

Year 9 PSHE Day at Toothill

Healthwatch Nottinghamshire were invited to be part of a Year 9 PSHE Day at Toothill School in Bingham. Around 220 young people in eight different groups took part. At the end of the day I had a dry throat, but also loads of really useful feedback. Between them they made 434 comments/suggestions about what young person friendly health and social care services might look like. The top 7 areas for comment were:

Staff (reception and doctors and nurses) need to be friendly, caring professional, nice to you, polite, kind, helpful (the overwhelming word choice was “friendly”) 46 comments

On entertainment available in waiting areas - 7 want xbox/PS4, 15 want TV, 10 want free wifi, 2 want Ipad or computer, 3 want plug sockets and 2 want the option of using phone to play games on 39 comments

Young people should be treated as equals, with respect, talked/listened to not their parent, opportunity to have appointments without parents knowing, not patronised. 6 of the comments identified the wish to have separate services/waiting areas for teenagers (not just children or adult services/wards etc.) 31 comments

On access to services - some spoke about times and availability (there's not enough), others about using technology (internet, app) 27 comments

About food and drink - some want access to free food and drink in waiting areas, 3 comments about better food in hospitals, 3 comments about sweets to reward children. 24 comments

When it come to the décor - they want bright and colourful! 17 comments

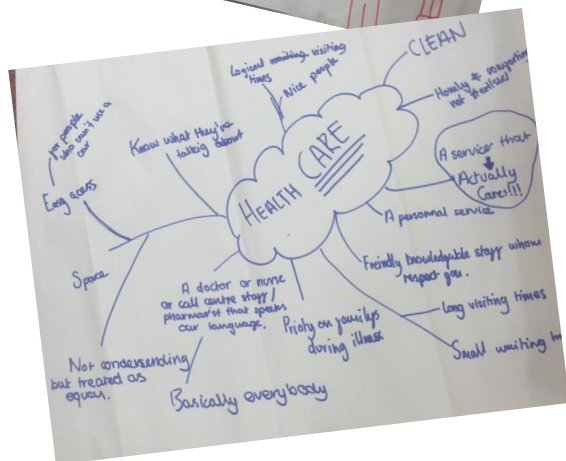
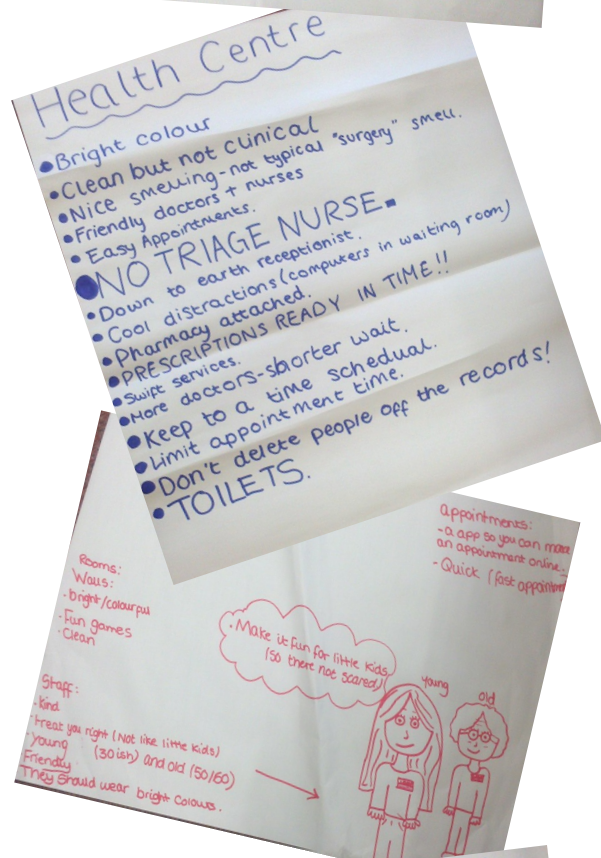
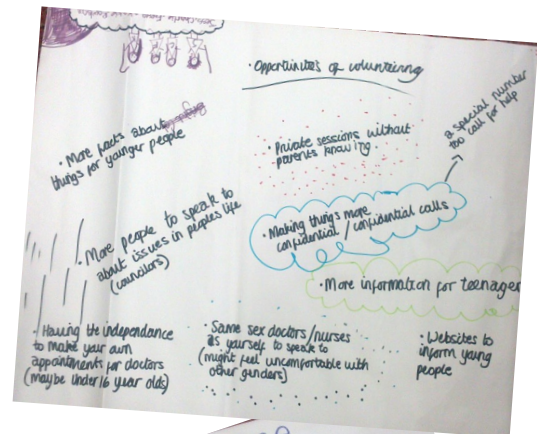
On waiting - they want comfy chairs and sofas in waiting areas! 15 comments

