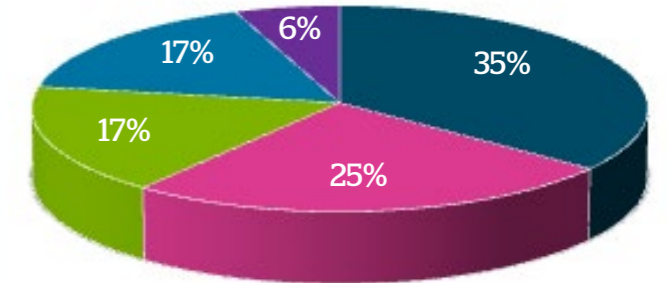
Other topics included: allergies, Autistic Spectrum Disorder, and learning disabilities

What can health professionals do better or differently?

This was a free text question for young people to say what they thought could be done differently by healthcare professionals. Responses in full are included in Appendix 2.

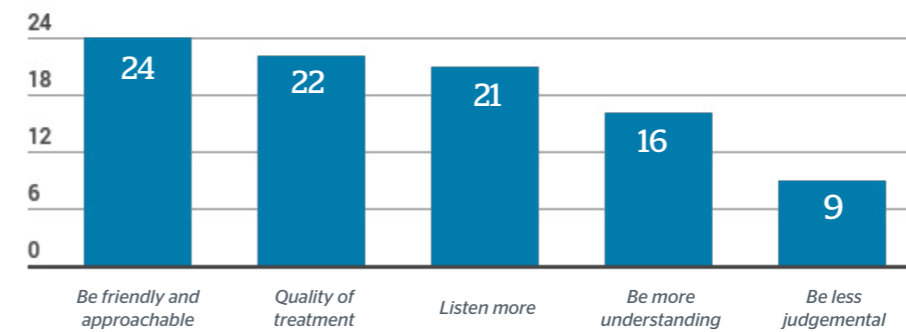
258 young people (60%) responded to this question and their comments categorised as follows:

Nature of comment	Number
Staff Attitudes	92
Information and Support	64
Access and availability	44
Support for CYP Issues	43
Other	15



What did young people have to say?

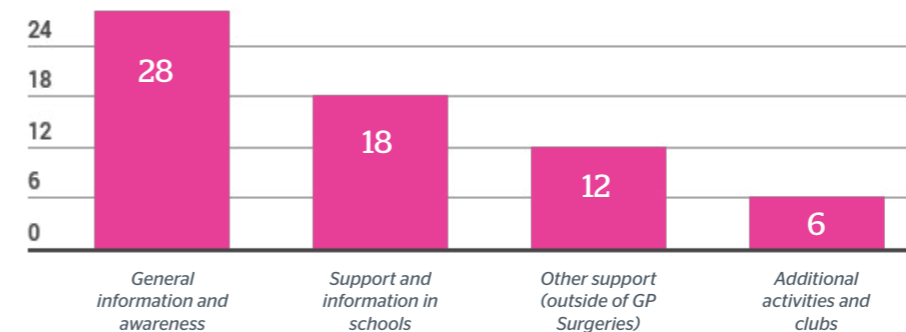
over **1/3** thought 'staff attitude' could be improved



"Be less judgemental with sexual health as even going to get more pills, they ask you a lot of other unwanted questions."



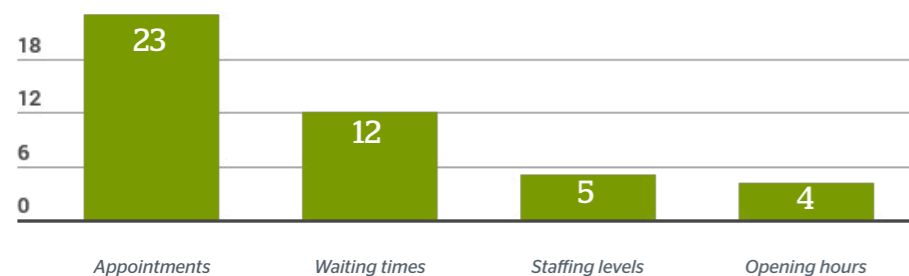
1/4 wanted better access to information and support



"More services should be accessible without parental involvement (e.g. at school)"



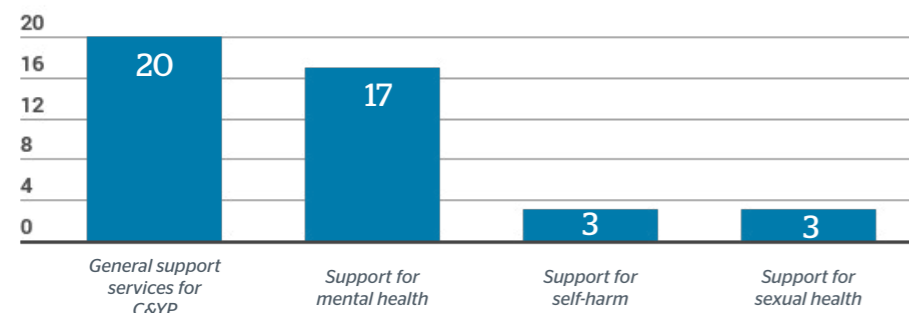
17% commented about access and availability



“Do regular mental health check-ups. Don't leave me waiting for almost two years for treatment.”



