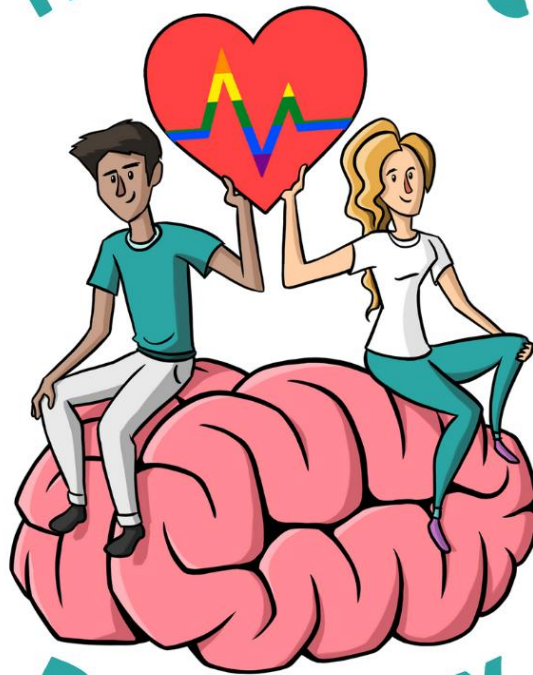




Teen Clinic Daventry: An Evaluation



TEEN CLINIC



DAVENTRY





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Summary and Background

Teen Clinic Daventry is a unique service based in Daventry in Northamptonshire, where young people in the town are able to access free support for physical, sexual and emotional health all in one place. Teen Clinic Daventry brings together different organisations with the common goal of a one-stop drop-in health service for young people aged 11-18.

In response to the growing mental health challenges and the heightened awareness of young people's wellbeing concerns following the COVID-19 pandemic—coupled with the long waiting times many young individuals face when seeking support—Teen Clinic Daventry was established to provide much-needed guidance and assistance to local youth. This is the first clinic of its kind in Northamptonshire and serves a population that may struggle to access services otherwise, due to the location of the town and socioeconomics of the local area. The establishment of the Teen Clinic Daventry helps to alleviate some of these challenges in the local community, by providing free access to healthcare professionals through an informal, drop-in service.

Teen Clinic Daventry grew from a public health project targeting children and young people in the Daventry area¹. Young people have been central to the clinic's development. The Teen Clinic Daventry's youth forum discusses health issues, clinic progress and website development. Outside agencies are invited to attend and to date, the clinic has welcomed more than 270 young people through its doors. One of the aims of Teen Clinic Daventry is to improve health literacy in young people and to empower them with positive health choices.

Key supporters are the Primary Care Network, Northamptonshire Healthcare NHS Foundation Trust, local secondary E-Act academies, Northamptonshire Children's Trust, Service Six, MIND, Daventry Town Council and West

1

<https://www.healthwatchnorthamptonshire.co.uk/sites/healthwatchnorthamptonshire.co.uk/files/Being%20Myself%20Daventry%20report%20FINAL%20Dec%202020.pdf>

Northants Council. This collaborative multi-agency approach means that young people can explore physical, mental and sexual health concerns with a team of skilled professionals. In the Autumn of 2023, Young Healthwatch Northamptonshire was commissioned by Teen Clinic Daventry to carry out an evaluation of the Teen Clinic in Daventry. This involved conducting a survey of young people in Daventry and the creation of a series of videos that highlighted the importance and impact the Teen Clinic has had on young people locally and service providers.

To carry out this work, Young Healthwatch Northamptonshire designed a survey that was shared via social media and the Healthy Young Daventry Network. The survey aimed to gather the views and experiences of young people in Daventry who had accessed the Teen Clinic, assess awareness of the service among those who had not used it, and identify barriers to access.

Between March and May 2024, a total of 108 young people responded to the survey. To gather responses, we attended local events in Daventry and the Teen Clinic Daventry and survey responses were gathered online and in person.

Key findings

Teen Clinic Daventry is a service that is well used by the local young people. It gives them the opportunity to take control of the key aspects of their health from the age of 11 and as such improves health navigation and health literacy. This is a key building block in maintaining and seeking support into adulthood. The young people that attend the clinic do so with the support of friends and family.

There are some concerns by some young people about being seen at the Teen Clinic and there is a stigma around receiving support, and so informing young people of the quieter times may be beneficial so that they can still access the services.