And on cleanliness - they want it to be clean but not smell of disinfectant ... 11 comments

And some really good off the wall ideas:

- be able to have one friend to sleepover with you in hospital
- less posters that scare you - no graphic photos
- for young children doctors/nurses to wear top hats or be dressed as cartoon characters
- holograms at entrance saying “wash hands” and where everything is
- an app for making appointments

This report will provide feedback to commissioners and service providers of children's health and social care services.



Quarterly Report

work with children and young people

January to March 2014

During the first quarter Alison Duckers the Healthwatch Nottinghamshire Community & Partnerships Worker (Children and Young People) has been out and about in the county talking to lots of children and young people from foundation stage right up to FE college. The main aim has been to get the Healthwatch brand known and to encourage children and young people to give Healthwatch Nottinghamshire their feedback, good and bad, of health and social care services in Nottinghamshire. So far Healthwatch Nottinghamshire has:

- Visited 6 x youth centres
- Run 6 x “Pizza with Healthwatch” sessions
- Visited 3 x primary schools
- Taken part in a PSHE day at a secondary school
- Staffed information stands at 2 x FE colleges
- Visited a residential project for young adults with complex needs
- Delivered a class to ‘A’ level Health & Social Care students
- Run workshops in a special school
- Run an outdoor adventure workshop with a project for young adults with learning difficulties
- Handed out flyers at a leisure centre
- Surveyed 100 young people about their experiences of health and social care services

Lost in transition

Some interesting comments have been made by young adults around transition from children's to adult social services.

Young adults with complex needs preparing for independent living have identified that they would like to have shared flats with other young adults and the opportunity to make friends with people of their own age. They said that health information about drink and drugs and sexual health need to use communication methods they can understand. There is also an issue when moving from children's to adult social services that adult social services a) don't have the same level of social/emotional support that the young people have been used to and b) don't get that young adults are not like fifty or seventy year olds!

- 16–18 year olds find it just as difficult to get a GP appointment as the adult population
- more Speech & Language Therapists are needed to meet the needs of children in the county
- transition to adult social care is not young adult friendly
- professionals should treat young people with respect and as equals
- staff in health and social care services should be friendly
- young adults with complex needs should have health information communicated in ways they can understand
- age appropriate toys and magazines are wanted in waiting rooms

healthwatch
Nottinghamshire

Healthwatchers Club

In January, we started to promote the Healthwatchers Club with 7 to 11 year olds. By becoming a "Healthwatcher" children are agreeing to tell us about their experiences of visits to doctors, nurses, hospitals, ambulances, dentists, opticians, social workers, etc. In return, they will receive a members' pack which includes a certificate, a rewards prescription, colouring pages and crayons, some "Tell Us About It" forms and a letter for the parent/carer (they will need their consent to become a member). Each time they tell us about a visit to health or children's services we will ask their parent/carer to put a sticker on their rewards prescription and when the card is full we will send them a small reward.