17% of comments related to support for issues affecting children and young people



“Raise awareness and decrease stigma related to problems that young people face.”



Where do you go for leisure, play sports and relax?

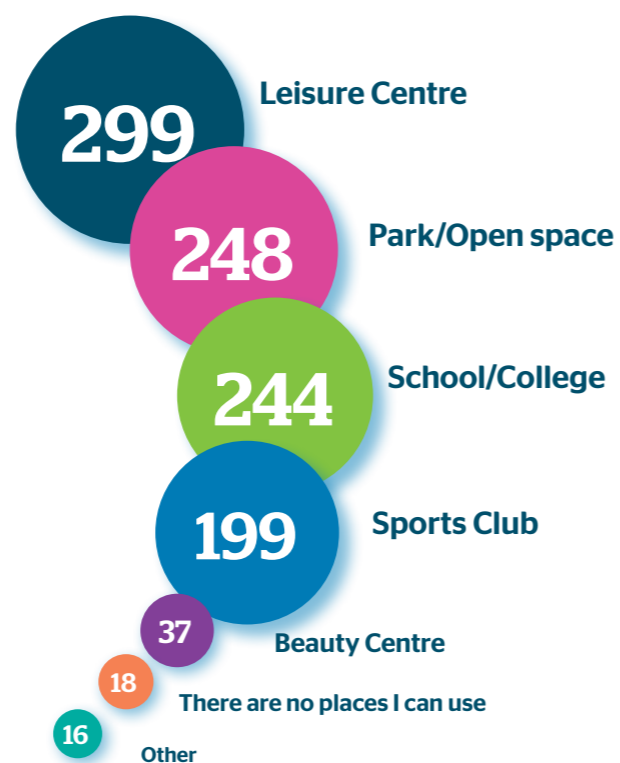
409 (96%) responded to this question

A briefing paper from Public Health England⁵ in 2013 revealed that children doing more physical activity are more likely to concentrate better in school, enjoy good relationships with classmates, and display lower levels of worry, anxiety and depression. However, over 70% of young people in the UK do not undertake the recommended level of one hour's physical activity each day.

One of Devon's ambitions⁶ is that...

“Children and families have outstanding opportunities to be healthy, fit and active”.

With this in mind we wanted to know where young people go for leisure, sports and relaxation and also what might prevent them from doing leisure activities. Again, results to these questions mirrored the responses we received in 2015.

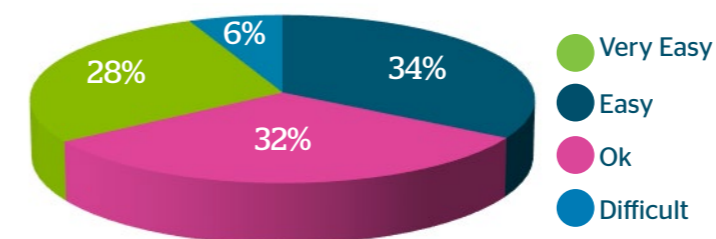


⁶Other' included: Army cadets, Beach, Friends house, Home, Local swimming pool, Park or field, Specialist activities providers and youth club.

How easy is it to be active?

* 400 young people responded to this question

Only 6% found it 'difficult' to be active



What prevents you from being active?

* 215 young people responded to this question

We then went on to ask what prevented young people from being active. This was a free text question for young people to share any of their views.

215 people responded to this question and their responses and comments have been categorised and themed into one of the following:

55 comments Education/work commitments
e.g. exams, homework, college, jobs

34 comments Lack of motivation
e.g. too tired, no energy, lazy

31 comments Physical health issue
e.g. asthma

25 comments Mental health issue
e.g. depression, anxiety, self esteem

23 comments Social distractions
e.g. TV, iPhone, tablet

18 comments Money
e.g. clubs too expensive

17 comments Lack of facilities or transport
e.g. no local facilities / need transport

12 comments Other
e.g. bad weather



“There is nothing where I live for teenagers to do and would be good if there were a swimming pool or a place to hang out.”



“My mother is very over protective and I don't have many people I can go out with.”