- The majority of young people that responded to the survey were between the ages of 11 and 14 (60%)
- Most young people that responded to the survey identified as female (58%)
- 29% of young people said that if they needed help dealing with their difficult emotions then they would like to go to Teen Clinic Daventry this was the most popular option after friends and family
- Nearly a quarter of young people told us that they had used Teen Clinic Daventry (24%)

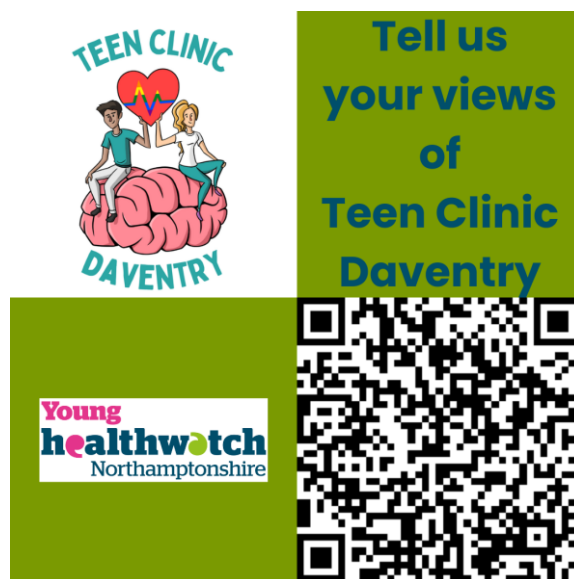
Method

Survey design

Young Healthwatch Northamptonshire was asked to design a survey for 11-18 year olds who lived in or went to school in Daventry Town. The survey was to gather the thoughts and perceptions of Teen Clinic Daventry. The survey was designed to be completed by young people and so Young Healthwatch Northamptonshire made sure that the questions were simple enough to understand but still gathered the correct information. The survey was designed along side the information that Teen Clinic Daventry steering group needed to know.

Survey distribution

The target was to have a minimum of 100 responses from young people who lived or went to school in Daventry Town. We attended events in Daventry town and attended the Teen Clinic Daventry to get the survey completed. The survey was distributed to the two biggest schools in Daventry Town, DSLV and Parker E-ACT Academy. Phone calls were also made directly to the schools. Pupils were asked to complete the survey electronically. The survey was also shared across our social media channels (Facebook, Instagram, Snapchat and X (formally Twitter)). The survey was also shared on a newsletter that was posted to every household in Daventry Town.



Watch the videos

Scan the QR code below or follow this link: [Teen Clinic Daventry Videos | Healthwatch Northamptonshire](#)



What people told us

24% of young people who responded to the survey told us that they had accessed the service (76% had not accessed the service)

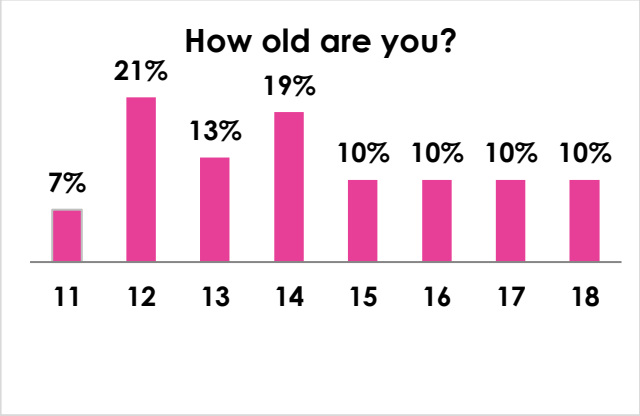
- The majority of young people who accessed the service were female (79%)

All figures given are percentages of the answers received for each question unless otherwise specified.

Demographics

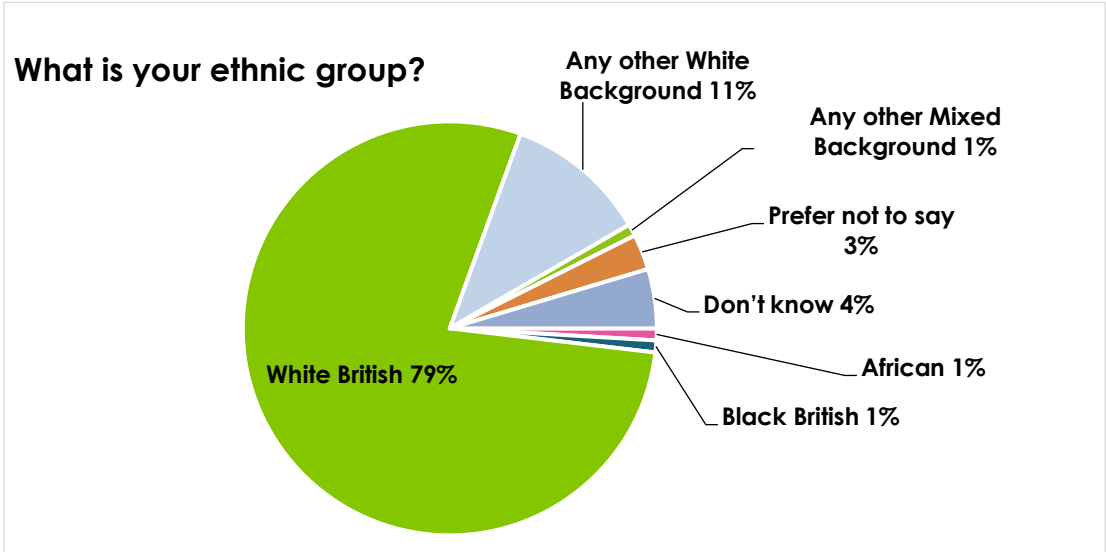
Age

60% of young people who responded to the survey were between the ages of 11 and 14. There was a good cross-section of ages that responded to the survey.



