



# **Analysis of Youth Engagement September - December 2016**



### Introduction

Local Healthwatches have been set up across England to create a strong, independent consumer champion with the aim to:

- Strengthen the collective voice of citizens and communities in influencing local health and social care services to better meet their needs.
- Support people to find the right health and social care services for them by providing appropriate information, advice and signposting.

Healthwatch Stockton-on-Tees works with local people, patients, service-users, carers, community groups, organisations, service providers and commissioners to get the best out of local health and social care services. This doesn't just mean improving services today, but influencing and shaping services to meet the needs of the local communities, tomorrow.

Healthwatch Stockton-on-Tees is steered by a Board of volunteers, commissioned by the Local Authority and accountable to the public. Healthwatch Stockton-on-Tees are the only non-statutory body whose sole purpose is to understand the needs, experiences and concerns of people who use health and social care services and to speak-out on their behalf.

Healthwatch has:

- The statutory right to be listened to; Providers and Commissioners must respond to Healthwatch within 20 days of submission of requests for information or reports.
- The statutory power to Enter & View publicly funded health and social care services.
- A statutory seat on the Health and Wellbeing Board.

### Rationale

Healthwatch Stockton-on-Tees is pro-active in engaging with diverse communities and as part of our engagement and work plan, we met with young people across the borough. Healthwatch arranged engagement events with the support of Stockton Borough Council's youth service - Youth Direction. Healthwatch Stockton-on-Tees engaged with several youth groups to gain feedback on their experiences, of local health and social care services in the area.



### Methodology

Healthwatch Stockton-on-Tees regularly carry out engagement activities in the locality including; drop-in session at various locations, attending fresher's fairs and holding stalls at community events. We also visit community groups. This engagement work has been the primary source for gathering young people's feedback and experiences of health and social care services. The groups Healthwatch visited were also attended by a named adult from Stockton Borough Council to ensure any issues raised by the young people could be dealt with appropriately if the need arose.

### Results *\*Text highlighted in pink are actual quotes from young people*

Healthwatch Stockton-on-Tees engaged face to face with 234 young people between the ages of 5 and 25 during September 2016 and December 2016.

Healthwatch received 129 surveys and 133 young people took part in an interactive activity and discussions about health and social care. During this engagement, Healthwatch gathered evidence of their knowledge on a variety of health and social care related subjects.

The chart below shows the locations Healthwatch visited across Stockton-on-Tees to engage with young people.

Location	No. of young people	Surveys completed
John Whitehead Park, Billingham, Community Engagement Event (Age 5 - 14)	40	0
North Star Housing - Parkfield Hall (Age 17)	2	0
Stockton Riverside College Fresher's fair (Age 16-18)	54	37
Bede Sixth Form College Health and Wellbeing Event (Age 16-18)	1	1
Durham University Stockton Campus Fresher's Fair(Age 18+)	44	21
Egglescliffe School Youth Club (Y7, aged 11-12)	37	29
Egglescliffe School Youth Club (Y8-Y10, aged 12-15)	19	19
Abbey Hill Primary School (Age 15-18)	11	11
Ragworth Neighbourhood Club (Age 11-18)	15	11
Thornaby Pavillion Youth Club (Age 9 - 16)	11	0
<b>Total</b>	<b>234</b>	<b>129</b>



### Engagement activities with the groups

Healthwatch Stockton-on-Tees engaged with the groups delivering a range of interactive activities to encourage the young people to talk about their experiences, and also to gather information on their knowledge of health and social care. An illustrated sheet of health and social care related subjects was used to introduce discussions and encourage the young people to open up about their experiences, and assess their knowledge of the subject topics. (Appendix 1)

A survey was carried out for those who wished to participate and was adapted to ensure the questions were age appropriate. (Appendix 2 and 3)

For younger children participating in activities, Healthwatch held a stall at the John Whitehead Park Hub and Community Café and conducted a treasure hunt which encouraged the youngsters to be active. Envelopes hidden around the park contained public health messages in question form for the children to answer. (Appendix 4)

The children and young people were encouraged to add a coloured marble to the jar that corresponded with a service they had used in the last 6 months. The final tally of the marbles is shown in the chart below.

Health and Social Care Service	Tally
Doctors	11
Dentist	8
Opticians	9
Health Checks at School	8
Hospital	20

The children were asked about what they thought was ‘good’ or ‘bad’ about the service they had used, comments included;

‘They don’t have a health check at my school. Did in primary’ This participant thought his dentist was the best service as he has to wait at the doctors.