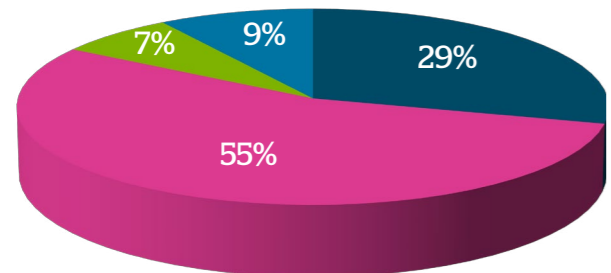
“Gym membership is so expensive and I have so much school work.”

Commentator information

The charts below provide further details relating to the children and young people who completed the survey.

Age

*402 people responded to this question

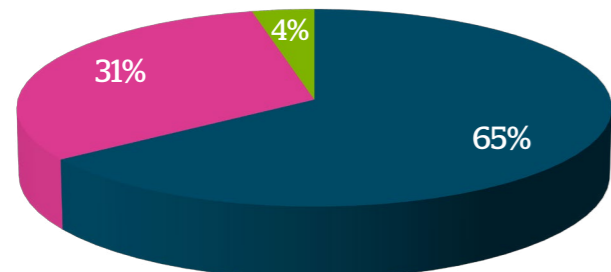


Age	Number
11 - 17	117
16 - 18	220
19 - 21	28
22 - 25	37

● 11 - 17 ● 16 - 18 ● 19 - 21 ● 22 - 25

Gender

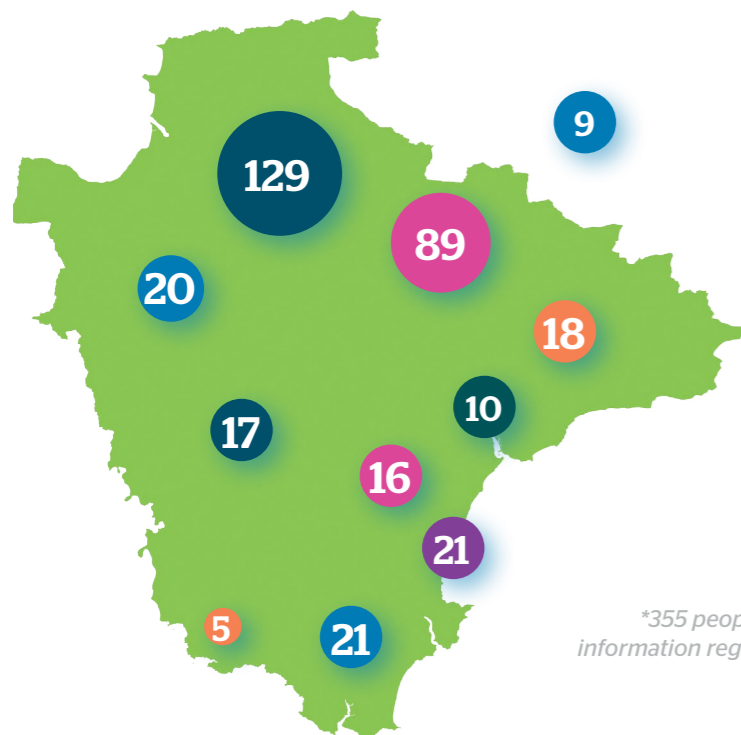
*410 people responded to this question



Gender	Number
Female	267
Male	128
Prefer not to say	15

● Female ● Male ● Prefer not to say

Location



*355 people provided information regarding their location.



District	Number
North Devon	129
Mid Devon	89
South Hams	21
Torbay	21
Torridge	20
East Devon	18
West Devon	17
Teignbridge	16
Outside Devon	9
Plymouth	5

Conclusion

The debate on health and care in Devon tends to focus on the county's ageing population, with discussion of community hospitals, care at home, and management of long term and complex conditions. These are important issues, but Healthwatch Devon is keen to ensure that the experiences and needs of young people are taken just as seriously - not least because early help for young people can have lifelong benefits.

It is pleasing to see that - for mental health issues, especially - young people's needs are starting to be taken more seriously. In particular:

- The Mental Health Task Force published a national report that called for improved funding for mental health services, and a cut in waiting times for young people
- Devon's two Clinical Commissioning Groups in Devon have published Transformation Plans for Child and Adolescent Mental Health Services, pledging a series of local improvements focussing on early intervention, prevention, crisis response, vulnerable children and pathways
- Virgin Care and Young Devon launched a preventative programme in the county's schools, offering counselling to young people experiencing emotional distress, and training for staff on youth mental health issues. Virgin Care's Eating Disorders service has additionally been recognised by NHS England as demonstrating best practice

- Improvements to Place of Safety provision have meant a significant drop in the use of police cells for people experiencing a mental health crisis.

As mental health was highlighted as an important issue for young people in our previous report, this prompted us to carry out some focussed work with young people and healthcare professionals, so that we could help people to understand the experiences, stigma and challenges that surround young people who are affected by mental health issues. Our findings are presented in a [collection of films](#) on our website.