Ethnic group

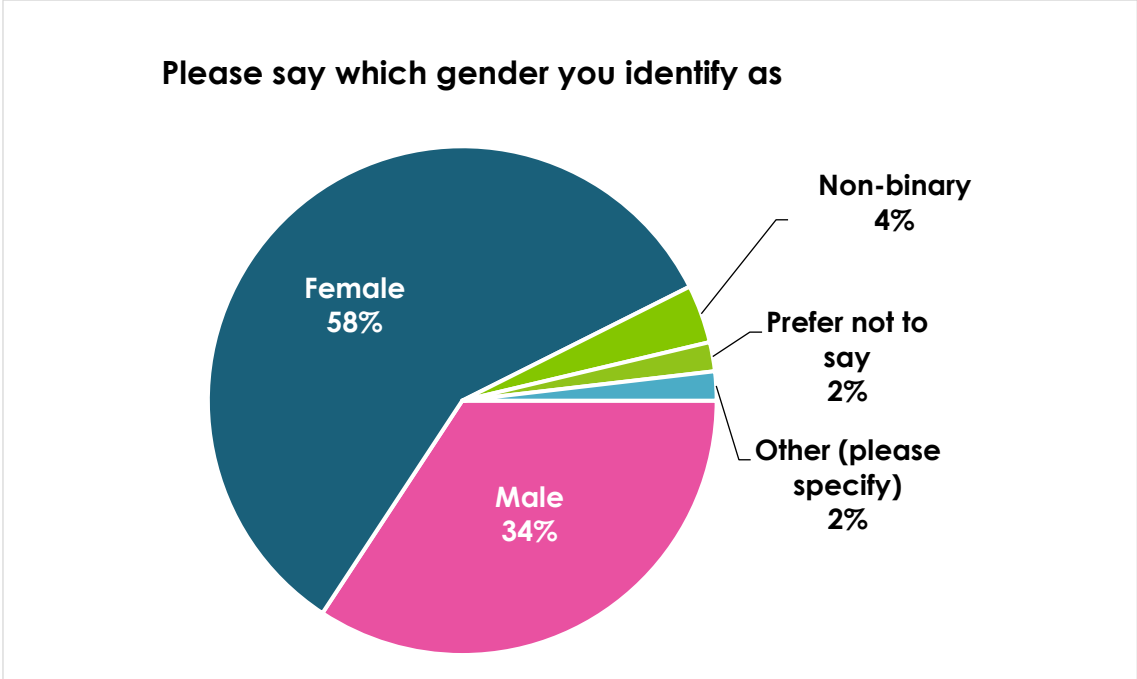
The majority of young people who responded to the survey identified as White British (79%). A further 11% identified as being from any other white



background. This is in line with the demographics of Daventry which is mainly White British².

Gender

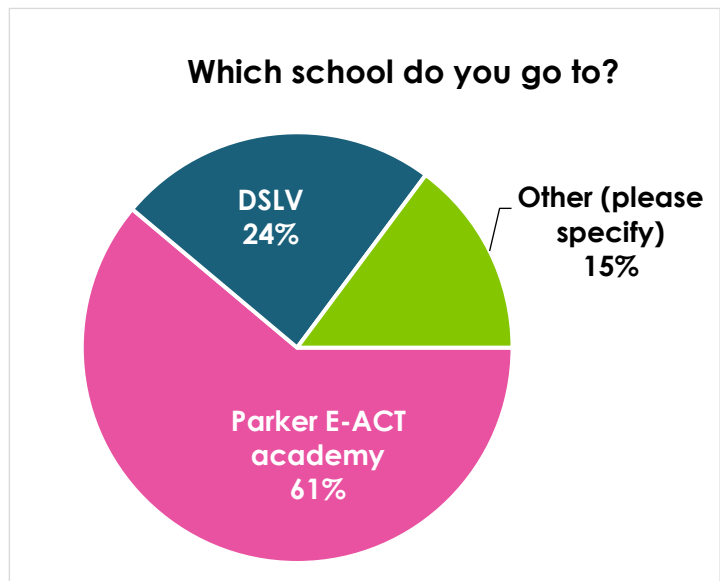
Most young people that responded identified as female (58%). 34% of young people that responded to the survey said that they were male. 4% of young people said that they were non-binary, 2% preferred not to say what gender they identified as.