‘Doctors because it helps other people’

The group were asked ‘what was the best thing about the University Hospital of North Tees?’ comments included;

‘The vending machine’

‘Ice cream all night’

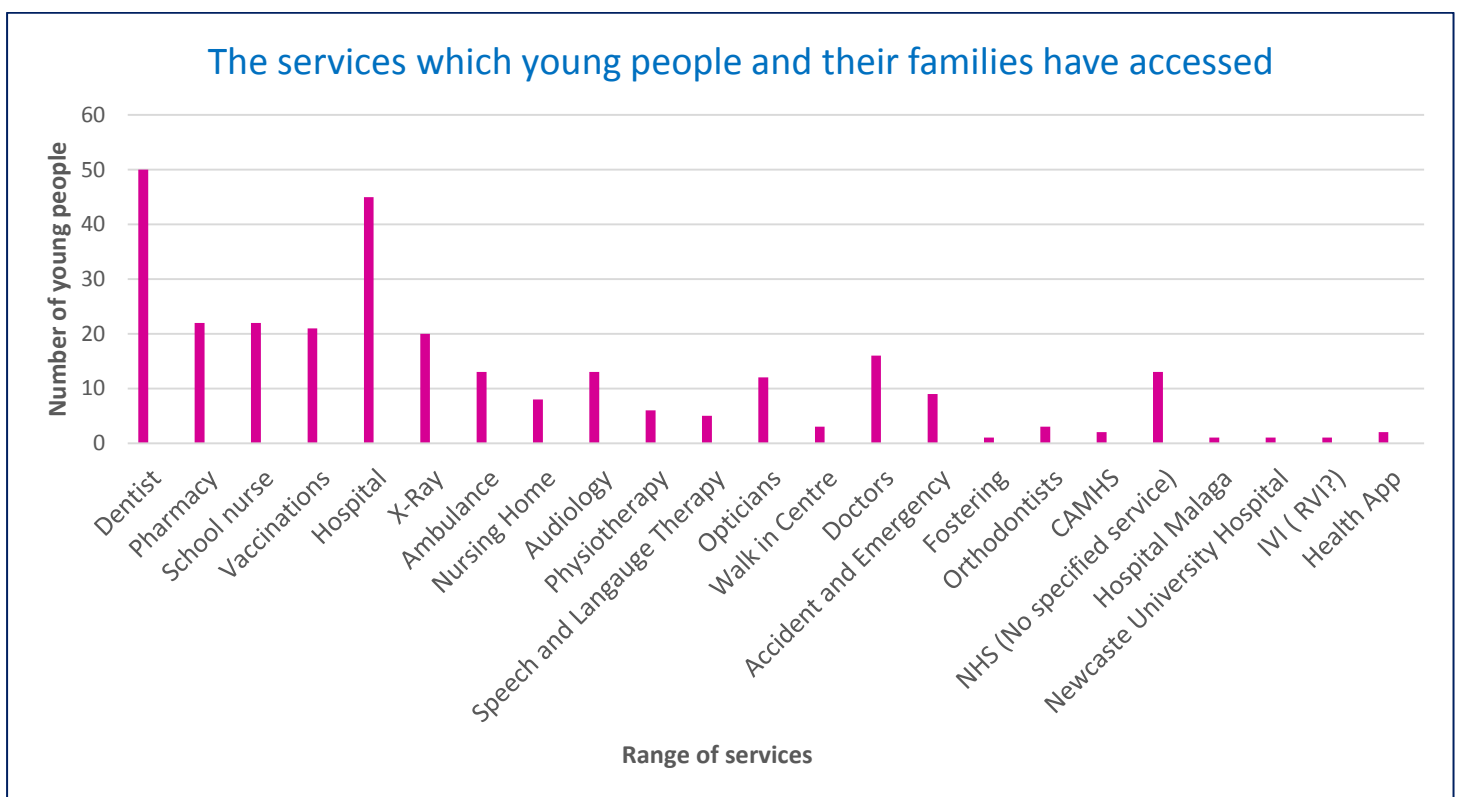
‘I stayed in overnight and got a Sunday dinner’



When asked to feedback on what was not so good about the University Hospital of North Tees one young participant told Healthwatch he had hurt his back and had to wait 3-4 hours in pain, his back was fractured.

One young person informed Healthwatch he didn't have a school nurse and another said their school nurse was male and 'horrible'

The graph below shows the range of services the young people or their families have experienced. This data was taken from all youth engagement venues except John Whitehead Park Community Café and Hub.



Young people aged 11-12 years commented on the services listed in the graph, some of these can be seen below.

Feedback about dental services included the following comments;

'I like the receptionist and dentist'

'I don't like how they have a big tooth picker'

'They are very gentle and not rough, it's clean, very hygienic'

Comments from this age group about University Hospital of North Tees included:

'They were helpful and clean and the people were nice'





Hospital feedback included young people expressing positive sentiment about the vending machines, one young person also commented 'they helped me get better, they helped me not die and looked after me well and it was brill, you get to sit and relax'

A young person who accessed Egglecliffe Medical Practice informed Healthwatch that the doctors were friendly and there 'was not much of a wait'.

Yarm Medical Centre got a similar positive comment 'The doctor is nice and friendly' This young person also commented however, 'They don't come out for children at home when they are very ill'

## Feedback from young people aged between 12 and 15 years.

A cohort of seven students within this age group were asked for their views and experiences of the Accident and Emergency department at University Hospital of North Tees. All seven had used the service within the last 9 month period for injuries such as breaks or fractures.

The comments below were received:

'The other people waiting, I don't like them, they are weird'

'I hated it'

'They are really nice to help you'

'The machines were broke, I had to wait 5 hours for them to be fixed' This was in reference to the hospitals vending machines.

