healthwatch
North East Lincolnshire

Children and young peoples voice Insight report 2024

Background

Our Vision, Mission and Values

Our vision

Equitable Health and Care services that meet the needs of every person within our community.

Our mission

To give every person in North East Lincolnshire the opportunity to have their voices heard and empower them to play an active role in shaping services in their community.

Our approach – what is important to us?

- We are proud to be **independent**, and not afraid to speak up and **challenge decisions** that do not meet the needs of our communities.

- We operate a culture of **transparency** and **openness**, ensuring we are accountable to the communities in which we serve.

- Our work is **evidence** based – led by **public voice** and need.

- We are **collaborative**, working with organisations that share our vision of **equitable health and care services** that meet the need of every person within our communities.

About Healthwatch

We are the independent champion for people who use health and social care services. We exist to make sure that people are at the heart of care. We listen to what people like about services and what could be improve and we share their views with those with the power to make change happen. We also help people find the information they need about services in their area.

We have the power to make sure that people's voices are heard by those who commission (pay for) services and those running services. As well as seeking the public's views ourselves, we also encourage services to involve people in decisions that affect them. Our sole purpose is to help make care better for people.

In summary Healthwatch is here to:

- Help people find out about local care

- Listen to what people think of services

- Help improve the quality of services by letting those running services and the government know what people want from care

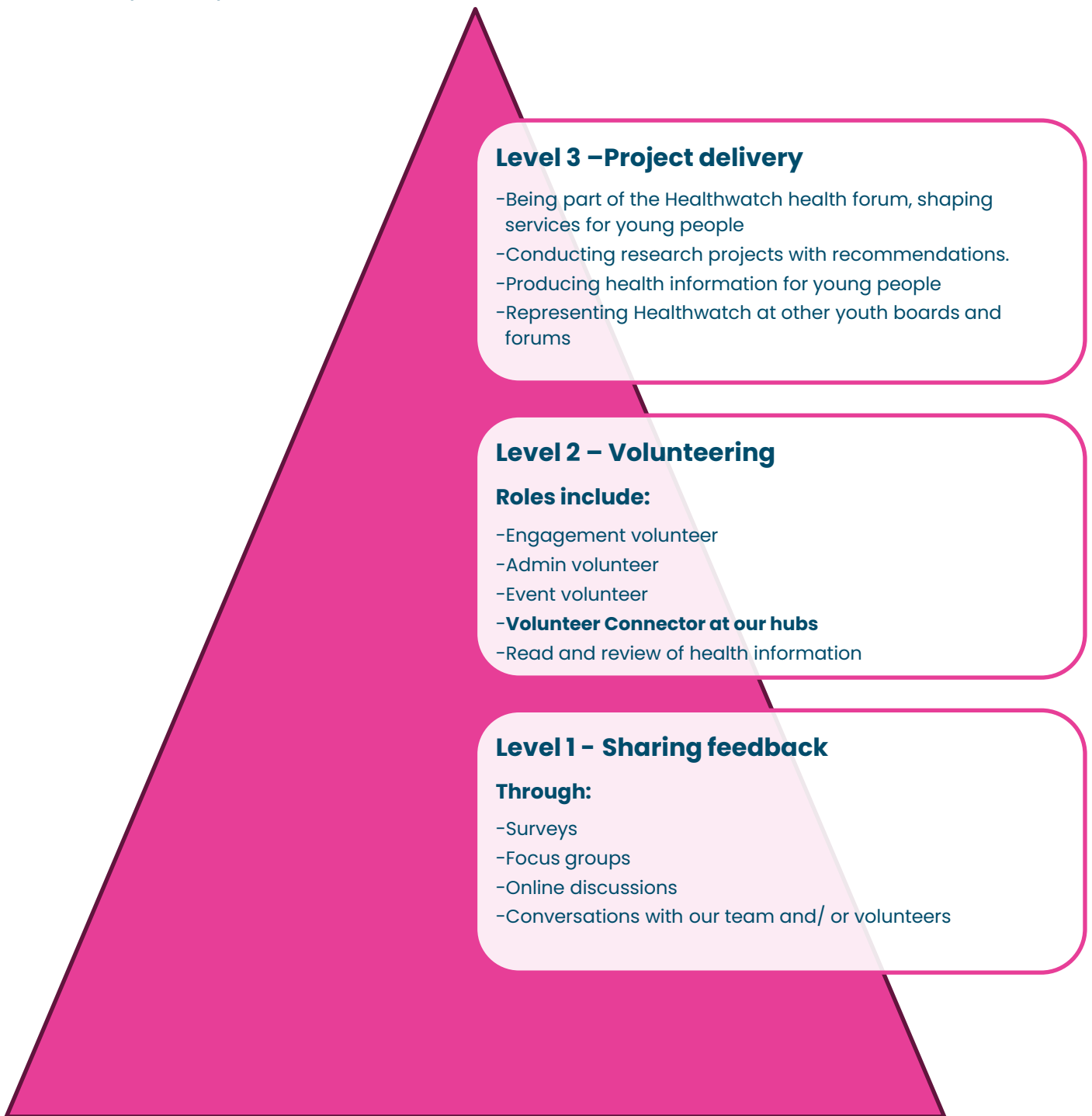- Encourage people running services to involve people in changes to care.

