

**Findings from pilot survey on young
people's views on health and care
services**

March 2016



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Introduction

Healthwatch is the independent consumer champion for health and social care in Coventry. We give local people a voice - making sure that views and experiences are heard by those who run, plan and regulate health and social care services.

We are independent of services (such as hospitals and GPs) and decide our own programme of work. We have a statutory role and legal powers including the right to request information and to get a response to our reports and recommendations.

We work to influence the planning and delivery of NHS and social care services based on what local people tell us.

Children and young people make up a significant community in Coventry who are often unheard. For this reason Children and young people are a strand of Healthwatch Coventry's Engagement Strategy.

What we did

Healthwatch Coventry built a partnership with key staff at Tile Hill Wood School and Language College who supported the aims and principles of Healthwatch Coventry and also thought it was a valuable way to empower their students to have a voice in influencing local health and social care services.

Through the schools assembly process all students were presented with information about Healthwatch to support them to start thinking about potentially having the opportunity to be involved.

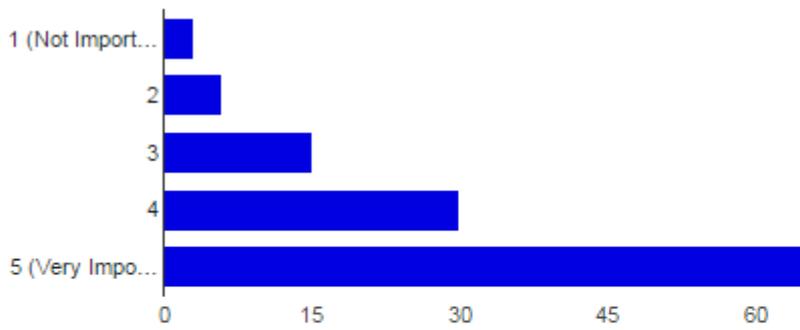
As a pilot we offered all Year 9 students (aged 13-14 years) the opportunity to complete a survey on Survey Monkey to find out what is important to them about their own personal health and well being. Survey Monkey was selected as a good electronic medium for young people to use and as having a low impact on resources as it collates the answers ready for analysis and is a paper free method.

Results

The project was launched on January 27 2016 with the aim to complete the survey task by February 5 2016. All year 9 students were given the opportunity to complete the questionnaire. A very good response rate of 119 responses was received, which equates to majority of the year group.

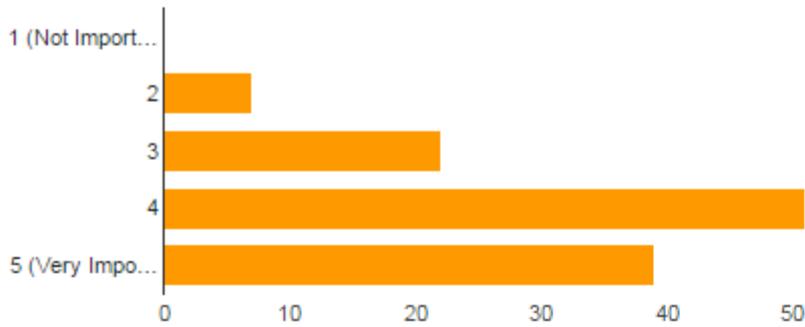
Part 1: Young people gave the following answers about the importance of health issues to their health and well-being

Mental Health [1]



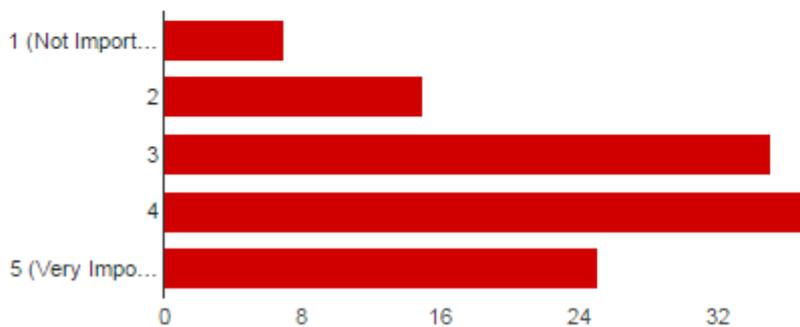
1 (Not Important)	3	2.5%
2	6	5%
3	15	12.6%
4	30	25.2%
5 (Very Important)	65	54.6%