'The staff are miserable'

'The rooms are babyish, they are full of finding nemo and pictures on the walls'

'we should be able to sign the walls, everyone that has been there'

'I had to wait for six hours with a broken toe, no doctor or nurse was able to see me, I had to go home and come back the next day, for treatment at A & E'

Healthwatch discussed a range of health services with a second cohort of 10 students. The following comments were received;

'I'm scared of the dentist, I hate having teeth out, I need to be put to sleep'

'I go to Future Steps two times per week' 'I exercise there' 'The staff are really nice, I also go to Daisy Chain'

Healthwatch asked this individual what they liked most about Daisy Chain to which they responded 'The lizards'

'I go to the hospital for jabs, I like seeing the same doctor each time, she is lovely. I get a big box of sweets to eat before the needles. I don't like the needles'



The following feedback was received from this group about their GP practice:

'I had to visit my doctors because I got a splinter under my skin on my finger, he was really nice but it was painful' Healthwatch asked what this young person liked about their visit to the doctors? 'The equipment was clean because it came out of a packet'

'There are lots of foreign doctors, I am not racist but they are difficult to understand, I could understand my previous GP because she was English'

One individual informed Healthwatch and the group that they were transgender, they were happy to feedback on the experience they received at their GP practice.

'I went to the doctors for blocker shots, the doctor told my Mam I couldn't get them, but I did my own reading and I know I can get them, so, I'm going to a different GP to get them'

Healthwatch also discussed with both cohorts of students aged 12 -15 years their understanding of emotional health issues and experiences they have had.

One young individual Healthwatch spoke to commented on their emotional health

'I struggle with my emotional health' Healthwatch asked why this was? 'I have autism' Healthwatch asked what support school provided in terms of emotional wellbeing, to which the young person responded 'I only have a scribe for school'

Healthwatch also asked if the young person received any support from health services and were informed they did in Y4 and Y5 (Age 7-9).

Other comments included:

'No suicidal thoughts - means your brain is healthy'

'Having a happy family and love'

Comments on services from young people aged 11 -18 are below:

### NHS services

'It's free, it's free, can talk about things, they help you'

'Dinner is nice, helpful, kind'

### Doctors

'You can go for check-ups at the doctors and they make sure you are ok'

'You have to wait for ages to get to see the doctor about why you think that you are ill and why you need help'

### University Hospital of North Tees

'The meals are gorgeous'

'Doctors are nice, they offer you things'

'They offer you things, hospital food, doctors, nurses, feed ya, nice bed, it helps you get better, get one room for yourself'



## Dentist

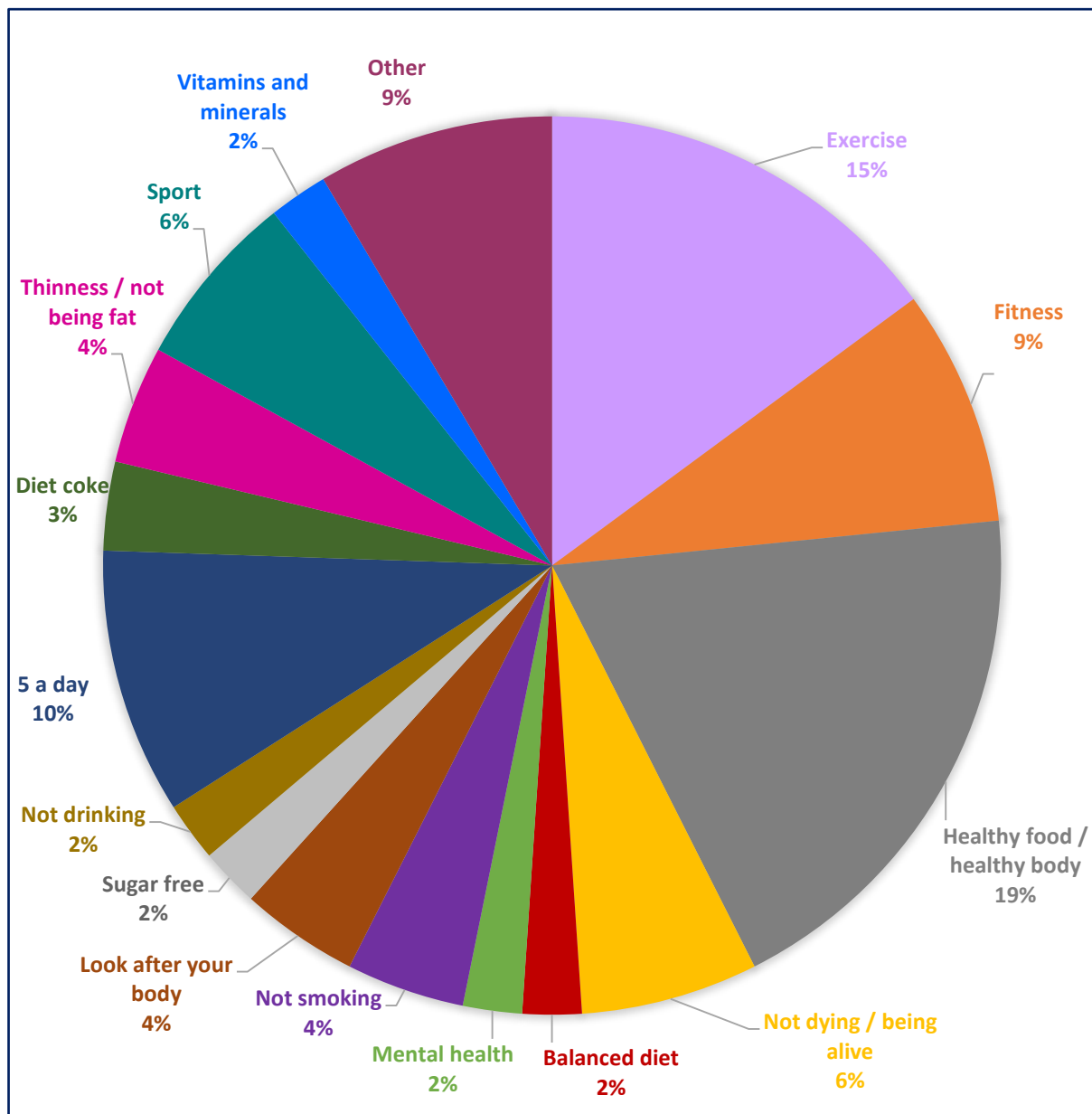
'Take quite a while to get a check-up'