We will continue to work with children and young people to allow them to share their views on issues affecting their health and wellbeing. We will ensure that these views are shared with decision makers so improvements can continue to be made to health and social care services for children and young people.

We will also continue to encourage conversations between children, families and healthcare professionals so that they are involved in the decision making process when it comes to commissioning and delivery of health and social care services.



NHS England Southwest Regional Office

NHS England (South West) would like to thank Healthwatch Devon for this report and it was great to see so many children and young people from across Devon responding. We welcome the depth of the report and the ideas that have been raised. We would hope to see this information used at a local level in the design of Devon's health and social care services.

Northern, Eastern and Western Devon Clinical Commissioning Group

Thank you for sharing the Healthwatch Devon report "Children and Young People Speak Out on Health and Wellbeing".

We were pleased to see so many young people taking an active interest in health and wellbeing; we would like to extend our thanks to everyone who took the time to complete the survey and also to Healthwatch for producing this report. Healthwatch and NEW Devon Clinical Commissioning Group (CCG) share a sincere commitment to ensure that we best meet the needs of children and young people now and in the future; listening and responding to what children and young people want from services is essential to achieving this objective.

We note the findings of the report and the key health priorities that young people articulate including: depression/anxiety, sexual health, self-harm, drugs and substance use and eating disorders. We also hear young people's views on what matters to them and the areas that most need improvement;

- Young people want services that are easier to access, flexibly and quickly.
- Young people want to be supported by healthcare staff who listen to their views and concerns sincerely and without judgement.
- Young people want better information about health and the services that are available to them locally.

There is a lot of work underway which will address the priorities and areas for improvement that young people have identified. This is being achieved through our agreements with our providers and through the CAMHS Local Transformation Plan for Children's and Young people's mental health services. The plan details how we are working together with partners across health, social care and education to improve health and wellbeing. This is available to download from our website: <https://www.newdevonccg.nhs.uk/your-ccg/mental-health/child-and-adolescent-mental-health-services-camhs-transformation-plan-201516-202021/101881>.

Within our current priorities is our commitment to improve timeliness of access to CAMHS and specialist pathways of care. We are monitoring the progress from our providers to ensure there is a positive impact for children and young people through better experience and outcomes.

We will continue to work with our providers and partners to make services the best that they can be for children and young people and their families and carers. We will continue to work with our providers and ensure children and young people are involved in the design and planning of services. We will use this information to help us achieve the developments and improvements we seek for the children and young people for whom we commission services for.

South Devon and Torbay Clinical Commissioning Group

Thank you to all the children and young people who took the time to respond to the questions and give their views and thoughts. As a Clinical Commissioning Group we really value feedback as it helps us develop and commission services that meet the needs of the people who need to use them. It also helps inform the design of services in the future.

We are currently preparing to enter a formal process to design services for children and young people, so receiving this feedback has come at a critical time. The information provided is very clear as to what is important to young people with emotional and mental health remaining top of the list of issues that Healthwatch has previously reported on. We will be able

to use this to inform the re-shaping of services. As part of this process, we will want to engage further with children, young people and their families. We hope that those who took part would be willing to engage in further events to enable us to get the outcomes that are important for young people.

As a commissioner for children and young people's mental health services, it would be helpful to work further with Healthwatch Devon and engage further with children and young people to ask additional questions around the points they have raised to gain a deeper understanding of the issues. It would also be important to understand what works well with services - as this is just as important as knowing what needs to be improved.

Claire Thompson, Babcock LDP

SEND Children and Young People's Engagement Task and Finish Group

For us I think we would take on board and respond to the issues raised about the need for better staff training in schools to support pupils with the variety concerns raised. In particular - anxiety, autism, depression, mental health and LGBT training to support teachers in understanding and being able to respond confidently to questions around LGBT. There was also a point raised about timely transitions for pupils with SEND which we have prioritised and are currently working on.

Melanie Webb, Devon County Council SEND

SEND Children and Young People's Engagement Task and Finish Group

Young people's requests for more information about mental health services locally should be linked to the development of Devon's Local Offer for SEND - there is often co-morbidity with mental health problems and SEND, I feel that there should be better links between mental health information and support services and SEND information, advice and support services. Development of early intervention for mental health and local information and support should be done with schools, as school staff often have the most contact with young people and need to have the information and skills to intervene early to support children and young people.

Amir Qureshy, Head of Operations

Virgin Care, Devon Integrated Children's Services

Thank you for giving us the opportunity to see and respond to your recent report 'Our Health, Our Say: Children and Young People speak out on health and wellbeing'.

We have recently established a young people's voice champions group within Devon Integrated Children's Services, which meets monthly and will include the feedback from this report in the work of that group.

We note the top healthcare issues that are most important to CYP which fit well with our own priorities and the priorities of the Devon system. We have been working for some time to improve the access to and responsiveness of our Child & Adolescent Mental Health Services and set out below the progress we have made.