² 94.5% White British at the 2021 Census [Build a custom area profile - Census 2021, ONS](#)

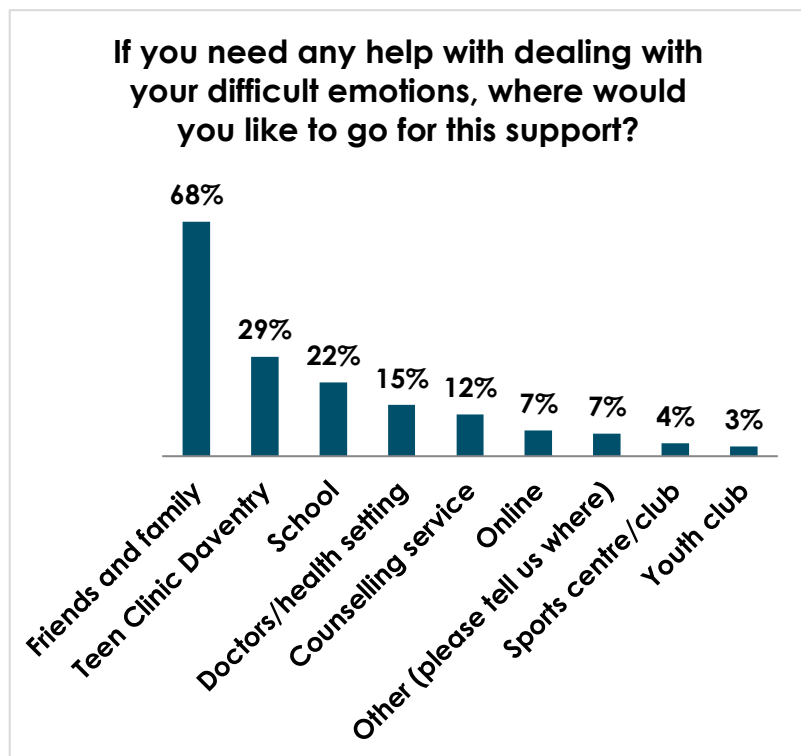
Education

61% of young people that responded to the survey attended Parket E-ACT Academy, 24% attended DSLV. 15% of young people that responded attended other education settings, such as Northampton College and some young people were home educated.



Support for difficult emotions

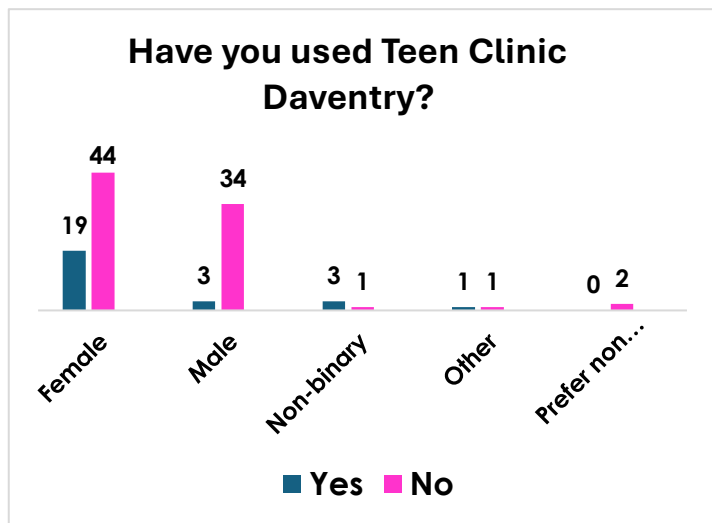
We asked young people where they would like to go for support when dealing with difficult emotions. The majority of young people told us that they would like to go to family or friends (68%), the next most popular response was Teen Clinic Daventry (29%), followed by School (22%).



Have you used Teen Clinic Daventry

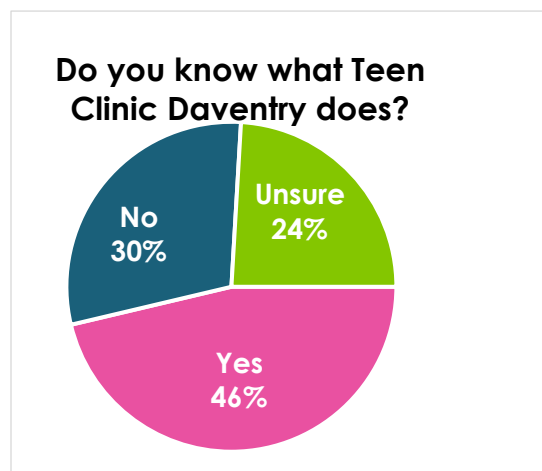
76% of young people who responded to the survey told us that they had not used Teen Clinic Daventry.

More young people who identified as female had used Teen Clinic Daventry compared to males. The same number of male and nonbinary young people that responded to the survey had used Teen Clinic Daventry.