## CAMHS

'Wait ages'

Healthwatch asked 98 young people during the group sessions what 'being healthy' meant to them, 112 comments were received.

The following chart shows the responses grouped into themes.





Comments categorised in the 'Other' section on the chart are listed below.

'To have a six pack'  
'Cleaning regularly'  
'I go to future steps is healthy Yay 😊'  
'Good blood pressure'  
'Not hungry'  
'Healthy inside'  
'Not often attending a GP'

Some of the individual comments categorised in the chart are shown below:

'Healthy food - salad, beef, chicken, pomegranate'  
'Healthy means that you can get around faster and you can do sports and you don't need to smoke'  
'Keeping your body healthy and stocked up on hydration e.g. water / juice'  
'It means that you could keep your body healthy and having your 5 a day'  
'When you sweat you burn a lot of calories'  
'Have lots of sleep'  
'Positivity and self-belief'  
'Healthy eating - balanced diet'  
'Heart rate'  
'Not being fat'  
'Good blood pressure'  
'Sugar free'  
'Don't eat a lot of junk food'  
'Being active'  
'Being healthy inside'

Healthwatch spoke to an all-male group of 11 individuals, aged 15 - 18 years, participating in a sporting activity. 10 responded with the following comments:

'Physical exercise'  
'Eating healthy'  
'Mental health'  
'Normal health'  
'Not often attending GP'  
'Keeping fit'  
'Exercise'  
'Healthy diet'  
'Don't smoke'  
'Don't do alcohol'