Progress is being made on improving the efficiency and effectiveness of services. As well as offering more appointments, we are delivering evidence based pathways including for eating disorders and self-harm. Our Eating Disorder service is delivered jointly with paediatrics and has enabled young people to be cared for at home instead of in specialist units across the country. This service is one of five in the country recognised by NHS England as best practice.

Our Assertive Outreach service has now been in place for 18 months and works intensively with young people at risk of inpatient admission, and to facilitate earlier discharge. This has resulted in a 60% reduction in the numbers of young people who are admitted to specialist mental health beds. We are using Outcome Measures (ROMs) to drive targeted interventions resulting in fewer appointments being required along with improved coping strategies.

In addition to this we are working to improve our referral processes, ensuring clear information on criteria and pathways is available to all referrers, and looking at ways to support and encourage parents and young people to refer themselves to services where this is appropriate. We are currently reviewing the scope and function of our Primary Mental Health Services to work closely with and support GPs in responding to the needs of children and young people with mental health issues.

In September 2015 we were commissioned, with Young Devon, to deliver a new Early Help 4 Mental Health service. This delivers training, consultation and supervision into schools to develop the skills and capacity in schools to support children and young people with emotional and mental health issues at an early stage. Around 200 schools are part of this new service. The aim of this is to support schools to offer help to children and young people with emerging emotional and mental health issues at an early stage.

We note the suggestion in the report about access to information.

We have recently launched our new website which is being developed to include self-help information and links to other support and resources. We have had some input from parents and young people and will continue to seek feedback as this develops further to ensure this is as useful as possible.

The participation of children and young people in the design, delivery and development of all our services is important to us. Our CAMH service has developed strong participation which is nationally recognised. We routinely seek feedback from young people and involve them in recruitment and appraisal, and are continuously reviewing how we can improve and development how we engage with children, young people and their families.

In response to the priority of sexual health, we are also seeking to make improvements in the delivery of services related to this. As part of their Core Offer, our school nursing service currently provides drop-in sessions in schools as well as contributing to the PSHE (Personal Social Health Education) curriculum in year 6 and year 9. Whilst the drop-in sessions are for young people to raise any health related issue our data would suggest that the majority of attendances relate to emotional health and wellbeing rather than sexual health and relationships. We recognise also that in some schools the drop-in sessions have not been well attended, and are not always at a time that is most suitable for the young people they serve (many of them are held at lunchtime). We are therefore looking at ways of enhancing our offer to young people: we are working with commissioners to understand the sexual health advice provision that is available to young people in different areas, at different times and how our service can best contribute to this overall provision. We are also developing 'Chat Health' which will deliver an online, text and phone advice line to young people throughout the day, as an alternative to the drop-in sessions.

In line with national guidance, we are working with schools to develop the content of the PSHE sessions we deliver, to incorporate messages and raise awareness about the emotional wellbeing aspects of sexual health such as Child Sexual Exploitation, consent and body image. Moving forward we are looking at how we may provide training to school staff rather than direct delivery to students. This would be with the aim of supporting improved quality of Sex and Relationships Education delivery and encouraging school staff to feel more confident in their day to day discussions with young people that would promote a positive culture around sexual health and relationships.

Finally, we note the good response rate that you achieved and would like to ask whether, and how, you sought the views of particular groups of young people such as those with a learning disability. We have skilled practitioners who are able to support this if that would be helpful in the future.

What can health professionals do better or differently?

Staff Attitude (92 comments)

Be friendly and approachable

- Make it more friendly to talk.
- Act kinder and make one feel comfortable in the practice.
- People are more than just numbers and should be treated better.
- THINK, tell them to think.
- It's hard to predict such a thing, I'd suggest just always being available to the person in question.
- Try and target the young audience in ways that will suit them and make them feel comfortable.
- Trying to talk to them in a way that they will relate to would probably work.
- Make situations less awkward and make themselves more approachable.
- Happy and healthy are different things. Care from doctors and nurses should be positive and they could also be more personal - spend more time seeing if you're OK rather than treating everyone the same as they're not.
- Doctors should be more compassionate about the person.
- Be more approachable. Make them easier to access without parents being involved
- More care from doctors.
- To be calm and relaxed when speaking to clients.
- They could be more happy.
- Be more polite and friendly.
- Be nice and care.
- I think they're kind but dentists are not always kind to people.
- Don't make us cry, change the hospital food.
- To make us happy.
- Be more polite and friendly.
- To be more funny to cheer kids up.
- Be more happy and not grumpy.
- Some doctors are very strict.
- I think they do well though it would help if they were more approachable - many young people are intimidated by going to the doctor or the "stigma" of a mental disorder diagnosis.