Although the club is promoted at various venues where children attend e.g. leisure centres, we have been running some sessions with Years 3, 4, 5 and 6 in primary schools. After some interactive quizzes and games we ask the children to tell me about their own experiences of using doctors, dentists and hospitals. **The comment we hear most often is "There are magazines and toys in waiting rooms, but they're for little children. There's nothing for our age."** (Perhaps Nickelodeon or Toxic magazines might work!)

We give out Healthwatchers Club member applications to take home for parent/carer consent at the end of the session. (This also gets the Healthwatch brand out to the parent/carer!) So far, a couple of children from each school have

signed up. Hopefully, in time, this will lead to a network of children across the county who can provide Healthwatch Nottinghamshire with regular feedback about children's health and social care services.

The Dressing Up Box

We have been having so much fun with the Dressing Up Box! Children aged 3-7 can dress up as health professionals and do role play. We wondered if Year 2 children might be getting a bit too old for dressing up, until we went to one infant school where they amazed us by their imaginations! We have so far been to three schools since the start of January 2014.

As the children are playing we ask them if in the last year or so they have been to the hospital for real, asking about how the doctors, nurses and paramedics treated the children and about hospital food. **So far we think the children's feedback indicates a good level of care.** For example, one child didn't like any of the food on offer so the nurses brought them something they would eat.



PIZZA WITH HEALTHWATCH

OK - for many "pizza" and "health" don't sit together easily, but then Healthwatch Nottinghamshire really does want to hear from as many young people as possible about their experience of using health and social care services in the last 12 months, and it appears that giving them a slice of pizza in exchange for feedback seems to work well. During January, February and March we have asked 100 young people from across the county what they thought.

The table below shows what the young people think about the eleven most used services. They were asked to score the service out of ten for over all satisfaction and for how young person friendly the service was (where 1 is low and 10 is high). We have said "not satisfied" or "not YP friendly" for scores of 1, 2 or 3 out of 10 and "satisfied" or "YP friendly" for scores of 8, 9 or 10 out of 10.

Service	No who used service	Not Satisfied Count	%	Satisfied Count	%	Not YP friendly Count	%	YP friendly Count	%
Dentist	79	2	2.5	65	82.3	3	3.8	58	73.4
Health Centre (to see doctor)	73	15	20.5	48	65.8	4	5.5	55	75.3
Chemist/Pharmacy	48	2	4.2	33	68.8	1	2.1	31	64.6
Opticians	47	1	2.1	34	72.3	3	6.4	32	68.1
Health Centre (to see nurse)	35	2	5.7	23	65.7	2	5.7	16	45.7
Hospital Accident & Emergency	34	5	14.7	17	50.0	6	17.6	18	52.9
School Nurse	25	4	16.0	13	52.0	2	8.0	15	60.0
Hospital outpatient	22	1	4.5	15	68.2	1	4.5	16	72.7
Hospital in patient	15	1	6.7	9	60.0	1	6.7	12	80.0
NHS Walk in Centre	15	2	13.3	6	40.0	1	6.7	8	53.3
Ambulance Service/Paramedic	8	1	12.5	4	50.0	0	0.0	6	75.0

Are we getting it right at Healthwatch Nottinghamshire?

We also asked the young people what they thought Healthwatch Nottinghamshire could do to involve more young people in shaping health and social care services. Here's what they said:

- Educate them about benefits of feedback for services
- Promote their right to complain/express concerns - some people don't know how to complain
- Incentives and free gifts
- **Pizza !!!!!!!**
- Leaflets
- Better publicity, advertise more, tell them more about what is involved
- Going to youth centres and schools
- Groups to join
- Social media, internet, website
- Try to make it interesting so more people know how serious it is
- Activities, fun days, games competition, events eg. Football, Zumba, Wii etc.
- Get them talking about their problems
- Powerpoint at local youth assemblies
- Appeal to them and explain to them
- Being safe
- Ask them
- Talk and talk again
- Internet
- Leaflets and flyers
- All ages, complaints procedure better, well known, better advertise eg. in hospital
- Explaining what it's about, where they can find information and what to look for

So ... we're working on it!!!