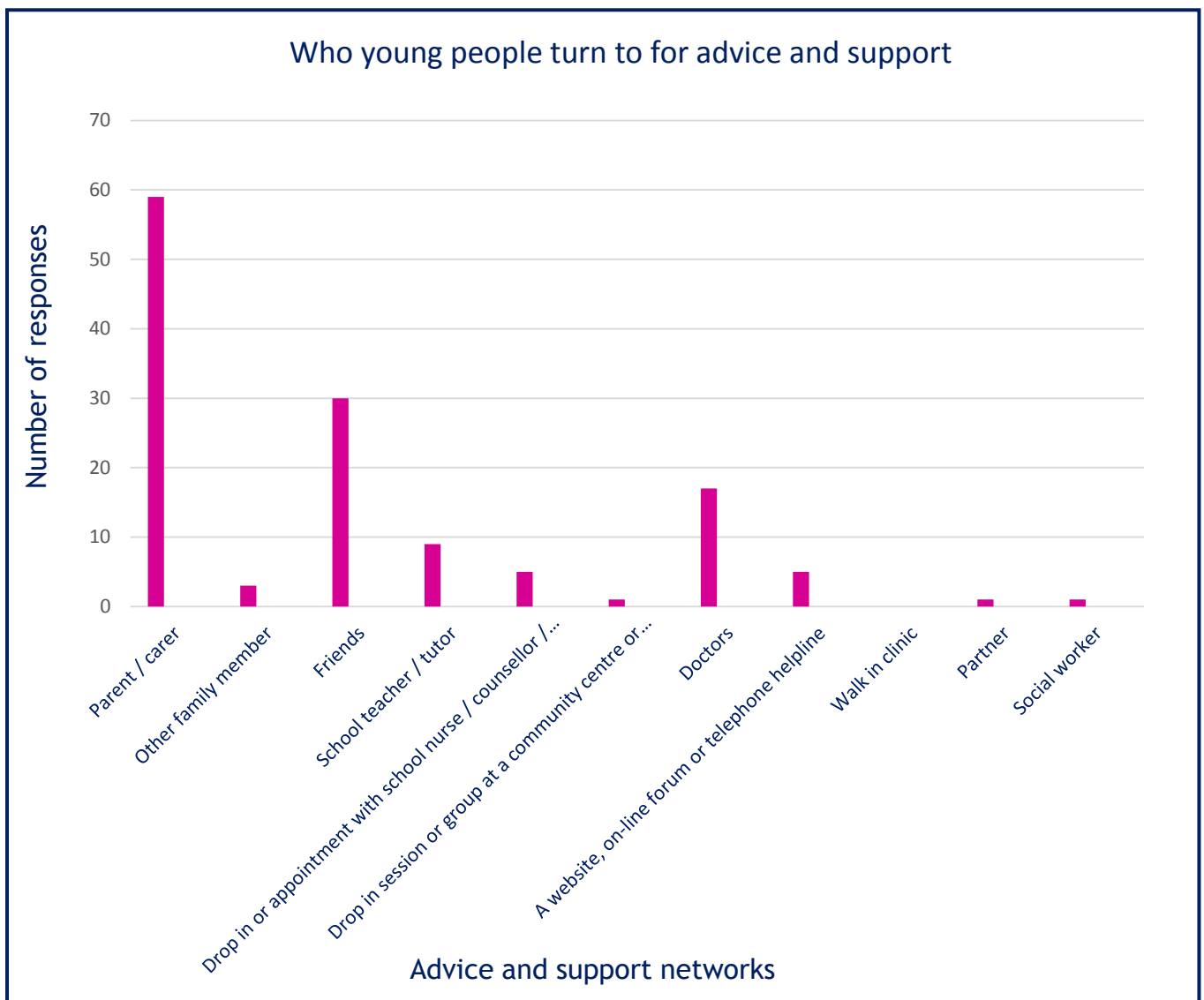


Healthwatch conducted a survey with young people aged between 13 - 25 years which addressed issues about health and wellbeing. 70 young people completed this survey with 75% aged between 16 and 18 years:-

- 54% male
- 45% female
- 1% other.

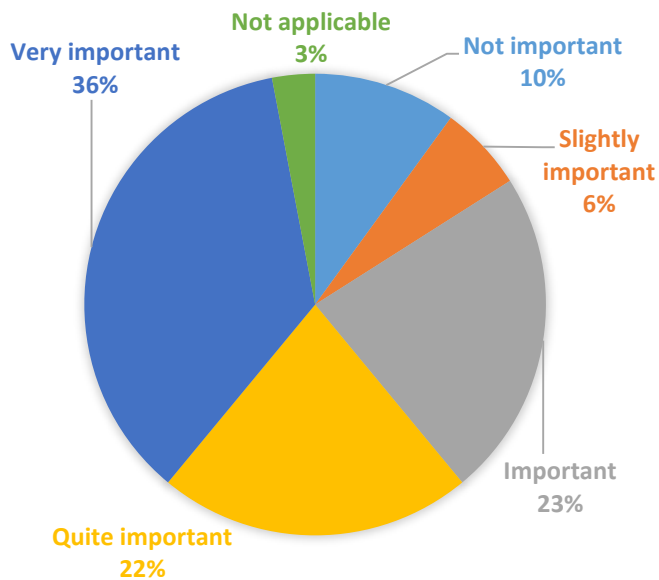
The results of the survey can be seen below.

66 young people told us who they would turn to for advice or support relating to health, wellbeing, lifestyle choice or emotional issues. See the results below:

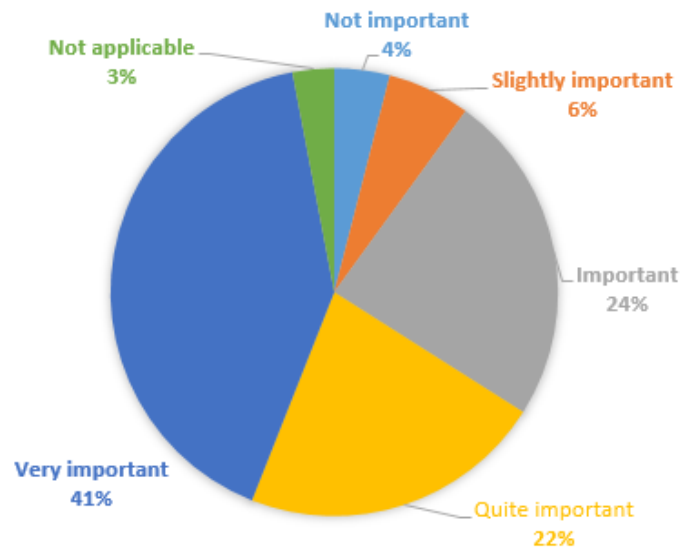


Healthwatch asked the young people how important having knowledge of a range of issues was to them. The charts below shows the results.

