

Engaging with Itchen College

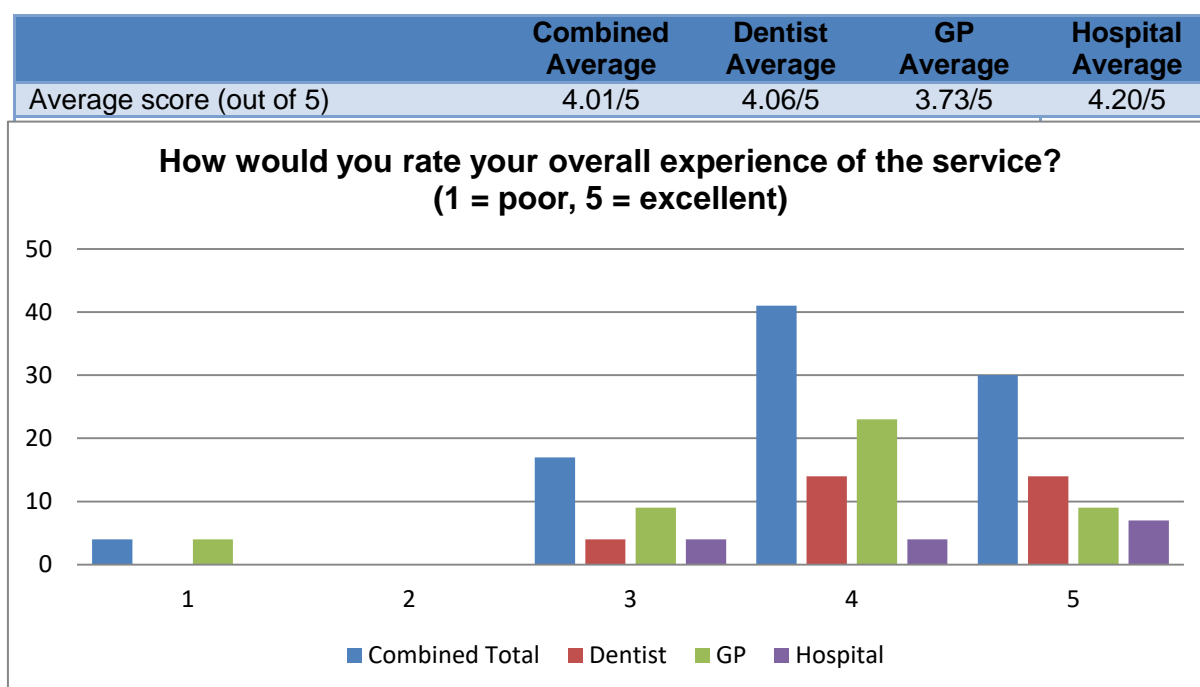
Young people's experiences of health and social care

Background

Healthwatch Southampton is committed to championing the public's voice and ensuring services are listening and responding to local patients' needs and ideas for improvement. In addition to gathering feedback through our online [Feedback Centre](#) we regularly attend events, seeking to engage communities to share their experiences of health and social care locally.