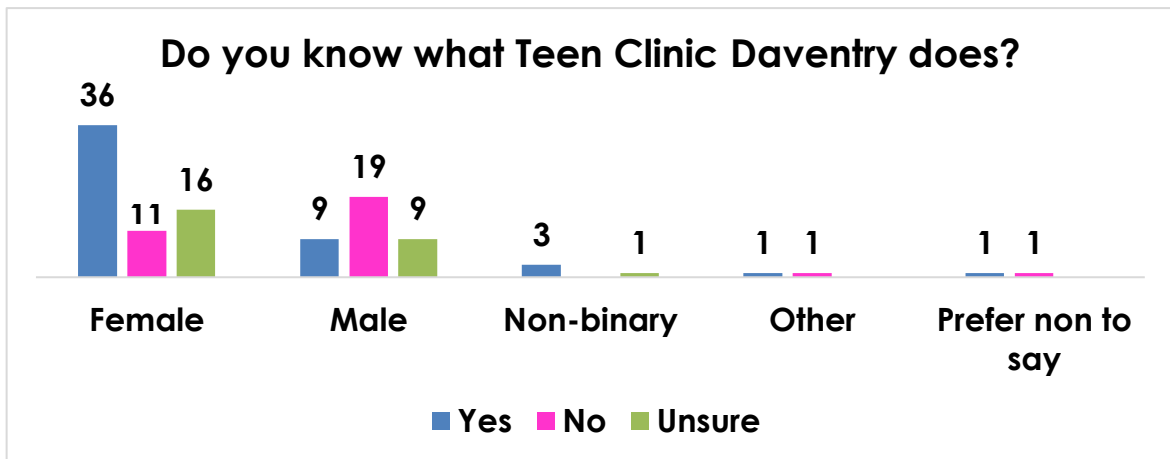


Do you know what Teen Clinic Daventry does?

Nearly half of the young people that responded to the survey said that they knew what Teen Clinic Daventry did (46%). Nearly a quarter (24%) were unsure and 30% did not know.

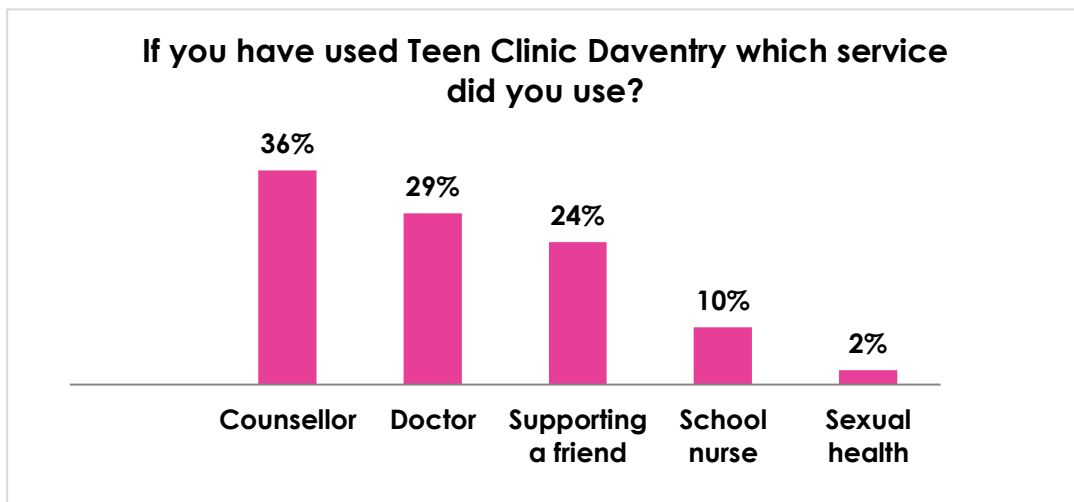


The majority of young people who did not know what Teen Clinic Daventry did were males (19 responses). Most females that responded did know but, we found that for both males and females, some still stated that they were unsure.