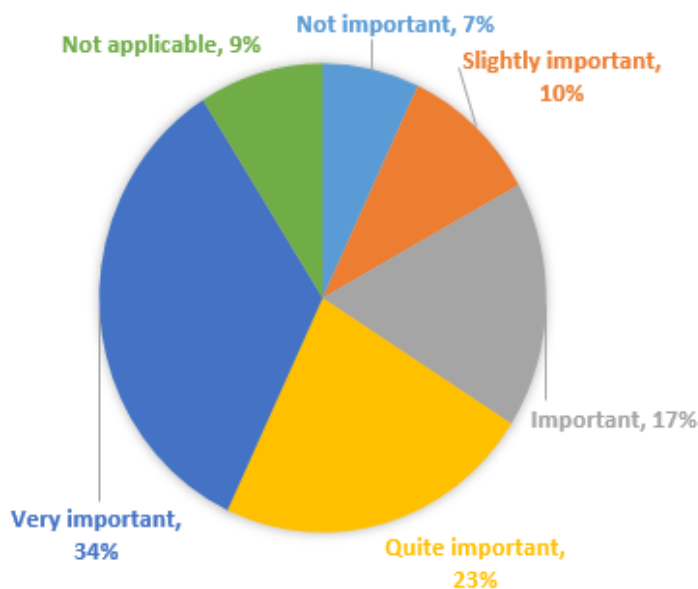
### EMOTIONS, STRESS, FEELINGS



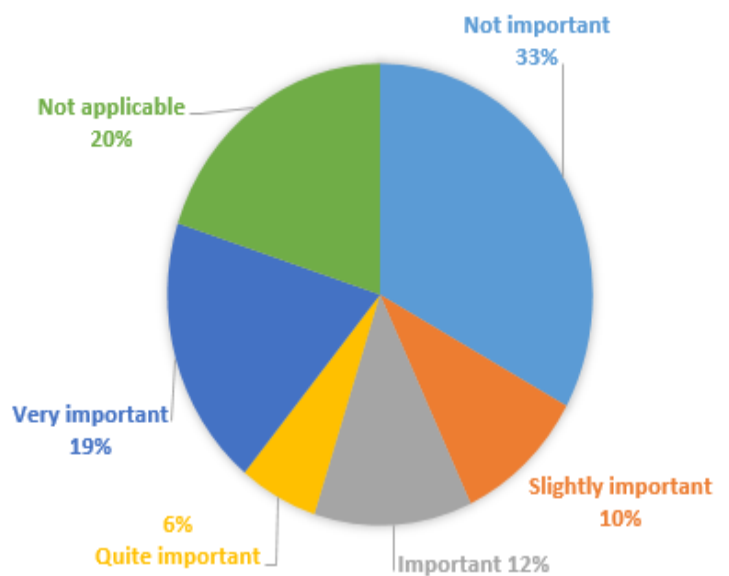
### PHYSICAL HEALTH



### SEXUAL HEALTH



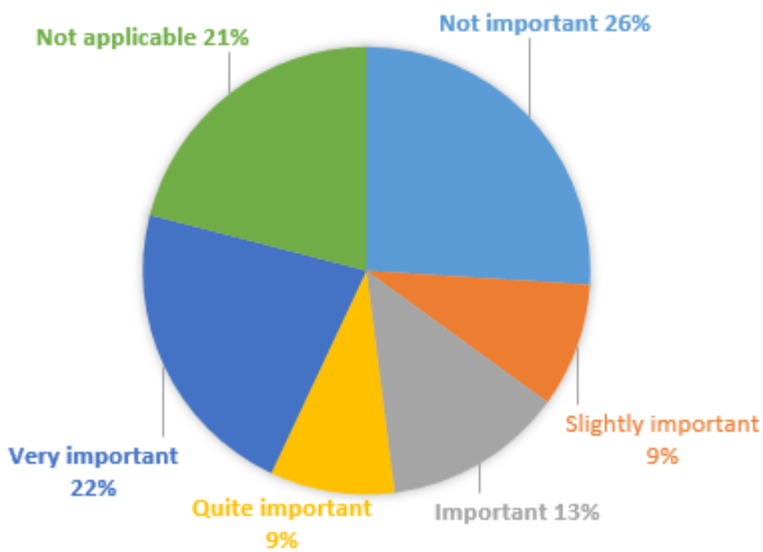
### DRUGS



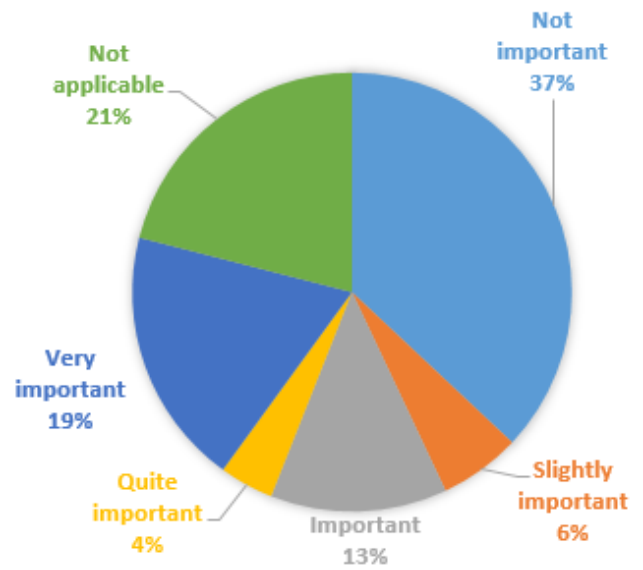
Healthwatch discussed some of the topics with the young people who were completing the surveys and found that many rated the topics 'Not important' rather than 'not applicable' if they felt that issue would not relate to them now or in the future.