Every local authority area in England has its own local Healthwatch.

What is Young Healthwatch?

Young Healthwatch is an initiative that empowers young people of any age, background or ability to become actively involved in shaping services that matter to them.

Young people who are part of Healthwatch can be involved in range of different activities, tailored to their needs and aspirations. Broadly there are three levels of participation that young people can be involved in:

Levels of participation include:

Level 3 –Project delivery

-Being part of the Healthwatch health forum, shaping services for young people
-Conducting research projects with recommendations.
-Producing health information for young people
-Representing Healthwatch at other youth boards and forums

Level 2 – Volunteering

Roles include:

-Engagement volunteer
-Admin volunteer
-Event volunteer
-**Volunteer Connector at our hubs**
-Read and review of health information

Level 1 - Sharing feedback

Through:

-Surveys
-Focus groups
-Online discussions
-Conversations with our team and/ or volunteers

Role of Volunteer Connector

Our Young Healthwatch Volunteer Connectors utilise their existing networks to gather health and care feedback from their peers. This can be in the form of 1-1 conversations, through a feedback survey. Our young volunteer connectors also provide a signposting service to other young people, helping them to access relevant services.

Connectors usually volunteer at a Healthwatch 'Hub' within their own school, college or youth group, where they are more likely to already have strong connections with their peers.