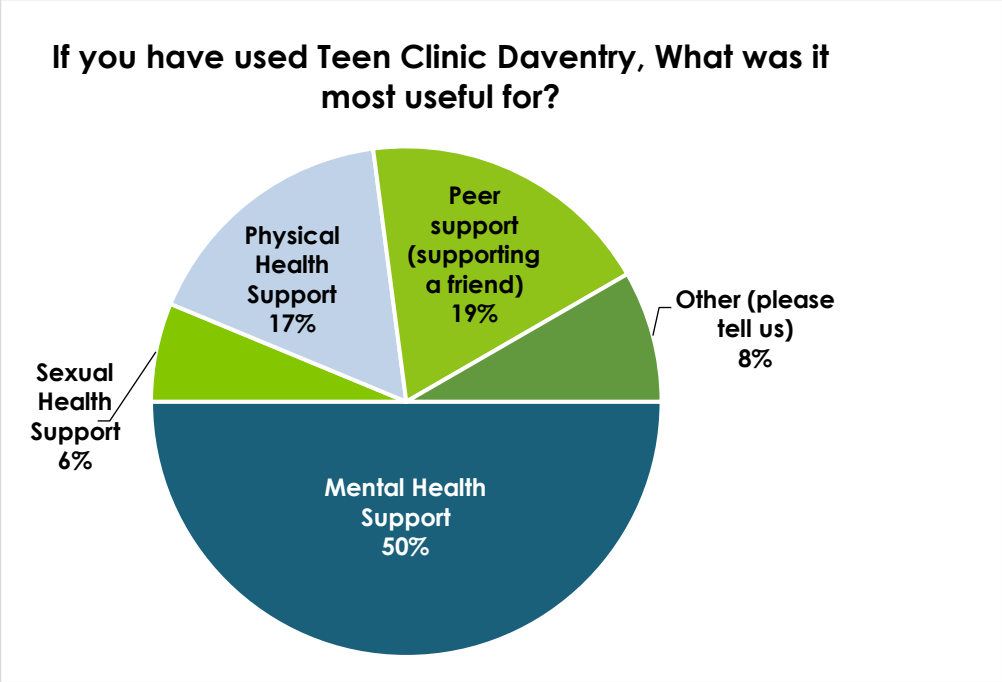


What was Teen Clinic Daventry used for?

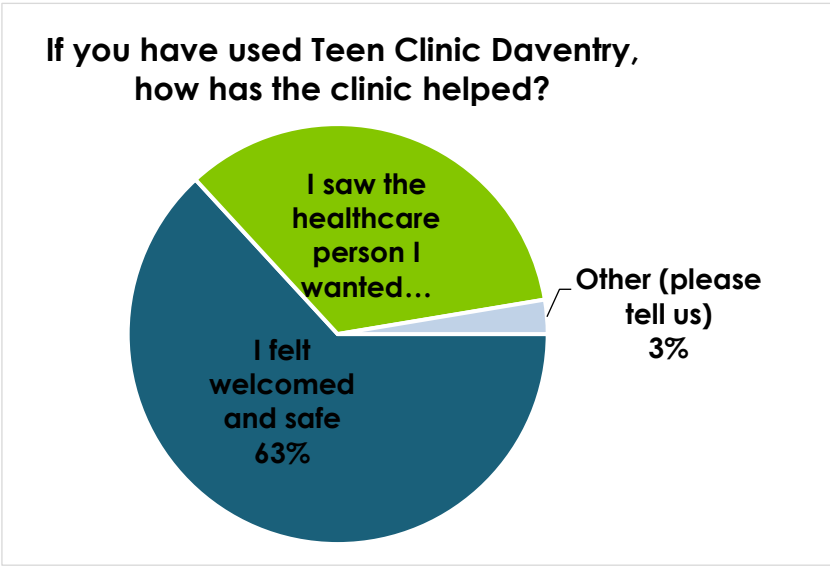
Most of the people that used Teen Clinic Daventry used the Counsellor (36%) This was followed by the Doctor (29%). A smaller number of young people (12%) used Teen Clinic Daventry to access the School Nurse and Sexual Health services. 24% attended the Teen Clinic Daventry to support a friend (peer support).



Most people who had used Teen Clinic Daventry told us that it was most useful for mental health support (50%). Young people who identified as male had used Teen Clinic Daventry for mental health support and identified this as the most useful service. 17% of people told us that for them Teen Clinic Daventry was most useful for Physical health support. 6% of young people told us that it was most useful for Sexual health support.

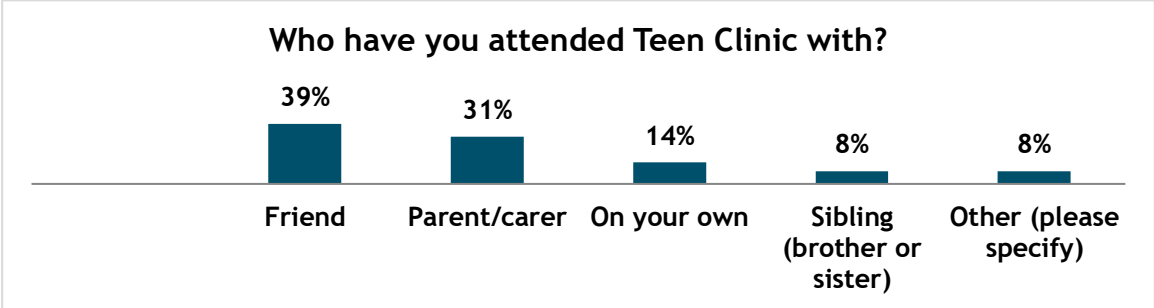


The young people that had used Teen Clinic Daventry said that it had helped them in different ways. The majority of young people (63%) said that they felt welcomed and safe when using Teen Clinic Daventry. 34% said that they saw the healthcare person that they wanted to.