Quality of Treatment

- In Exeter I had not so good a doctor but in Tiverton I have.
- Social workers, they could include the families more.
- Better at prescribing treatments.
- Doctors should have a second opinion.
- Doctors need second opinions.
- Do their job probably.
- Nothing, they are great.
- Very good and helpful.
- All good.
- I think doctors, nurses and social workers do their jobs perfectly.
- I think the dentist should be able to refer people to hospital to be put to sleep while they are having their teeth drilled.
- Make sure the doctors work really hard to look after people.
- Give information in a way that is not patronising but still informative.
- Don't force people into more stuff when they're clearly stressed.
- Don't make people feel they have to make decisions straight away.
- Doctors need to care more for the elderly.
- Not doing a good job.
- Take more care with what they do.
- Tell you what they are doing.
- Help us more.
- Be always there.
- Generally good.

Listen more

- Doctors should listen more.
- Actually check up on young people and ask how they feel.
- I think they should be more aware of what's going on with young people. I think issues that young people are faced with should be taught better in school.
- listen and take it seriously not "they'll grow out of it".
- Be more encouraging for young people to talk about their problems.
- instead of jumping to counsellors try to get the person to express their mental health problems further as counsellors are never normally the answer/solution. Personally made me worse.
- Listen to young people more when it comes to issues and allow them to be taken seriously with health issues.
- Take more interest.
- Listen to them.
- Listen! we know more than you think.
- I think it would be important for them to get to know the child/young person to ensure they would be happy.
- Doctors could give surveys to young people to see if they are healthy/happy.
- Talk with young people to inform them about general health.
- Sort out the children and young people and actually listen to them instead of just thinking they are the professionals and not listening to them.
- People might not get noticed for minor things even if it is a big issue for them. They should make time to listen and understand problems.
- For them to pay more attention and not jump to conclusions.
- They need to answer the questions we ask.
- They need to answer the questions we ask to make us happier.
- Pay more attention to who is about.
- Ask people how they are actually feeling and if someone is self-harming make sure they're not alone.
- Listen.

What can health professionals do better or differently? continued...

Staff Attitude continued...

Be more understanding

- Doctors need to stop dismissing mental health problems in teenagers as something they'll grow out of.
- I don't believe that there is. I do think that there are some counsellors that do not understand how to deal with mental health. I feel as if they would need to be re-trained.
- People need to be clearer with young people but also work slowly.
- Be more sympathetic to youth who smoke.
- Treat them more like a human and don't patronise.
- I think being patronised is something that a lot of people find hard to deal with.
- Yes, maybe more accepting of things they may not understand.
- More understanding and empathetic about sexual problems. It would be better if they understood, a lot of teenagers are sexually active.
- There is a huge difference between happy and healthy. For happy, social workers could look into their cases more thoroughly and not be biased. For healthy, doctors should look into illnesses more thoroughly and not dismiss them as growing pains or an unknown issue.
- Take more care in what they say.
- Be less invasive and more delicate about some issues.
- Take young people more seriously.
- Be more considerate to young people's feelings as some doctors seem to be less caring than others. They could give more advice rather than directing us to generalised websites that aren't specific.
- Ask more about their lives to understand all the facts.
- Don't be judgemental and try to understand better to make the patient more comfortable.
- Be more in tune with children in order to help.

Be less judgemental

- Be less judgemental with sexual health as even going to get more pills, they ask you a lot of other unwanted questions.
- For people to not be so judgemental whatever their work position.
- Don't judge, spend more time with younger children.
- Don't judge people.
- Take them seriously and don't be opinionated.
- Stop judging people without knowing them. Word questions better. There is a massive difference between healthy and happy.
- No judgement.
- Not to be judgemental.
- If they were all less judgemental.

Information and Support (64 comments)

General information and awareness

- Doctors - Advertise more healthy things.
- I think more emphasis should be placed on Drug and alcohol misuse.
- Explain to people who sell cigarettes and alcohol how much it damages people and make it illegal for young people to buy cigarettes.
- Information at a younger age.
- Discourage smoking and over eating at a younger age.
- Discourage smoking, make it more comfortable to be open about adult problems as they are new to us.
- Greater awareness of trans issues.
- How to deal with alcoholic parents - where is the help?
- Teacher training on LGBT issues.
- Advertising in schools, youth clubs, Holsworthy hospital may be closing.
- There could be more doctors apps for children.
- More counselling, better sex ed, easier to get contraception, more education on eating disorders, better support.
- Get them more involved in the NHS from a younger age.
- Explain the issues re drug use and explaining the law around drug use.
- Give out surveys to local communities.
- They could make us aware of how to identify people who we should be worried about.
- Advise on health and eating healthily.
- Social services help young people more by helping them stop smoking.
- More posters - advertising.
- Campaigns and more education .
- More sexual health and self harm/ depression services.
- More sexual health services and more time for people with depression.
- Give talks and presentations - giving information.
- Show them how fun being healthy is.
- More events to get information out and for people to become less self conscious about a situation.
- Provide more information for young people e.g. leaflets etc.
- Providing different ways to give young people information about their health and what they can do to ensure they look after themselves.
- Maybe do small classes at school to help them understand how to be healthy.

