

Healthwatch Herefordshire

Crucial Crew Report

Where to go for help?

June 2018



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Introduction

One of Healthwatch Herefordshire's top three priorities for 2018-19 is Children & young People's mental health. Our crucial crew work forms part of our engagement towards this priority. Crucial Crew is a schools safety day coordinated by the west Mercia police every year for all year six children in the county. There are ten workshops delivering various safety messages for the children throughout the day they attend, which are:

- Herefordshire & Worcestershire Fire & rescue - Water safety
- Herefordshire & Worcestershire Fire & rescue - Fire safety
- Strong Young Minds - Mindfulness
- 2Gether Mental Health Trust - Five steps to wellbeing
- Network Rail - Rail safety
- HOPE Support Services - Safety online
- Healthwatch Herefordshire - Who to call and where to go when you are unwell
- Herefordshire Council - Bus Safety
- Dogs Trust - Safety around dogs
- Western Power - Electrical Safety

Crucial Crew runs for two weeks allowing all the children in their last year of primary school a chance to attend for a day and take part in all ten workshops. This is a total of 1,770 10-11 year olds across Herefordshire.

The Healthwatch workshop was split into two halves, all 1,770 children took part in both exercises.

- Exercise 1 - Choose where to go when you are ill (this report)
- Exercise 2 - ipad survey on health & emotional wellbeing (see separate report)

Each group of ten children were given 20 cards between them each with a health scenario on it. They had to choose the most appropriate place to go for help* and put the card in the box, choosing from the following 6 places:


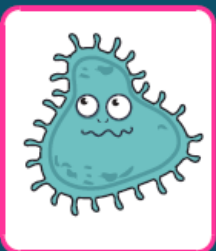

1. Staying at home/Self care
2. Going to a pharmacy
3. Going to a Doctor's Surgery
4. Going to a Minor Injuries Unit
5. Calling NHS 111 telephone line
6. Calling 999 for an ambulance to Accident & Emergency






*The scenarios and their correct answers were all taken from NHS Choices Guidance.

These were the 20 scenarios in the correct choice categories:




Self-care/Home care

		
...
GRAZED KNEE	COMMON COLD	SORE THROAT

Pharmacy

		
...
HAY FEVER	STOMACH UPSET	CONJUNCTIVITIS (EYE INFECTION)

Doctor's Surgery

		
...
EAR PAIN	REGULAR HEADACHES	PERSISTENT VOMITING

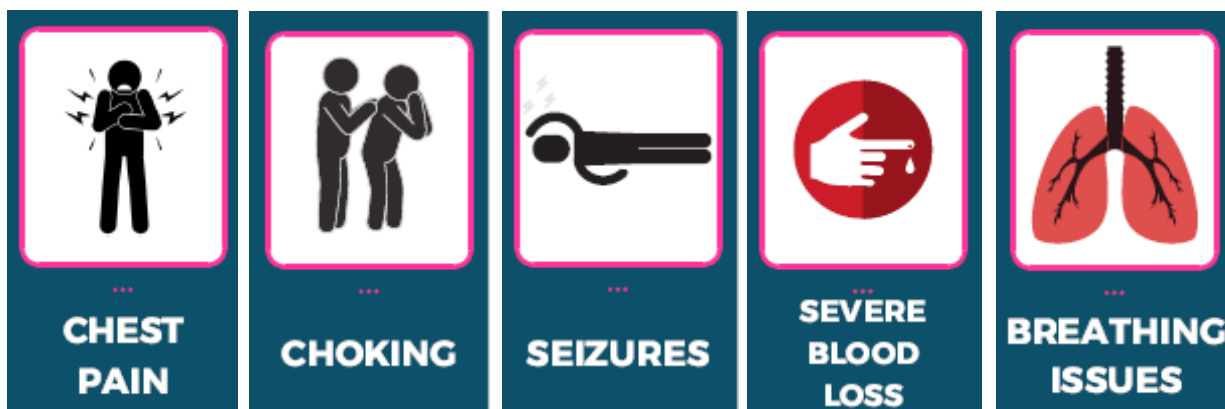
Minor Injuries Unit

			
...
SPRAINS	MINOR BURNS	SUSPECTED BROKEN BONE	DEEP CUTS

NHS 111



999/A&E



Once the children had made their choices and discussed the exercise with each other, Healthwatch went through the answers with the children, informing them about the different options available to them, reinforcing the key messages below and answered questions.