This insight report details the feedback gathered about young peoples' health experiences by young people at a range of locations in North East Lincolnshire in 2024.
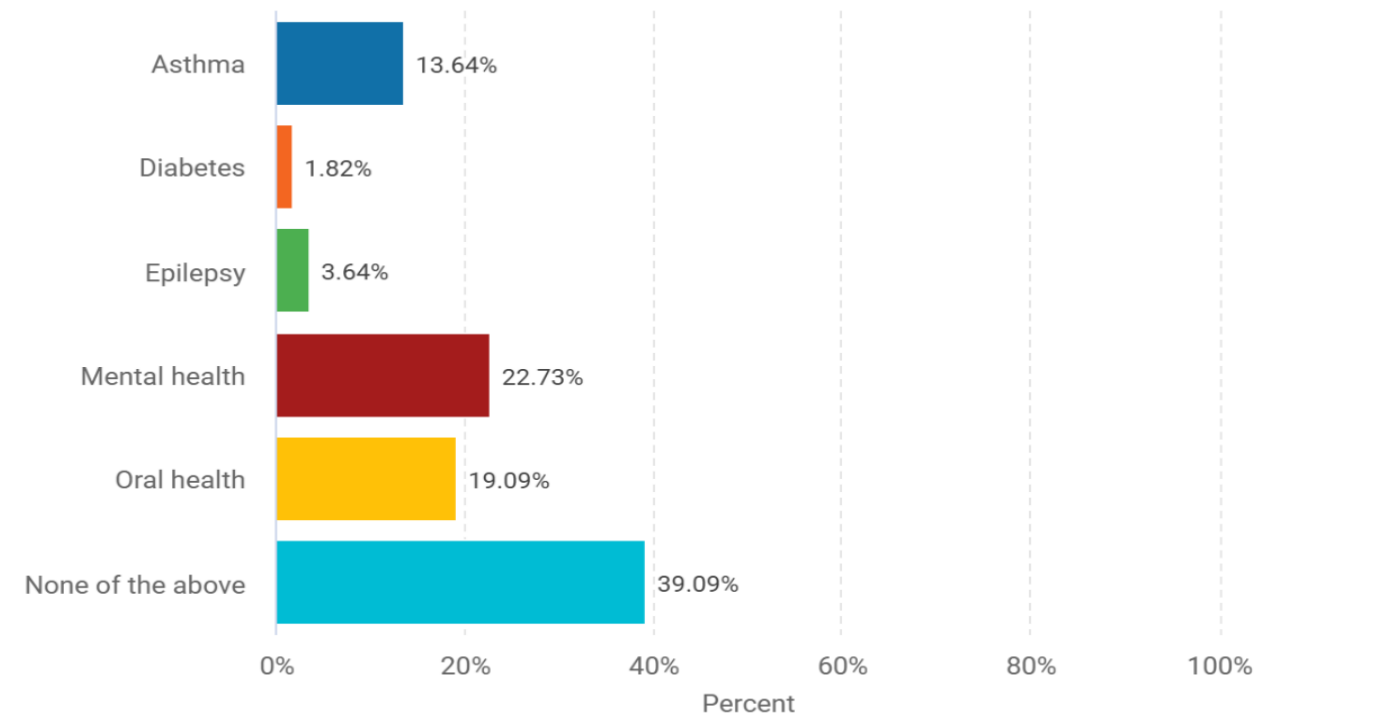
Disclaimer

All the views, opinions and statements made in this report are those of the Young People who shared their views and experiences in North East Lincolnshire.

Any quotes within this report are written verbatim to fully capture the meaning, tone and emotion of the person sharing their experiences.

Insights

Throughout the year our Volunteer Connectors listened to the views and experiences of a total of 110 young people in various locations across North East Lincolnshire.

This feedback is related to healthcare received for the following conditions as well as any other care received

Bar chart showing:
- Asthma: 13.64%
- Diabetes: 1.82%
- Epilepsy: 3.64%
- Mental health: 22.73%
- Oral health: 19.09%
- None of the above: 39.09%

X-axis: Percent (0% to 100%)

Overall experience of healthcare services
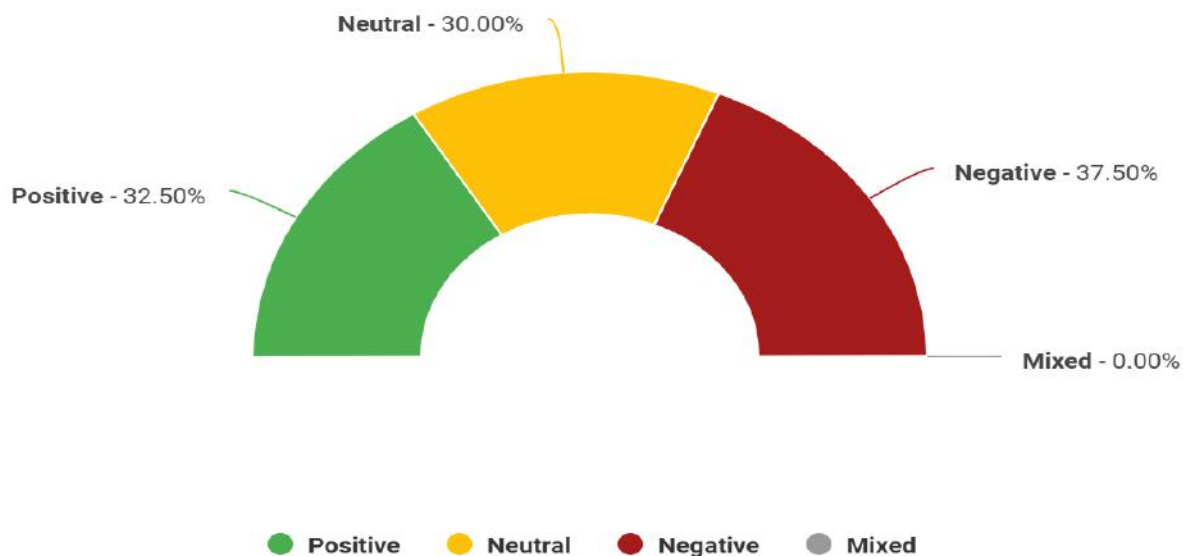
Most negative experiences were related to waiting times in the Accident & Emergency department at the hospital and not being able to access GP appointments in a timely manner:

'Went to the hospital for broken arm at Grimsby I had to wait for hours in pain as too many people use the hospital for the wrong thing'

'Getting a GP appointment is impossible at my surgery'

Mental Health

There were varied experiences with different providers across the area.

What is working well

'Navigo, Lifeworks. Navigo was positive. Lifeworks was unhelpful'

"Navigo, Young Minds Matter. They was good went for one year and one month. Got discharged weeks after suicide attempt- (too fast)"

"Psychiatrist- Excellent."

"I have had access to therapy through Young Minds Matter. The experience was pleasant and made me feel better."

"Youth Mind Charity- they have been helpful and listened to me as a person"

Young Minds Matter was good

"Counselling through the GP and it helped"

"Navigo CBT- Rharian Fields It was good as it helped me recover and helped me cope with my anxiety"

"Young Minds Matter- this service helped me through a very difficult time"

"Counselling through GP which helped"

We were also invited to speak to the NL & NEL Mental Health Advisory Group at an event organised by Nothing about us without us.
There were 30 young people in attendance, and they all participated in the activities. The aim was to empower young people within each place area to play a meaningful role in how health and care services are planned and delivered.

The group of young people from across Northern Lincolnshire shared their views and opinions about the care they receive and solutions to where the gaps are.

What isn't working well

The group participated in an activity to explore any barriers they face or have faced in accessing health services.

What Barrier are you facing in accessing health services?

- Noone Takes me seriously
- Getting through to the Doctors
- Hardly any communication from medical professionals
- No updates on how far I am up the list
- Getting Drs Appointment in a timely manner
- No Medication Reviews
- Waiting lists for ADHD are too long
- Lack of NHS Dentists
- Waiting for my prescription
- Getting brushed off when I explain how I feel
- Knowing where to go for support
- I get sent to and from different places, when it comes to an autism diagnosis and most of the time my needs are not being met

What Barrier are you facing in accessing health services?

Personal Confidence

Young women's problems get linked to weight

Areas of where you live so distance and travel

No interim Mental Health support while on a waiting list

No choice within the support

Lack of knowledge of how to make appointments

Funding for medical equipment

When discharged from Community Mental Health – Nowhere else to go

Social Stigma and from family and friends

Doctors just don't listen

Scarcity of Professionals
- Therapists
- Nurses
- Psychologists

Not being able to put problems into words

Not Being Believed

What can be done to improve services?

The young people were then asked to explore possible solutions to these barriers

What do you think would solve the barriers to accessing health services?
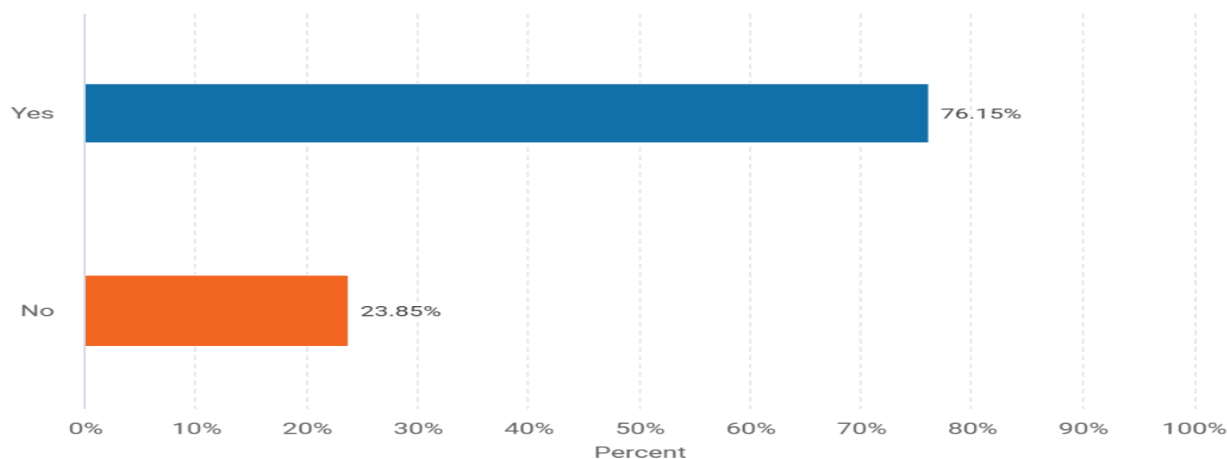
Pre-booking of appointments