Information and Support continued...

Support and information in schools

- More information and support in schools and colleges.
- More awareness on supporting depression in school.
- Counsellors at school.
- I think providing more services in schools, and helping schools in understanding the issue facing young people. Also making their services more known as a lot of young people don't know where to go for help, or that help is available.
- More stuff in schools - more accessible.
- More speeches in school.
- Make more school visits to tell people what could happen.
- School/college talks.
- School talks on sexual health.
- More sessions in school to raise awareness.
- Should come into school and help us learn more.
- Give teacher some training to spot some signs of issues so that they can then contact the right people.
- Do more in schools so people have a better understanding.
- Go into schools and do talks.



- Go into schools and do talks more.
- More education from health professionals in schools and colleges.
- Better awareness in the communities, going to schools, colleges etc.
- Address issues such as sexuality and mental health and make it easier to talk about, especially in schools.

Other support (outside GP Surgeries)

- Not doing things that are not necessary for the young people. Making wider options for young people.
- There need to be more open places where they can go.
- More offers of help as young people are not always open and independent about getting help.
- More services should be accessible without parental involvement (e.g. at school).
- Advertise in schools; more group meet-ups; youth centre.
- Have support groups and clubs to have chats.
- Have cats and clubs.
- Support groups.
- Have a separate clinic.
- Help you a bit more.
- They could talk to people away from their parents.

Additional activities and clubs

- To offer teenage males bush craft modules within schools as part of the curriculum (i.e. Bear Grylls etc). They are positive role models which help young males with physical challenges, survival skills and self awareness and self care. These skills offer young people a sense of responsibility and independence - which they constantly yearn for but don't know how to reach. Females require more craft based subjects that require less written work and enables them to share problems and talk through them.
- Helping people have a better life. Better or more sporting facilities and a gymnasium.
- Better housing. More sporting stuff, like parkour (free running), rock climbing and gymnasium.
- Encourage gym membership.
- Have loads of activities going on, they can socialise and meet new friends and have fun.
- More sports clubs for older people e.g. Rugby.

Access and awareness (44 comments)

Appointments

- Make time for me and not expect my appointments to only last 5 min. No idea of patient care or support just prescribe and goodbye.
- Offer regular appointments at the Drs (3xs a year).
- Regular phone calls -once a month just for a chat.
- Keep in contact with the people who need help.
- Availability for appointments or drop in sessions.
- Make it easier to contact them.
- Regular health checks.
- More drop in sessions, good experience with CAMHS.
- Make it easier to make an appointment.
- They should seem more interested in patients and make it easier to make an appointment.
- Frequent checks for HIV/Aids.
- Doctors to see patients more often and care more.
- Should be easier to get a doctor's appointment.
- They don't seem interested, need to have more check-ups.
- More availability and easier to contact.
- See them quicker.
- Regular check-ups.
- Try not to rush check-ups.
- More availability and easy contact.
- Spend more time with patients.
- See them at a better time.
- I think any child should be able to go to counselling without having to go to the doctor to get an official appointment.
- Make it easier to book appointments.

Waiting times

- Do regular mental health check-ups. Don't leave me waiting for almost two years for treatment.
- It would be better if the waiting list for counselling wasn't so long.
- Not knowing time scales to get help makes it more daunting to access them.
- Prioritise patients that are in need of help more than others with less important symptoms.
- CAMHS system leaves young people in waiting lists for too long and Gov cuts lead people in to waiting lines for NHS, and shame for people being different.
- The counselling system needs to get better. Suffering kids don't have anyone to talk to and the waiting list for help is too long. I know this as someone who has experienced it myself.
- More doctors so you're seen quicker.
- More outpatient services and shorter waiting list.
- Make service quicker.
- Try not to rush check-ups.
- See people quicker.
- Prescribe treatments more quickly.

Staffing Levels

- Better organisation of time, more doctors on A&E.
- More doctors and nurses.
- More availability.
- Always be there.
- They can always be there.

Opening Hours

- Open more often i.e. Saturdays and Sundays, with a shorter wait.
- Doctors need to be more available.
- Doctors should be more available.
- Work more days of the week and not clog up A&E due to lack of staff.