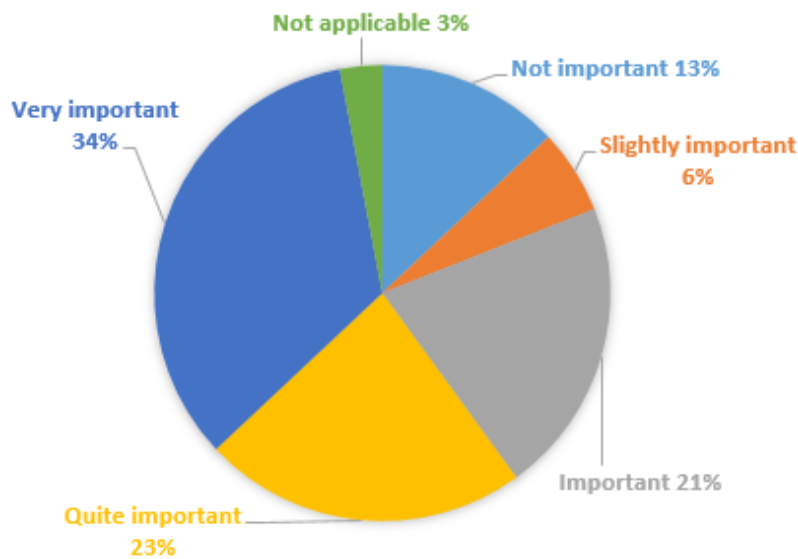
## ALCOHOL



## SMOKING



## DIET, WEIGHT, HEALTHY EATING



Healthwatch asked how the young people rated their experiences on services linked to health and social care.

The results highlighted that the walk in centre got the highest percentage rated 'poor'

Pharmacy services were rated highest for 'good'

GP services got the highest percentage of ratings for 'Could be improved'



The service scoring the highest percentage rated 'excellent' was Dentist / orthodontist.

Additional comments received regarding the services that did not meet the needs of the young people can be seen below.

'Social worker needs to be more professional and on time and communicate better'

'I require an ambulance to take me to A&E recently and had to wait over two hours for it. There should be a lot more ambulances available'

'A&E takes too long'

'Smear tests at a younger age, should be based on when you become sexually active'

'Yes, registered with GP - no other information given'

'Pharmacies are very inefficient and GP's are clogged up with people'

'Walk in centre is slow'

When asked if they knew where local services were results showed that although most knew where their GP, hospital and pharmacy was, 63 - 69% did not know where their sexual health drop in, condom card (C Card) outlet, mental health team or service could be located and therefore could not access these service easily.

Healthwatch asked if they were unable to make an appointment with a service, would they go to the pharmacy for advice and support. 75% of young people said 'Yes'

Those that said they would not go to the pharmacy commented on why with comments such as:

'There's always a huge queue of people wanting prescription so I wouldn't bother'

'Make a new appointment'

'Don't trust'

'No rapport with them'

'Would just wait or ask someone else'

'Takes time'

'I would ask those around me'

Young people completing the survey were asked if there was anything else they would like to share with us regarding their health, wellbeing, lifestyle and emotional needs. Healthwatch also asked if they had ideas for improving the services discussed in the survey.

Comments included:

'Better communication and waiting times to improve and with better access'





‘Stick to appointment times’

‘Less waiting times’

‘Make it clearer which ones do what and easier to find out about them e.g. more leaflets and Facebook/internet pages’

Healthwatch spoke to a student who had arrived in the UK the previous day, he informed the team he had to pay for NHS services when applying for a VISA to study within the UK, from Pakistan.

‘Iron tablets are not always available at the pharmacy when I need them’

## Conclusion

The results show that young people have varied views and experiences of health and social care services with many having used multiple services.

A large proportion of the younger children had used the University Hospital of North Tees and their comments highlighted that their comfort during the use of the service appeared to be more important than the quality of care with many commenting on the food, vending machines and length of wait to be seen.

Hospital and dental services were accessed by a high percentage of young people Healthwatch engaged with.

Throughout the engagement sessions Healthwatch found that the transparency and honesty of the young people was commendable, particularly around emotions and mental health wellbeing.

Healthwatch praise the youth group leaders in delivery of a diverse programme of events and activities which encourage development and education while incorporating health and wellbeing issues age appropriate for the young people they are delivering the service to. Young people from these groups engaged with Healthwatch with an open and honest approach, sharing feelings and experiences in a safe and comfortable environment provided by these youth services.

Young people with additional needs and challenges also shared experiences openly in the group sessions.

75% of the young people surveyed were aged between 16 and 18 years.

‘What does being healthy mean to you?’ Results from this question Healthwatch asked shows young people have a good understanding of how to obtain and maintain good health and wellbeing, the majority rating healthy food and exercise as the top factors for a healthy lifestyle.

The evidence Healthwatch gathered also demonstrates that the ‘5 a day’ Public Health message is embedded.



When asked, 'who would you turn to for advice and support'; the top three answers were;

- 38% - Parent / carer
- 20% - Friend
- 17% - Doctor

Healthwatch gathered feedback on 'how important having knowledge of a range of issues', was to young people. The results showed that the following topics were rated as 'Very important'

- emotions, stress and feelings
- Physical health
- Sexual health
- Diet, weight and healthy eating

The topics rated 'Not important' and 'Not applicable' are below;

- Drugs
- Alcohol
- Smoking

The message delivered by Public Health England to young people regarding drugs and alcohol, have positively impacted on their knowledge of subjects relating to good health and wellbeing, overall.