The key messages were:

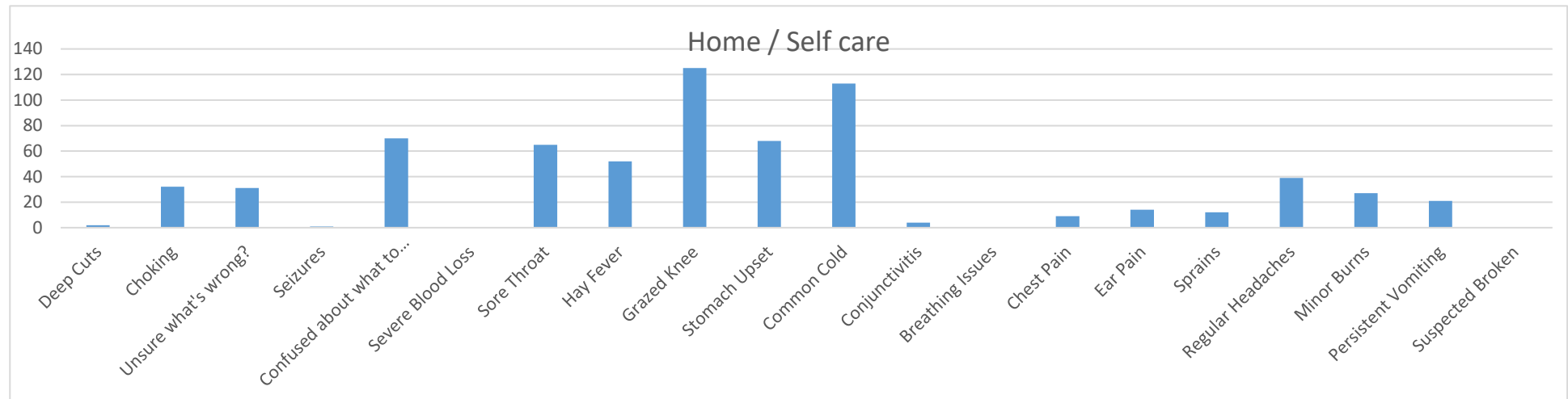
- Only use 999 in an emergency.
- Use 111 if you aren't sure what is wrong, or if you don't know where to go for help.
- There are lots of things that get better with self/home care (such as rest and hydration) or a trip to the pharmacy, so if it isn't serious try this first.

Results

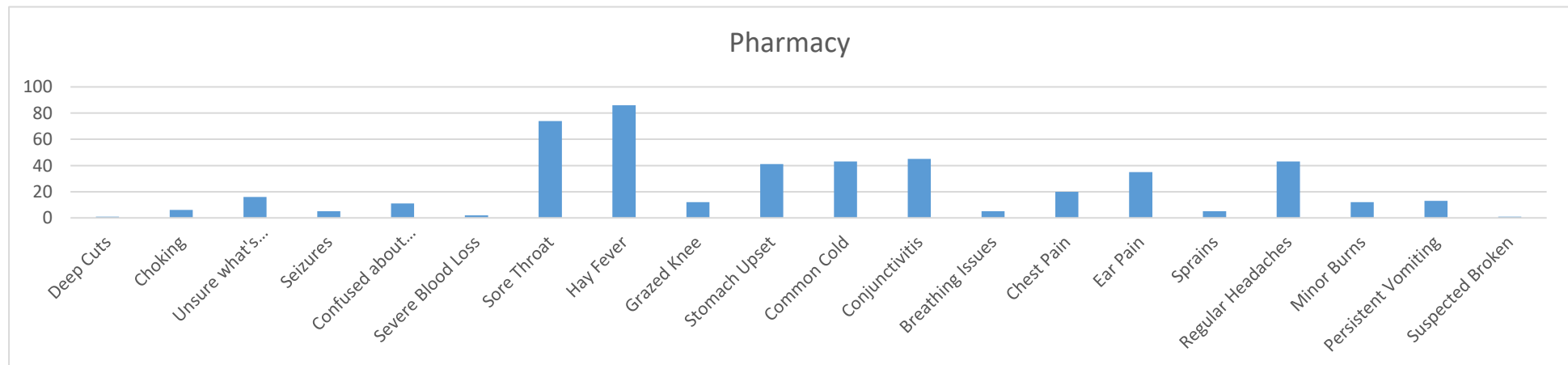
This exercise was delivered to groups of up to 10 children 179 times over two weeks. So the following data is based on each of the 20 cards/conditions being put in the chosen service/box 179 times.

Here is the data broken down by each of the six options:

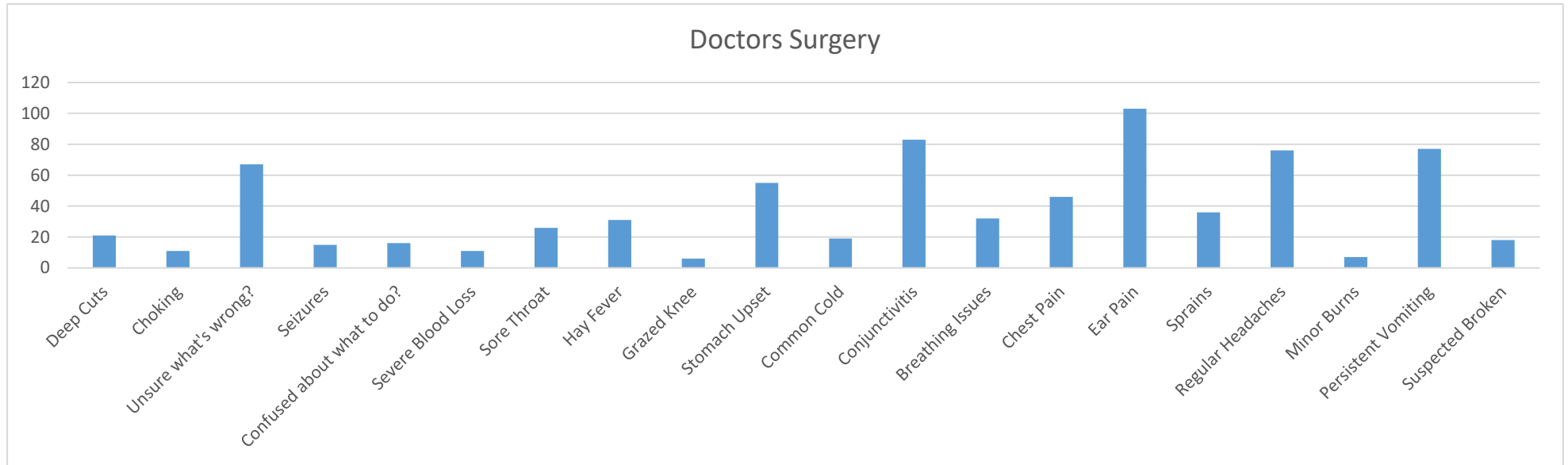
What scenario's children would stay at home and self-care for:



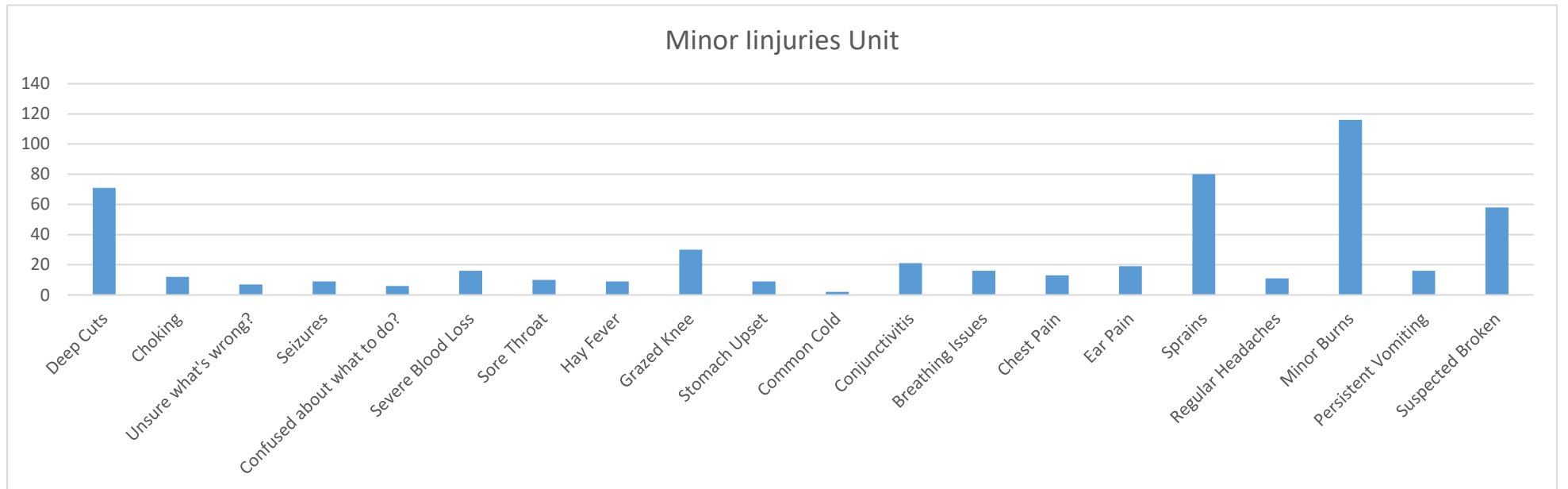
What scenario's children would go to a Pharmacy for:



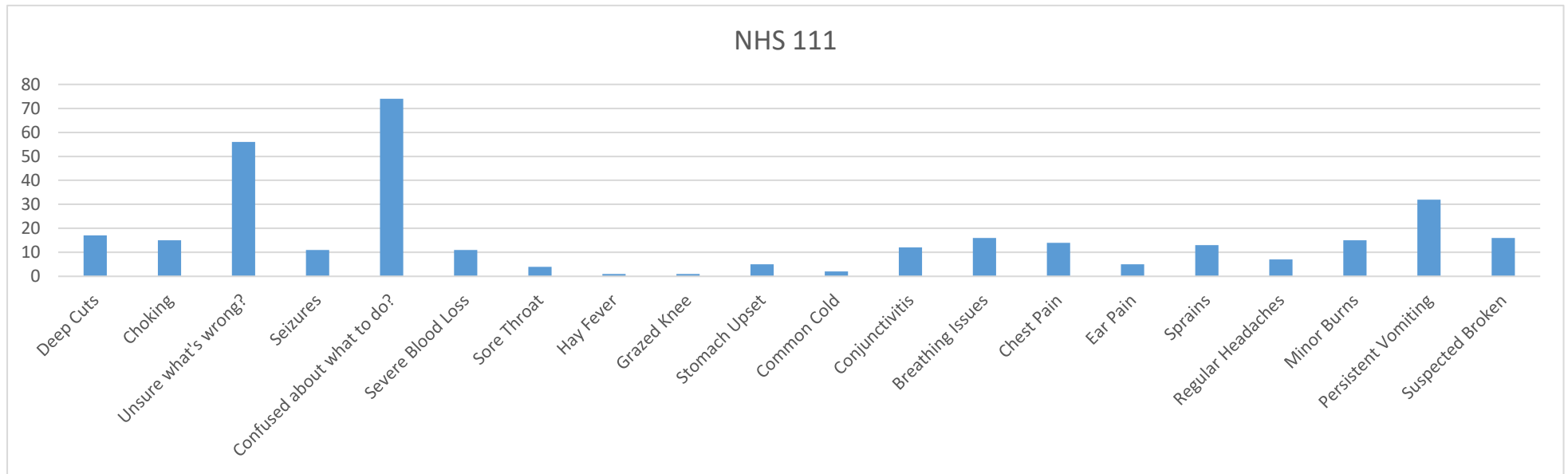
What scenario's children would go to a Doctors Surgery for:



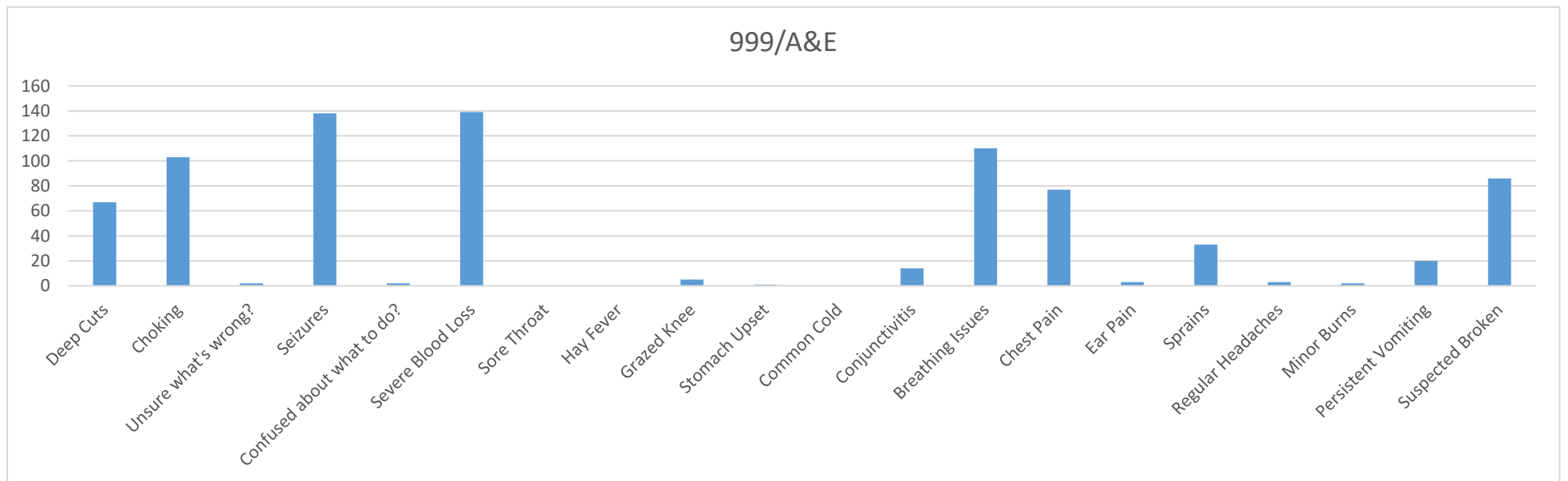
What scenario's children would go to a Minor Injuries Unit for:



What scenario's children would use NHS 111 for:

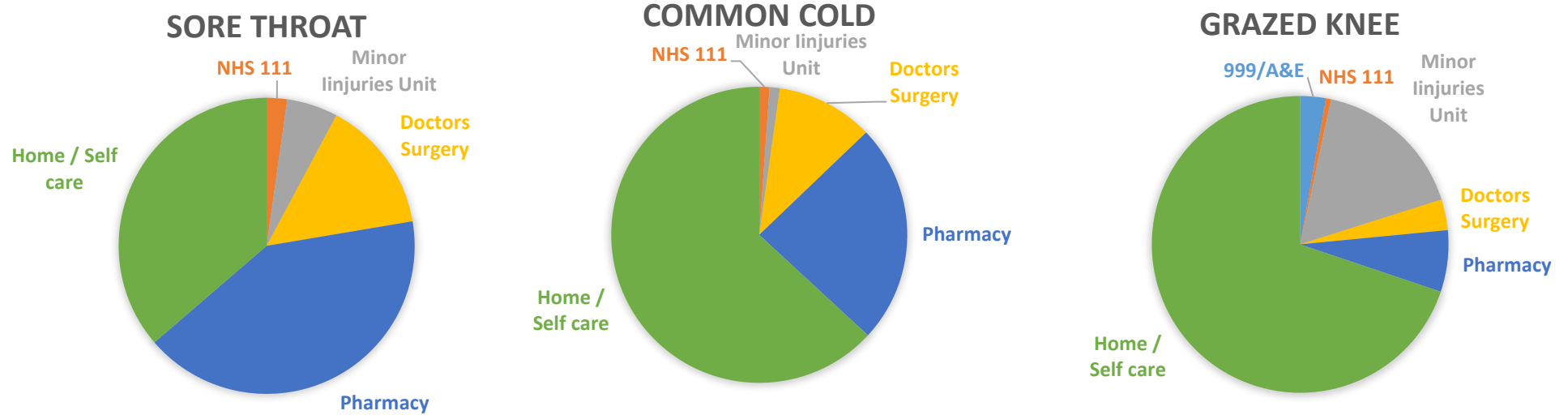


What scenario's children would call 999 to go to A&E for:

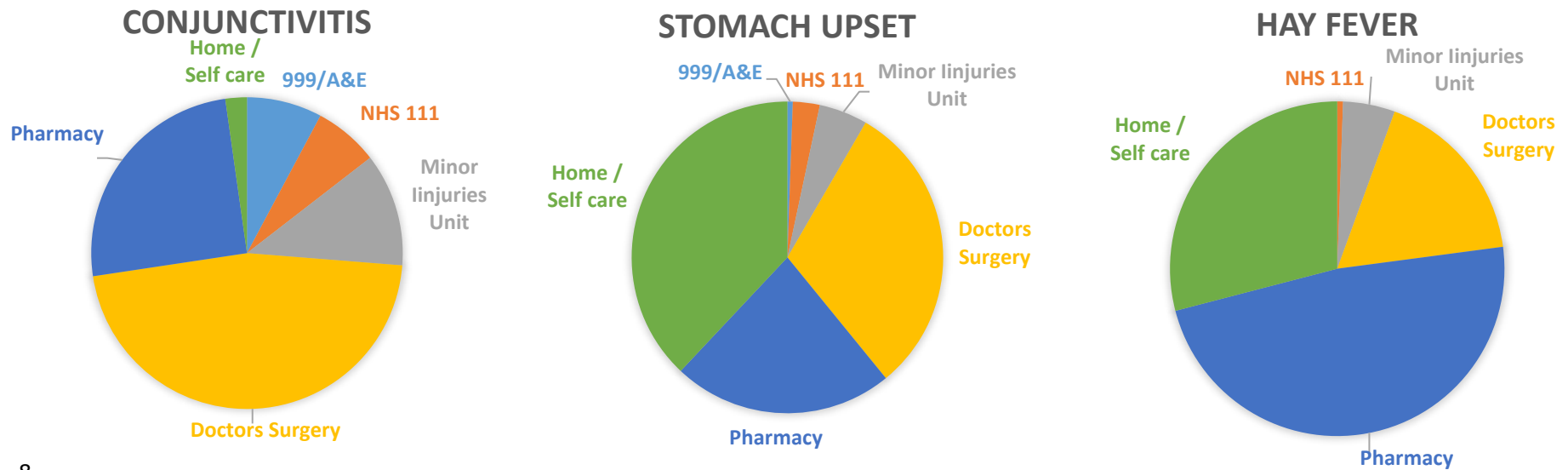


Here is the data broken down into each health scenario:

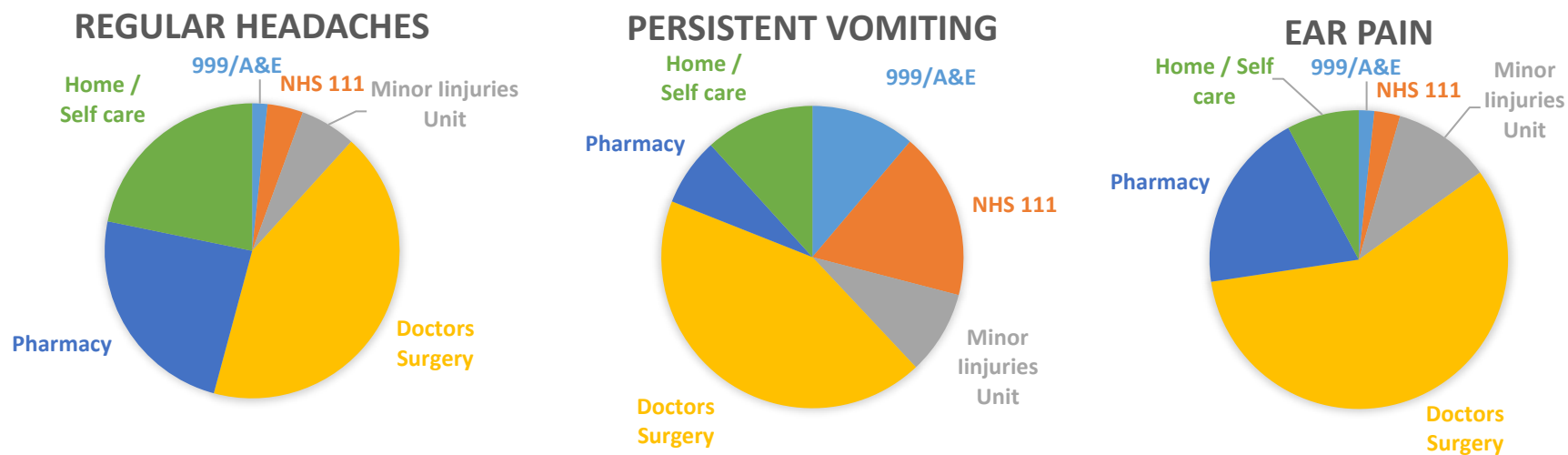
NHS Choices guidance is to self-care at home for these health issues:



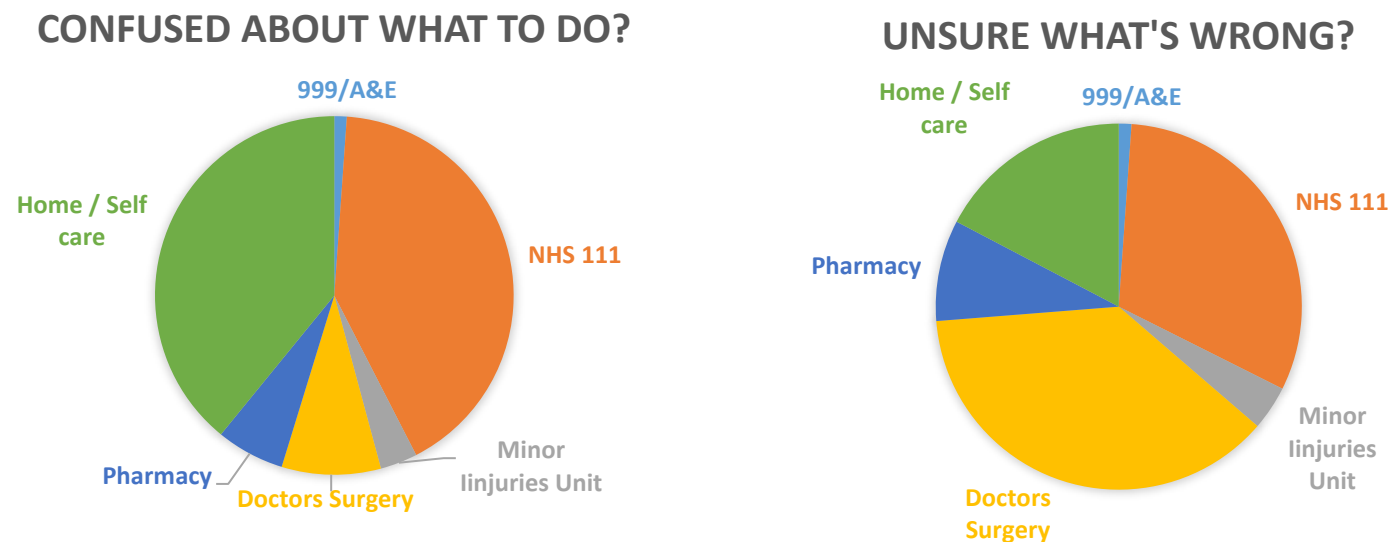
NHS Choices guidance is to go to a Pharmacy for these health issues:



NHS Choices guidance is to go to a Doctor for these health issues:

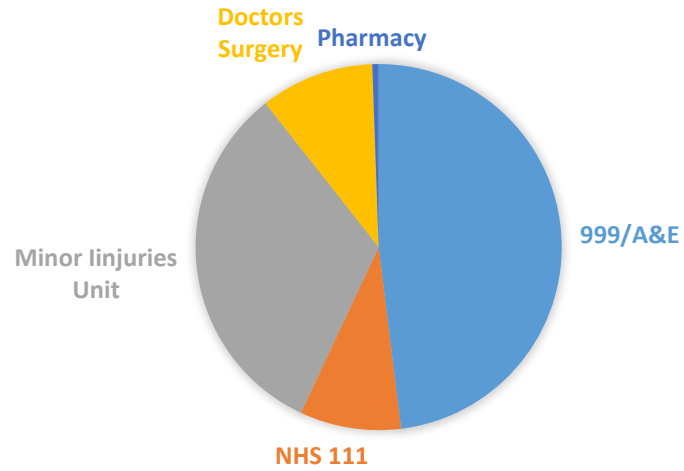


NHS Choices guidance is to call NHS 111 for these health issues:

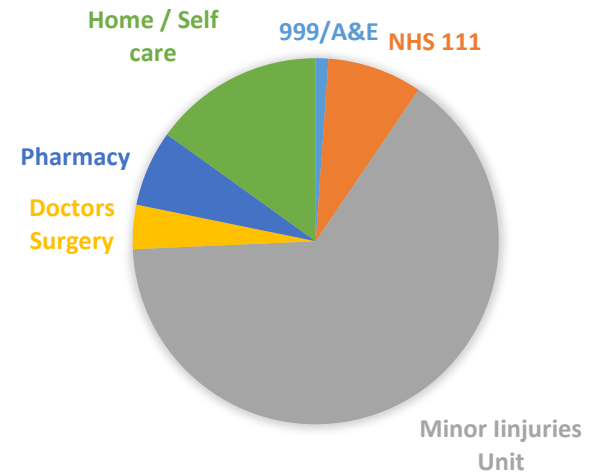


NHS Choices guidance is to go to a Minor Injuries Unit for these health issues:

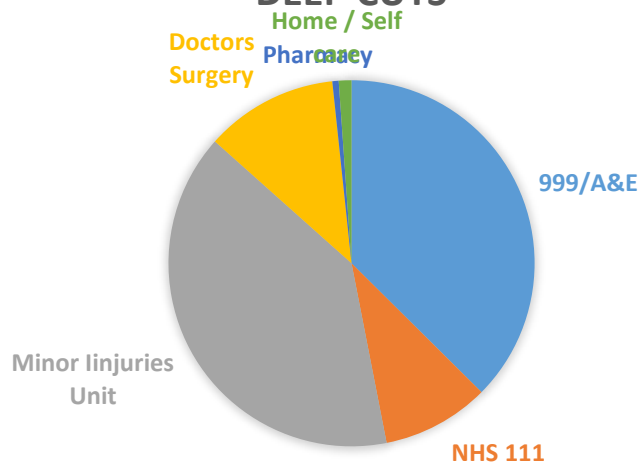
SUSPECTED BROKEN BONE



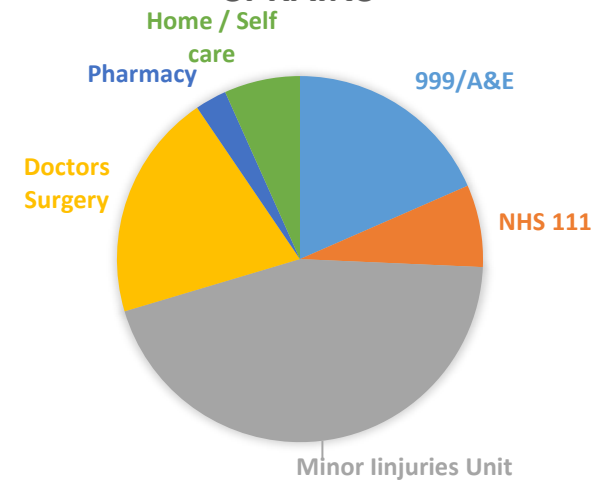
MINOR BURNS



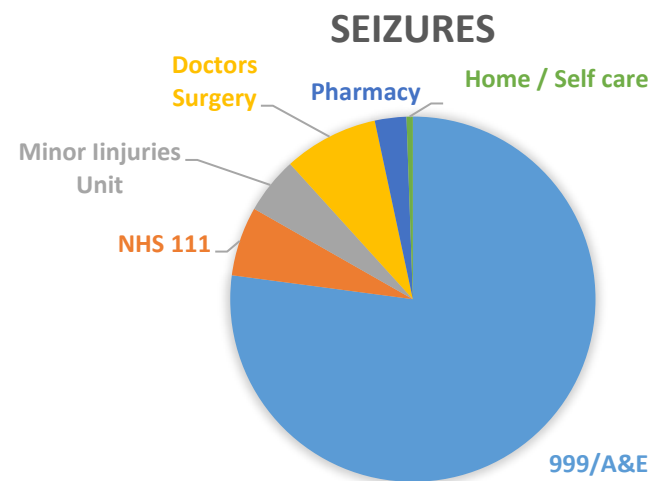
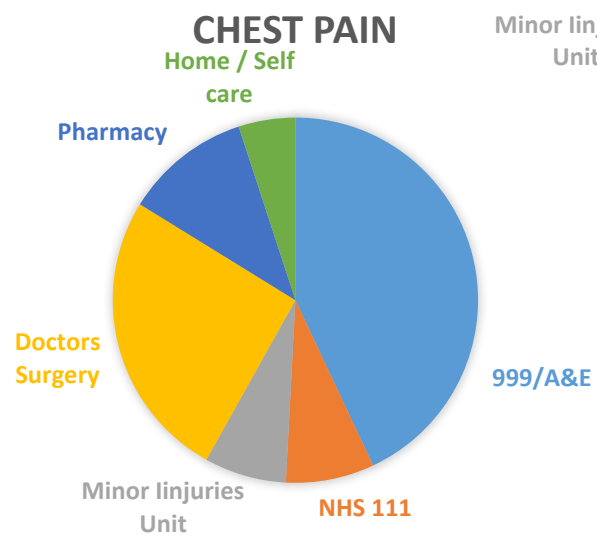
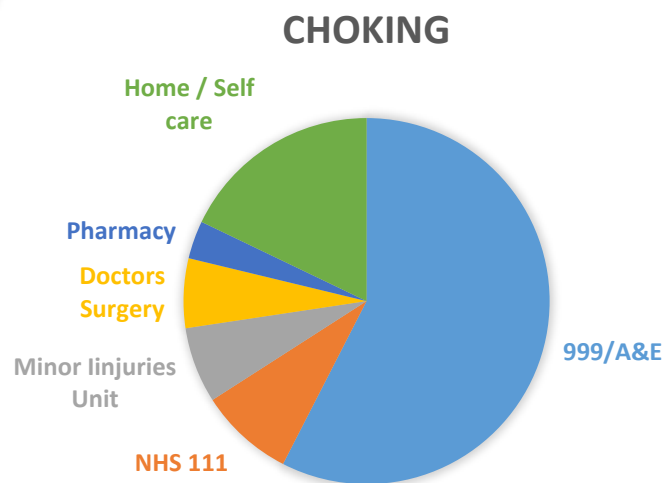
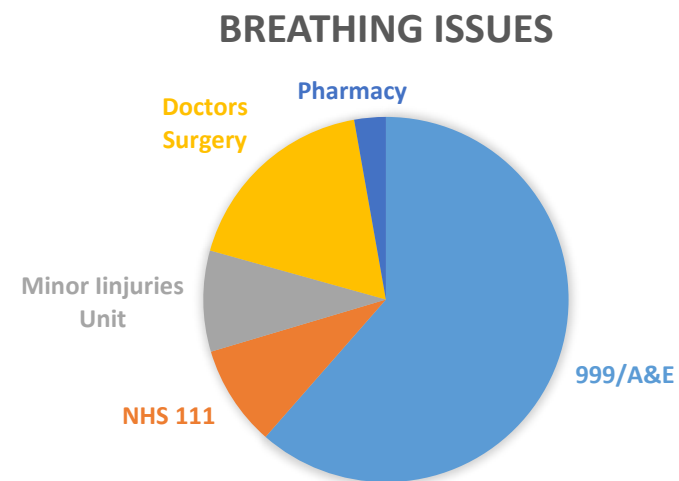
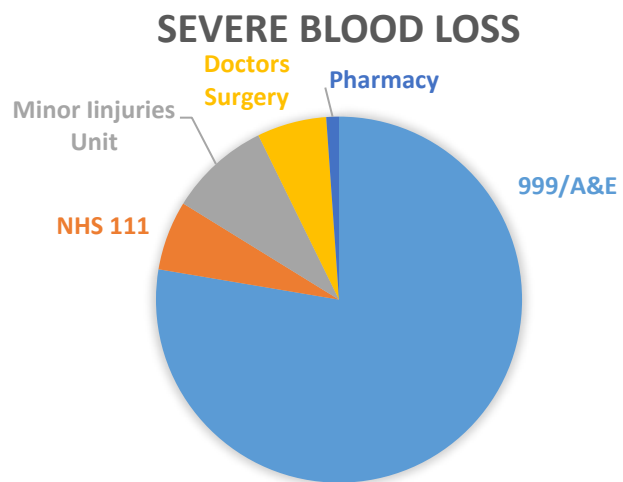
DEEP CUTS



SPRAINS



NHS Choices guidance is to call 999 to go to A&E for these health issues:



Narrative

Less than half of the children were aware of minor injuries units and what to use them for, particularly schools in the city. The children who live in the city are most likely to use A&E as there is no minor injuries unit in Hereford.

Some of the issues like seizures, chest pain, breathing issues and choking needed more explanation every time we carried out the workshop as children didn't recognise the serious nature of the emergency situations. When talking through this exercise with the children, some schools had provided first aid training to the children but many hadn't.

Many children said they would use NHS111 for various things, including being unsure what was wrong or what to do.

Recommendations

1. More first aid training in schools, recognising emergency situations e.g. seizures, chest pain, severe blood loss, breathing issues and choking. It was apparent children didn't realise how dangerous these situations could be.
2. Raise awareness in schools of NHS Choices guidance.

Thankyou

Thank you to all the schools who took part - your voice counts!

We would also like to thank the police and fire service for coordinating the crucial crew event.

Thank you to our volunteers David and Megan for helping us with this event.

If you have found this report useful and have used it to make a difference or influence your work, please let us know.

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