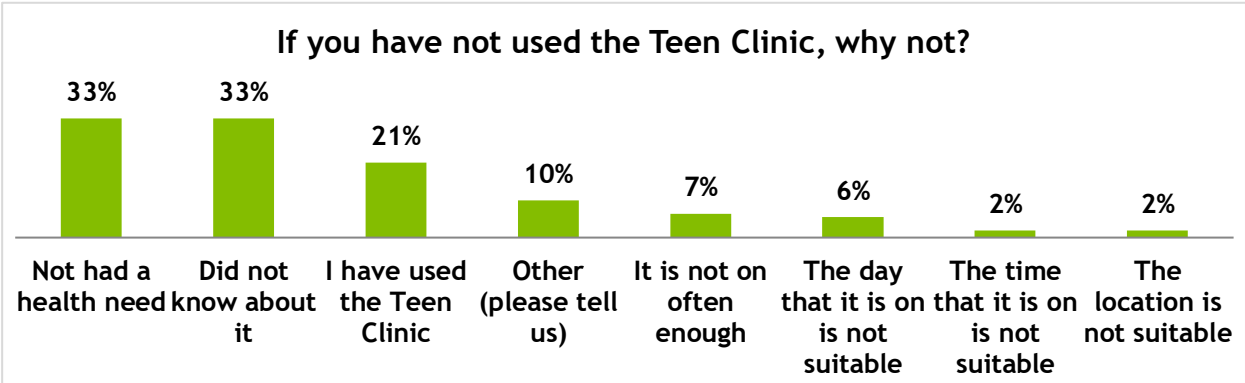


Accessing Teen Clinic Daventry

Most young people who had attended Teen Clinic Daventry had attended with someone else. For most people who responded to the survey this was; a friend (39%) a similar number (31%) attended with a parent or carer and some (8%) attended with a sibling. Only 14% of people attended by themselves.



A third of young people who responded to the survey said that they had not used Teen Clinic Daventry and this was because they did not have a health need (33%). Another third of young people told us that they did not know about Teen Clinic Daventry (33%). Some young people told us that Teen Clinic Daventry was not on often enough (7%). The day that the Teen Clinic Daventry was on was not suitable for a small number of young people who responded to the survey (6%). The time and location of Teen Clinic Daventry were problematic for a small number of young people (2%).



What people told us

Demonstrating Positive Impact

When we spoke to people about their experiences with Teen Clinic Daventry and how it is perceived, young people mainly had positive feedback. It was clear when we analysed the feedback we received, that since the establishment of Teen Clinic Daventry, many young people have found support and improvement in their wellbeing by utilising the service. If young people felt they needed help with their difficult emotions, those who were aware of the service or had used it previously stated that they would turn to the clinic for support. The most popular service used within the clinic was the use of the counsellor and the most popular reason that young people used the service, was for mental health support. With the majority of young people stating they felt welcomed and safe at the clinic, this is evidence that the service is providing effective support with positive results.

The impact of being able to have a safe space where young people can address mental health concerns and other issues like emotional wellbeing as well as physical and sexual health can be heard through the feedback young people and their families provided:

“It sounds safe and a place where you can express your feelings. When I have a worry I will definitely come and share my issues.”

“It’s great to have somewhere to go where there are trusted people to support young people”

“It is helpful”

“It is welcoming”

Perceived Barriers

We found through our review of the feedback received that young people had told us that there were some barriers to attending the clinic, however, these did not seem to be related to the clinic itself but were around the

stigma or anxiety attached to seeking support. To put these views into perspective, we have included some of the voices of young people below.

Some young people included that they felt that the needs they had were too complex for what was available, or they didn't know how to communicate it themselves. Some people told us that there were issues around being embarrassed or having anxiety around attending the clinic:

"Will be taken 'micky out of' if seen in there going"

"Don't want to see peers there"

"Too embarrassed"

"Too anxious to communicate and receive help"

"don't know what to tell them too complicated"

There were some barriers mentioned around the knowledge of Teen Clinic Daventry and knowledge of when it was on, with some young people saying:

"I forget when it is on. It would be better if it was more regular than once a month."

"I have only just heard about it recently as people don't talk about it"

"Not Sure about ages required"

Voices of the Parents and Carers of service users

Teen Clinic Daventry gathered feedback from the parents and carers of the young people who had utilised the clinic. This feedback was positive and helps to capture the impact of the service, by sharing what the clinic

means to young people and how the service has assisted parents to support their children.

"Teen Clinic Daventry has been such an important support for my daughter. To have health and education support in one place, where she could meet with the doctor, speak with a school counsellor and school nursing team is as well as pick up information for her wellbeing is very special. It meant that my daughter was able to access education and health support during the time when she was unable to attend the GP practice and school due to severe anxiety. The support given was holistic as the multi-disciplinary professionals were all in one place and at the same time.

Support is not just for my daughter, but also for me, as her mum. There were times when my daughter was too ill to attend Teen Clinic Daventry, but I did instead and was able to speak to the professionals not just about my daughter, but also a place where I could share and gain support as a mum supporting my ill daughter.