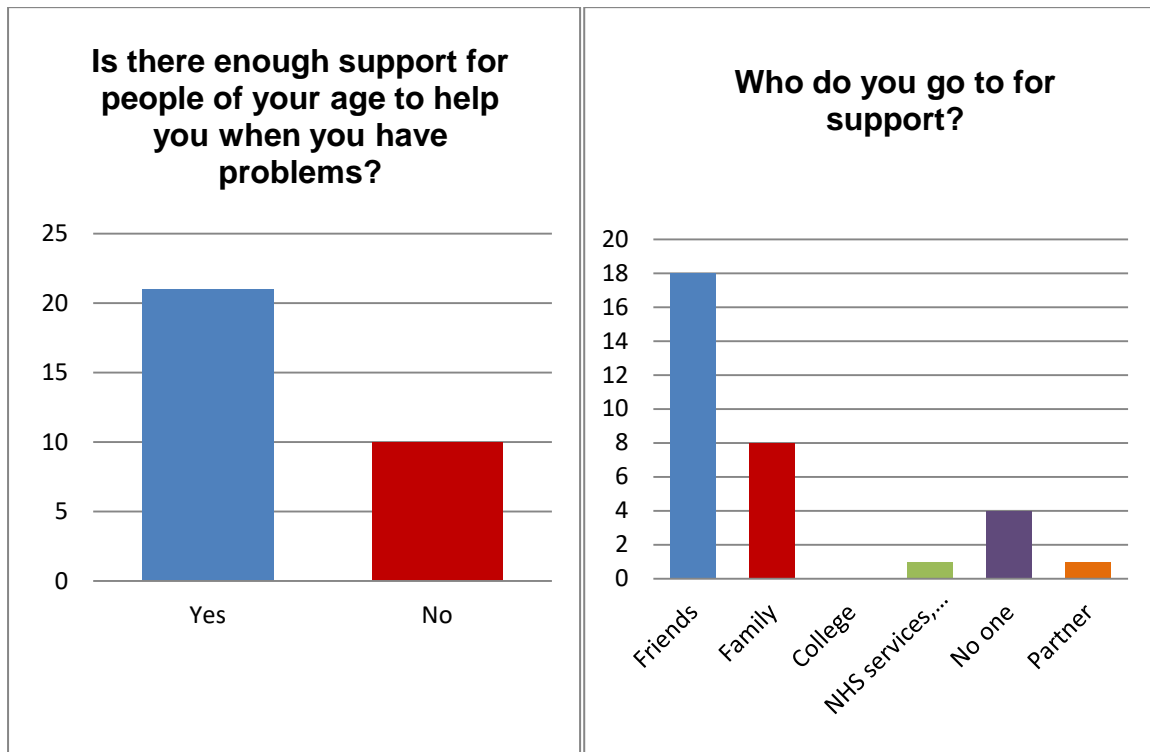
Steffie Nightingale and Ben Grace attended Itchen College on 7th September and 30th October 2017. They surveyed over 100 young people, asking them to detail their experiences, whether there were improvements to be made and to rate their overall experience out of 5 (1 = poor, 5 = excellent).

Results



Reoccurring Themes

Themes	Combined Total	Dentist Total	GP Total	Hospital Total
Quick & easy	10	3	5	2
Friendly/Polite/Caring staff	12	5	4	3
Good/Great/Outstanding/Brilliant	17	2	13	2
On time	3	2	1	0
Helpful	2	0	2	0
Late appointment	2	0	2	0
Long waiting times	17	2	10	5



Outcomes

In general the quality of services reviewed by young people is of a high standard, with a combined average of 4.01/5, although there is slight drop within GP services (3.73/5).

A considerable portion of people surveyed specifically mentioned the quality of care by staff:

- “Always easy to talk to”
- “Polite and professional”
- “Caring”
- “Welcoming, helpful, friendly”

However there was concern about waiting times:

- “Took a long time to be seen”
- “Takes too long for anything, was waiting for an appointment for 4 weeks”
- “Good service but a long waiting time”
- “Very long wait but otherwise good service”

Response from Healthwatch Southampton

“We are pleased to get this response from young people and I would like to thank them for taking part in this survey. Their voice on matters of Health and Social Care is very important and all too often overlooked. I am pleased that the overall response to this survey was positive and interested that the views on GP services are not as well rated as hospitals. Healthwatch has noted the areas in need of improvement and we will bring this to the attention of the relevant authorities.”

- Harry Dymond, MBE, Chairperson, Healthwatch Southampton Strategic Group

Response from Southampton City Clinical Commissioning Group

“The CCG would like to thank the young people from Itchen College for their involvement in the Healthwatch survey. The CCG values the feedback as it helps to inform our planning and work to continuously improve local health services.”

- Phil Aubrey-Harris Head of Primary Care Commissioning, Southampton City CCG

Response from Itchen Sixth Form College

“We welcomed Healthwatch Southampton’s visit to Itchen Sixth Form College and were pleased with the number of students they were able to engage with. It is reassuring to know that our young people have had a largely positive experience with Dentist’s GP’s and Hospitals. We hope that areas of concern that have been highlighted such as waiting times can be addressed.”

- Bridget Joes, Guidance and Support Manager, Itchen Sixth Form College

Response from No Limits

“I’m happy to see that the overall experiences of young people surveyed were generally positive. No Limits is eager to work alongside Healthwatch Southampton to continue to champion children and young people to give their experiences of services locally and how services could be better tailored for their needs.”

- Annabel Hodgson, CEO, No Limits