The results of the survey show that although young people have a good understanding of their need to remain healthy, it is discouraging that they don't know how to access their local services. For example' the majority of 16 -18 year olds surveyed highlighted that they had a good understanding of emotional wellbeing and sexual health. However, they were unaware of where to access the condom card outlet and mental health services.

75% of young people surveyed said they would use pharmacy services if they needed support or advice, if they could not get an appointment with a particular service. A recent Healthwatch consultation with adult patients, showed that they were more reluctant to use pharmacy services if they could not access a GP. When asked 'if services didn't meet the young person's needs what could be improved' the common themes were communication, improved access and waiting times.



## Acknowledgments

Healthwatch Stockton-on-Tees would like to thank the young people who completed the survey and participated in the discussions and activities. Healthwatch would like to acknowledge special thanks to Stockton Borough Councils Youth Direction team for their full support with this engagement programme. Thanks are also extended to John Whitehead Park, Stockton Riverside College, North Star Housing, Bede Sixth Form College and Durham University Queens Campus.



## Appendix 1



## Appendix 2

healthwatch Stockton-on-Tees	
<b>Young People Feedback Survey</b>	
<b>What service have you or a family member used:</b>	
<b>How would you rate this service (circle the number that applies)</b> <b>(1 = really poor)</b> <b>(5 = very good)</b>	
1 ----- 2 ----- 3 ----- 4 ----- 5	
<b>Write down one good thing you like about this service:</b>	
<b>Write down one bad thing you don't like about this service:</b>	





# healthwatch

## Stockton-on-Tees

### Young People's Feedback on Health Services

**Healthwatch Stockton-on-Tees are seeking the views and experiences of young people on health and social care services. By completing this survey you are helping to influence how services are delivered locally.**

\* 1. Please select your age category

- 13 - 15 years
- 16 - 18 years
- 19 - 21 years
- 22 - 25 years

\* 2. What is your gender?

- Male
- Female
- Other



\* 3. If you need advice or support for your health, wellbeing, lifestyle choices or emotional support who would you go to for help?

- Parent / Carer
- Other family members
- Friends
- School Teacher / Tutor
- Appointment or drop-in session with school nurse / counsellor / pastoral support
- A drop-in session or group at a community centre or young peoples service
- Doctors
- A website, an online forum or telephone helpline
- Walk-in Clinic

Other (please specify)

4. Please indicate how important each of these aspects of health are to you (if applicable).

	Not important	Slightly important	Important	Quite important	Very important	N/A
Emotions, stress, feelings	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Physical health	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Sexual health	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Drugs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Alcohol	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Smoking	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Diet, weight, healthy eating	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>



5. If you have used any of the following services, how would you rate your experience.

	Not sure	Poor	Good	Could be improved	Excellent
Doctor / GP	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
School Nurse	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Accident & Emergency	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Walk-in Centre	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Hospital Appointments	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Social Worker	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Mental Health Support Worker / CAMHS (Children & Adolescent Mental Health Services)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Sexual Health	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Dentist / Orthodontist	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Pharmacy	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Optician	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Dietician	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Physiotherapy	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Drug service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Alcohol service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Stop smoking service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please explain in further detail if you feel the service(s) did not meet your needs or could be improved.



6. Please indicate if you know where your local services are. Please tick all that apply.

	I know where it is	I don't know where it is
GP/ Doctor	<input type="radio"/>	<input type="radio"/>
Hospital	<input type="radio"/>	<input type="radio"/>
Walk-in Centre	<input type="radio"/>	<input type="radio"/>
Sexual Health Drop-in	<input type="radio"/>	<input type="radio"/>
C Card Outlet	<input type="radio"/>	<input type="radio"/>
School nurse	<input type="radio"/>	<input type="radio"/>
Mental health team	<input type="radio"/>	<input type="radio"/>
Pharmacy	<input type="radio"/>	<input type="radio"/>
Dentist	<input type="radio"/>	<input type="radio"/>
Optician	<input type="radio"/>	<input type="radio"/>

7. Please indicate if you are able to access the following services. Please tick all that apply.

	I can access it easily	I cannot access it easily
GP/ Doctor	<input type="radio"/>	<input type="radio"/>
Hospital	<input type="radio"/>	<input type="radio"/>
Walk-in Centre	<input type="radio"/>	<input type="radio"/>
Sexual Health Drop-in	<input type="radio"/>	<input type="radio"/>
C Card Outlet	<input type="radio"/>	<input type="radio"/>
School nurse	<input type="radio"/>	<input type="radio"/>
Mental health team	<input type="radio"/>	<input type="radio"/>
Pharmacy	<input type="radio"/>	<input type="radio"/>
Dentist	<input type="radio"/>	<input type="radio"/>
Optician	<input type="radio"/>	<input type="radio"/>

\* 8. If you have been unable to make an appointment with a particular service, would you go to the pharmacy for advice and support?

- Yes
- No

If no, why?



9. Is there anything else you wish to tell us about your health, wellbeing, lifestyle and emotional needs or experiences and ideas for improving these services?