I wish there were more places like this , Teen Clinic Daventry's work is so important for the health and wellbeing of our young people , and their families and friends"

Recommendations

1. Increase the visibility and awareness of Teen Clinic Daventry among young people and their families in Daventry.

We found that a third of young people who were surveyed did not know about the clinic and the services it offered. Due to the positive feedback heard from those young people who had accessed the clinic and the high-need issues the service supports (like mental health), we recommend that the clinic focuses on raising the visibility and awareness of its clinic to the public.

We suggest this is done through online visibility and an increase in the use of social media, as well as the placement of marketing materials that can be seen in locations within Daventry that young people and their families utilise. This could be in places such as leisure centres, schools, activity hubs and public libraries.

2. Increase the knowledge of the services offered at Teen Clinic Daventry, specifically informing young people of the sexual health services that they can access at the clinic.

As a part of safe sex and wellbeing and the need to increase knowledge around sexual health services, highlighting exactly what services the clinic delivers would bring awareness to all the clinic offers. With so many great resources available at TCD, we feel that ensuring young people know they can access services, such as the sexual health clinic within Daventry is key.

We recommend communicating with local GPs and paediatricians in Daventry to ensure they are informing young people about what is offered at the Teen Clinic.

3. Encouraging conversations with young people around breaking the stigma of reaching out for help and support that is available to them. With a focus on males to encourage more young men to attend.

It was clear that a barrier to accessing the service was the fear of stigma and how young people perceive reaching out for help and support when they need it. Encouraging conversations with young people about breaking the stigma of seeking support, especially for mental health struggles, would bring great benefit and would increase the use of the service locally with young people.

We recommend this be done by demonstrating the benefits of those who have used the service and highlighting the positives that can come from seeking support. The use of clinic marketing materials developed to break the stigma of seeking support would encourage more young people to be able to access the services locally including Teen Clinic Daventry.

We recommend also placing a focus on encouraging males to engage with and attend the clinic, as this would help ensure males are receiving the support and guidance they need. A way to do this would be to emphasise the importance of men/boys speaking up and the positive outcomes that can happen from breaking the stigma around not being “okay”.

Acknowledgements

Young Healthwatch Northamptonshire would like to thank:

- **Young people in Daventry that took part in the survey**
- **The young people and staff that were part of the filming**
- **Every organisation that supported us in spreading the message about the survey including:**
 - DSLV
 - Parker E-ACT
 - Daventry Town Council

About Healthwatch West and North Northamptonshire

Healthwatch West and North Northamptonshire is the local independent consumer champion for health and social care. We are part of a national network of local Healthwatch organisations. Our central role is to be a voice for local people to influence better health and wellbeing and improve the quality of services to meet people's needs. This involves us visiting local services and talking to people about their views and experiences. We share our reports with the NHS and social care, and the Care Quality Commission (CQC) (the inspector and regulator for health and social care), with recommendations for improvement, where required.

Our rights and responsibilities include:

- **We have the power to monitor (known as “Enter and View”) health and social care services (with one or two exceptions). Our primary purpose is to find out what patients, service users, carers and the wider public think of health and social care.**
- **We report our findings of local views and experiences to health and social care decision makers and make the case for improved services where we find there is a need for improvement**
- **We strive to be a strong and powerful voice for local people, to influence how services are planned, organised and delivered.**
- **We aim to be an effective voice rooted in the community. To be that voice, we find out what local people think about health and social care. We research patient, user and carer opinions using lots of different ways of finding out views and experiences. We do this to give local people a voice. We provide information and advice about health and social care services.**
- **Where we do not feel the views and voices of Healthwatch Northamptonshire and the people who we strive to speak on behalf of, are being heard, we have the option to escalate our concerns and report our evidence to national organisations including Healthwatch England, NHS England and the Care Quality Commission.**



About Young Healthwatch Northamptonshire

Young Healthwatch Northamptonshire are a group of young people between the ages of 11 to 24 who are health and social care champions.

What we do:

- **Look at local health and social care issues**
- **Give young people a voice for all aspects of health and social care locally.**
- **Work with professionals on the health and wellbeing of young people locally and nationally**
- **Set our own work plan**
- **Learn new skills**
- **Report back to the Healthwatch Northamptonshire Board**



yhwnorthamptonshire



younghealthwatchnorthamptonshire



YHW Northamptonshire



YHWNorth1

If you are a professional that wants to work with us please contact us on the details on the next page or email younghealthwatch@healthwatchnorthamptonshire.co.uk

About Connected Together CIC

Connected Together Community Interest Company (CTCIC) is a social enterprise.

We have expertise and experience in delivering community engagement, research, surveys, training and more. Connected Together Community Interest Company (CIC) is the legal entity and governing body for Healthwatch Rutland and Healthwatch Northamptonshire.

The remit of the Connected Together CIC includes:

- Contract compliance
- Legal requirements
- Financial and risk management
- Sustainability and growth
- Agreeing strategy and operations
- Agreeing policies and procedures



Connected Together
First for Community Engagement

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Twitter: twitter.com/HWatchNorthants

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Connected Together
First for Community Engagement