Work with schools and places of education about how they can help and signpost young people

Train Doctors to be more sensitive

More information given to Doctors and patients so they both understand a diagnosis

Invest in the next generation to help the future

More Choice

More online appointments

If it's affecting us on a daily basis and our families then it should be taken seriously

Give us a voice rather than letting people ignore our experiences

To engage and work with local organisations and groups to make mental health more accepting

What do you think would solve the barriers to accessing health services?

More Communication

Educate how to access Health Care e.g. like schools

Shorter waiting time and more staff

Shorter waiting time and more staff

More Support

More appointments to be booked online

Not to be shrugged off just because we are young people

Better access to services

More Lived Experience Ambassadors

Evening and weekend appointments

Consistency

More accessible venues and stop sending us to places that cause more stress

Raise awareness of rare conditions

Oral health

What is working well

Are you registered with an NHS dentist?

Yes	76.15%
No	23.85%

'My experience at the Dentist is good! They talk me through everything and make sure I'm okay.'

'I've had multiple Dental Services, I had fairly good experiences. '

What isn't working well

Just under 24% of respondents do not have an NHS dentist

What can be done to improve services

Overwhelmingly the response involved increasing the number of NHS dentists.

'make more dentists available on NHS'

'better access to NHS dentists'

'Reduce waiting time and accessibility to dentists'

Diabetes

What is working well

'Diabetes nurse is always available when I need them and had no issues. They are helpful if I need anything.'

"I have accessed the Diabetes nurses, and they are always available and i have had no issues'

What isn't working well

There was no feedback relating to this issue.

What can be done to improve services?

There were no comments relating to this issue

Asthma

What is working well

'GP for my treatment and did see an asthma nurse - they were good and i have no issues'

'I have had access to an Asthma Nurse. The experience was good'

What isn't working well

There were no comments relating to this issue

Epilepsy

What is working well

'I was placed in the children's ward following an epileptic seizure and was cared for in an appropriate way

What isn't working well

'Still awaiting access to epilepsy services following A and E trip'

Other

The question which raised a variety of issues, and the most responses was.

Have you ever experienced any barriers to accessing healthcare? By this we mean has it ever been difficult for you to speak to or see someone regarding your health and if so, why?

Once again, a significant barrier was accessing GP appointments and NHS dentists.

Several respondents highlighted communication issues arising from their own anxiety in sharing personal information or an apparent lack of understanding from staff.