Support for CYP issues (43 comments)

General support/services for CYP

- Finding other ways to help patients to become fit, well and healthy without always using prescription drugs - finding alternatives. Also doctors being less negligent when prescribing drugs and being more vigilant about how much they are giving to patients by checking medical records first.
- Give out more help freely and privately to teens.
- They could have visits you could go to at the doctors, that your parents don't need to know about because of embarrassment etc.
- Raise awareness and decrease stigma related to problems that young people face.
- Take into consideration any other symptoms they may have, like addictive personality or depression.
- Doctors should be more aware and offer more advice and help for people with depression and eating disorders.
- Help needs to be more personalised as people may have the same issues but it will affect them differently (mental health).
- Social Services should bring up quitting smoking and help young people quit, not leave them to do it on their own.
- Health workers need to support young people to get over issues and help with it if it happens again.
- Make more of an effort to identify children who are at risk.
- There should be more supportive systems put in place for children that leave care. 2. many teachers treat high school students with lack of respect e.g. when addressing them 3. there should be dedicated hospital etc. for young people where they can discuss private matters.
- Give more support to people that need it.
- I have ADHD and they should do more, they do nothing.
- Social health workers need to support people more to get over problems and help them if the problems come round again.
- Early prevention for mental illness, easy access to specialist services, better sex education, advice on doctors, speaking about safer sex in the LGBT q/a community, being taken seriously when approaching professionals about issues.
- I feel that more should be done for those in need of help for addiction.
- More knowledge of cancer awareness as YP think it's for older people.
- Social health workers need to support young people.
- Offer more services?
- Have a department that specialises in health of young people.

Support for mental health

- I think that when people are suffering from things like depression and anxiety it should be treated just as importantly as any other physical illness, especially in schools and work places.
- I think that more funding needs to be made available to CAMHS (and similar) to provide mental health support to young people.
- Understand more about transgender/ non-binary identities as well as take mental health issues seriously.
- Treat mental health issues with as much importance as physical illness.
- Doctors need to be more aware of young people and depression, and who is suffering and need help
- More education on mental health issues such as anxiety and depression.
- Faster referrals to mental health specialists.
- Foster referrals to mental health specialists.
- Lecturers and professionals to educate and raise the profile of mental health disorders and how to cope with them.
- More free counselling services.
- Take depressed people more seriously at the doctor. I know people who have been sent away with leaflets when they really need help.
- More help on mental health e.g. anxiety and depression.
- Give teenagers more support with mental health issues.
- More support for mental health.
- Take more notice of symptoms of depression and bullying.
- Take mental illness more seriously not discussing as "just a phase".
- Take mental health more seriously.

Support for self harm

- Be more aware of self-harm and physical abuse.
- They need to be more aware about self-harm and make people more aware with advice.
- More work on children self-harming.

Support for sexual health issues

- They should be more easily accessible for all as I feel that there is a lot of worry and panic around sexual health.
- Have separate clinics for different things e.g. sexual health and other problems.
- More sexual health services.

Appendix 3

Survey Questions

The aim of this survey is to ensure that young people have a voice in shaping and designing Health and Social Care services in Devon.

It's important that as many young people as possible give their feedback - please help us by filling in this form and telling us what you think.

By taking part in this survey you will also be entered into a prize draw to win £40 in shopping vouchers.

The survey will close on the 31st May 2016.

1. What are the three most important health issues for you?

- | | | |
|---|--|---|
| <input type="checkbox"/> Sexual Health | <input type="checkbox"/> Cancer | <input type="checkbox"/> Allergies |
| <input type="checkbox"/> Self-harm | <input type="checkbox"/> HIV/AIDS | <input type="checkbox"/> Alcohol Abuse |
| <input type="checkbox"/> Depression/anxiety | <input type="checkbox"/> Quitting Smoking | <input type="checkbox"/> ADHD |
| <input type="checkbox"/> Eating Disorders | <input type="checkbox"/> Drugs use/solvent use | <input type="checkbox"/> Other (please specify) |
| <input type="checkbox"/> Healthy Lifestyles | <input type="checkbox"/> Pregnancy | <input type="text"/> |

2. Is there anything professionals such as doctors, nurses or social workers could do better or differently to make sure you are happy and healthy? If yes, please tell us more about it:

3. What places are there for you to play sports/leisure and relaxation?

- | | |
|---|--|
| <input type="checkbox"/> Local Leisure Centre | <input type="checkbox"/> Parkland/Openspace |
| <input type="checkbox"/> Beauty Centre | <input type="checkbox"/> There are no places I can use |
| <input type="checkbox"/> Sports Club | <input type="checkbox"/> Other (please specify) |
| <input type="checkbox"/> School/College | <input type="text"/> |

4. How easy do you find it to be active? Please tick relevant box

- | | |
|------------------------------------|------------------------------------|
| <input type="checkbox"/> Very easy | <input type="checkbox"/> Ok |
| <input type="checkbox"/> Easy | <input type="checkbox"/> Difficult |

5. Is there anything that prevents you from being active? Please give us your comment below:



© **Healthwatch Devon**

First Floor, 3 & 4 Cranmere Court,
Lustleigh Close, Matford Business Park,
Exeter, EX2 8PW
Tel 0800 520 0640
info@healthwatchdevon.co.uk
www.healthwatchdevon.co.uk
Registered Charity No. 1155202