Other key points

More education/awareness of health care services available

Parents being able to stay with young people if admitted as an inpatient age 16

Reducing waiting lists/times

Insufficient/ineffective mental health services for young people

Conclusion

There are approximately 8 million young people aged 14 to 24 in England, who will now, or in the future, need to use healthcare services. As this insight report highlights it's essential to make their experiences positive to support appropriate use of services. Improving young people's access to services will facilitate earlier support, resulting in improved use of services and interventions, potentially reducing the burden on healthcare. Investing in young people's health can have a significant impact on young people, including:
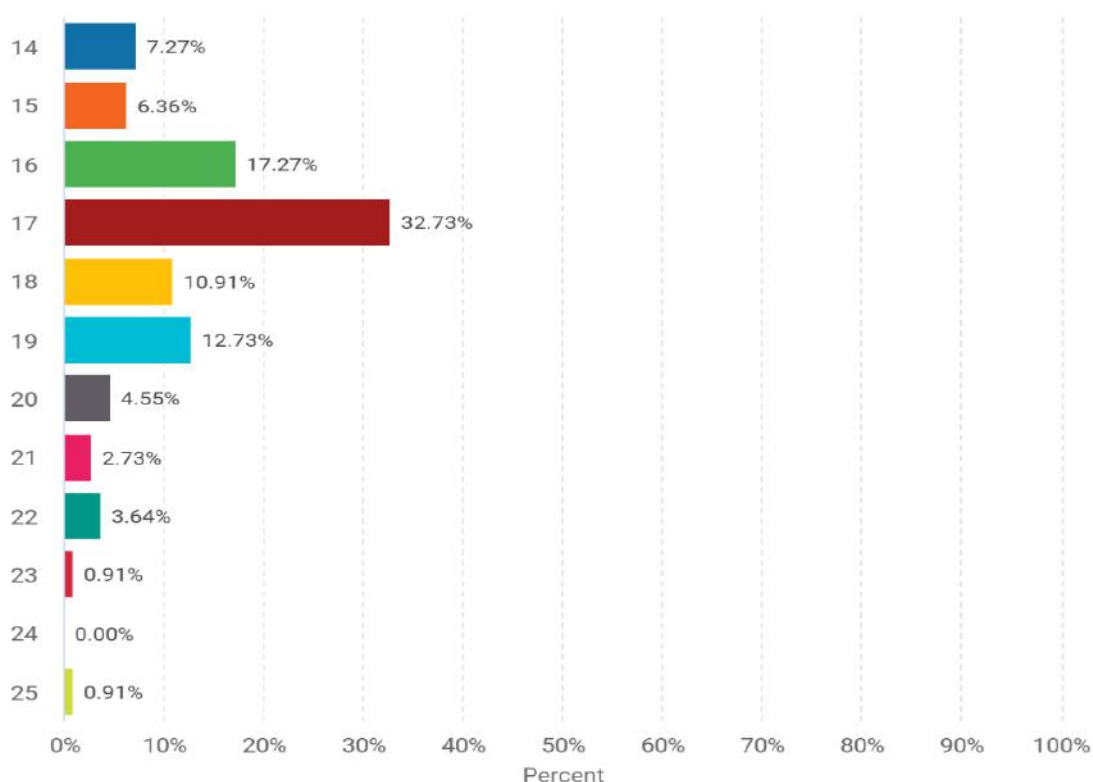
- improved access to services for young people
- improved health and wellbeing
- reducing health inequalities
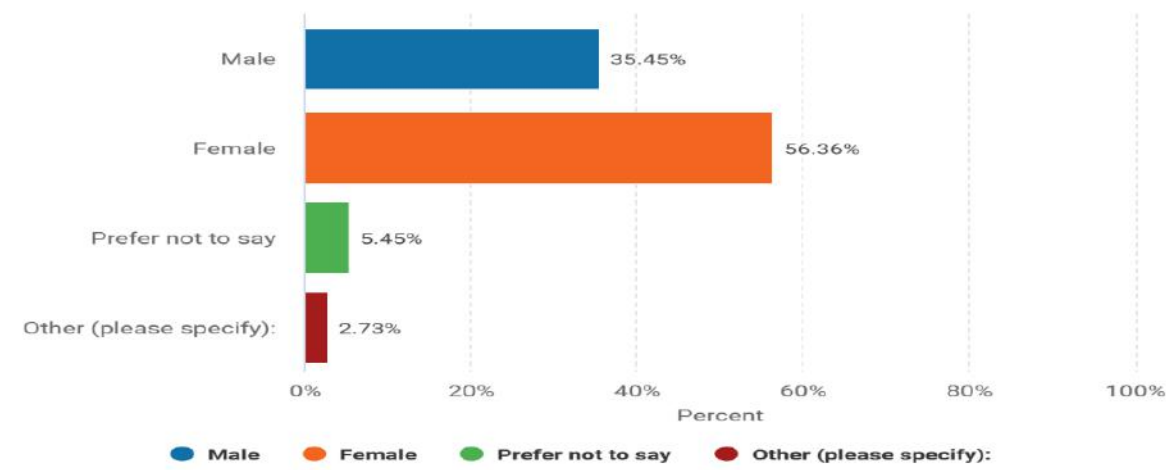- reducing financial costs for the future

Demographics

We gathered demographic data, and we found that the most common age range of responses was 17 and mostly females completed our survey with fewer responses from men.

Age

The age range of respondents was 14 – 25 with most responses from those aged 17

Age	Percent
14	7.27%
15	6.36%
16	17.27%
17	32.73%
18	10.91%
19	12.73%
20	4.55%
21	2.73%
22	3.64%
23	0.91%
24	0.00%
25	0.91%

Gender

- Male — 35.45%
- Female — 56.36%
- Prefer not to say — 5.45%
- Other (please specify): — 2.73%

Percent

● Male ● Female ● Prefer not to say ● Other (please specify):

Ethnicity

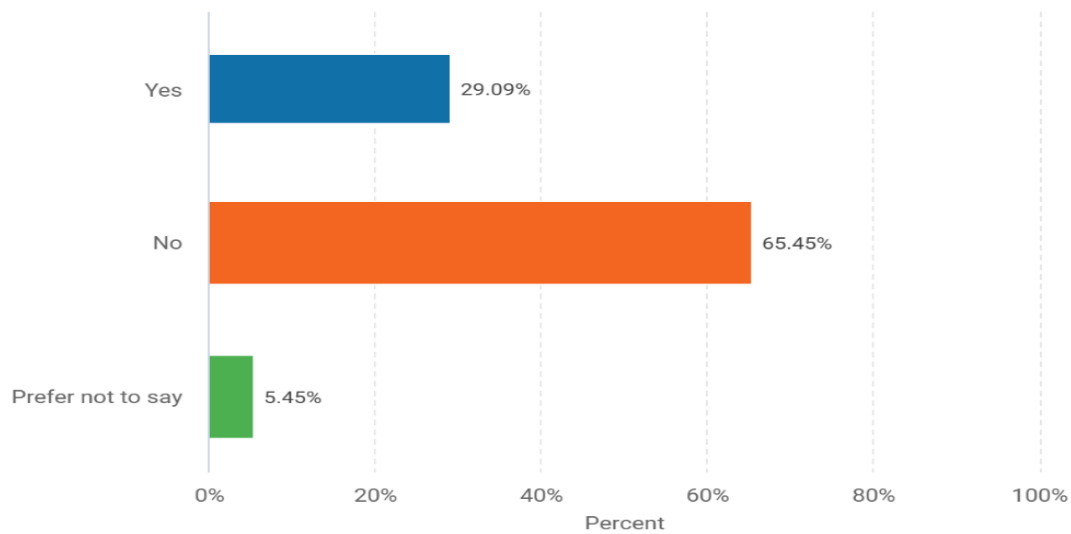| Ethnicity	Percent
Arab	0.00%
Asian / Asian British: Bangladeshi	0.00%
Asian / Asian British: Chinese	0.00%
Asian / Asian British: Indian	0.91%
Asian / Asian British: Pakistani	0.91%
Asian / Asian British: any other Asian / Asian British background	0.00%
Black / Black British: African	0.00%
Black / Black British: Caribbean	0.00%
Black / Black British: any other Black / Black British background	0.00%
Mixed multiple ethnic groups: Asian and white	0.00%
Mixed multiple ethnic groups: Black African and white	2.73%
Mixed multiple ethnic groups: Black Caribbean and white	0.00%
Mixed multiple ethnic groups: any other mixed multiple ethnic groups	0.91%
White: British / English / Welsh / Scottish / Northern Irish	90.91%
White: Irish	0.00%
White: Gypsy, Traveller, Irish Traveller	0.00%
White: Roma	0.00%
White: other white background	1.82%
Any other ethnic group	0.00%
Prefer not to say	0.91%
Other (please specify):	0.91%

Do you consider yourself to have a disability or long-term health condition?

Thank you

Thank you to all the young people who took time to complete the survey.

Work with us!

We are always on looking for new and innovative ways to work with young people. If you have any ideas of how we can collaborate, please get in touch (see back page for contact information).

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