Nutrition [1]



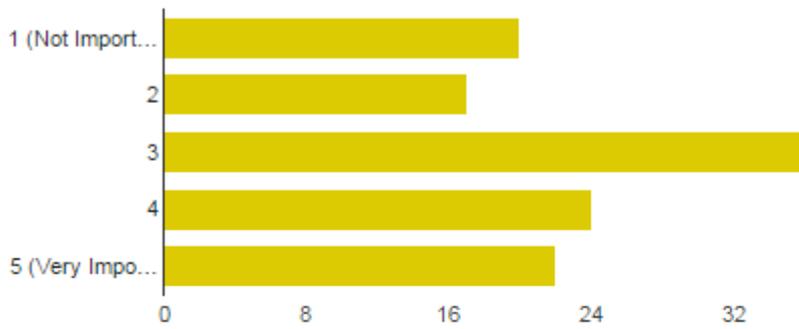
1 (Not Important)	0	0%
2	7	5.9%
3	22	18.5%
4	51	42.9%
5 (Very Important)	39	32.8%

Body Image [1]



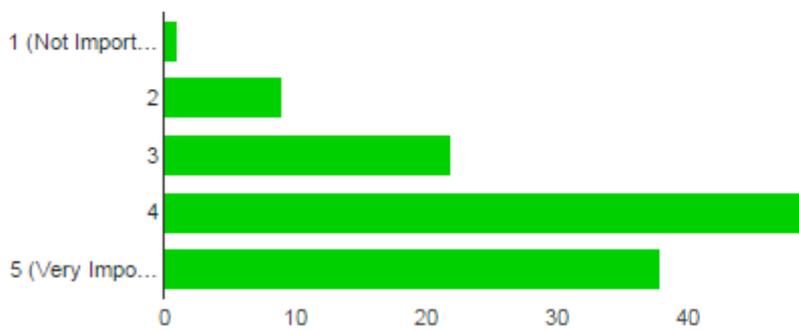
1 (Not Important)	7	5.9%
2	15	12.6%
3	35	29.4%
4	37	31.1%
5 (Very Important)	25	21%

Sexual Health [1]



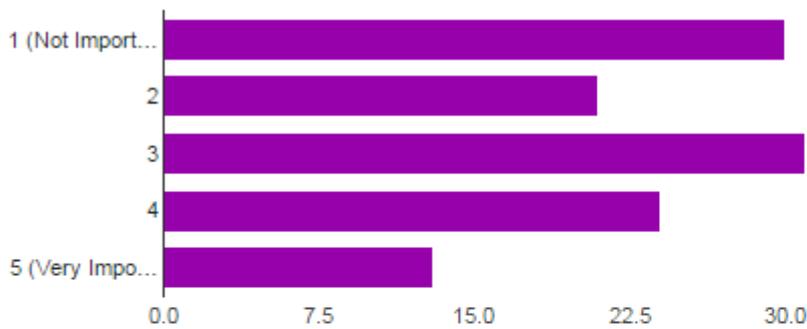
1 (Not Important)	20	16.8%
2	17	14.3%
3	36	30.3%
4	24	20.2%
5 (Very Important)	22	18.5%

Physical Activity [1]



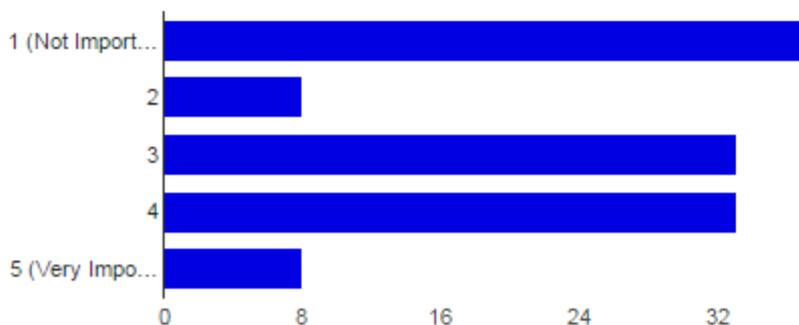
1 (Not Important)	1	0.8%
2	9	7.6%
3	22	18.5%
4	49	41.2%
5 (Very Important)	38	31.9%

Risky... [1]



1 (Not Important)	30	25.2%
2	21	17.6%
3	31	26.1%
4	24	20.2%
5 (Very Important)	13	10.9%

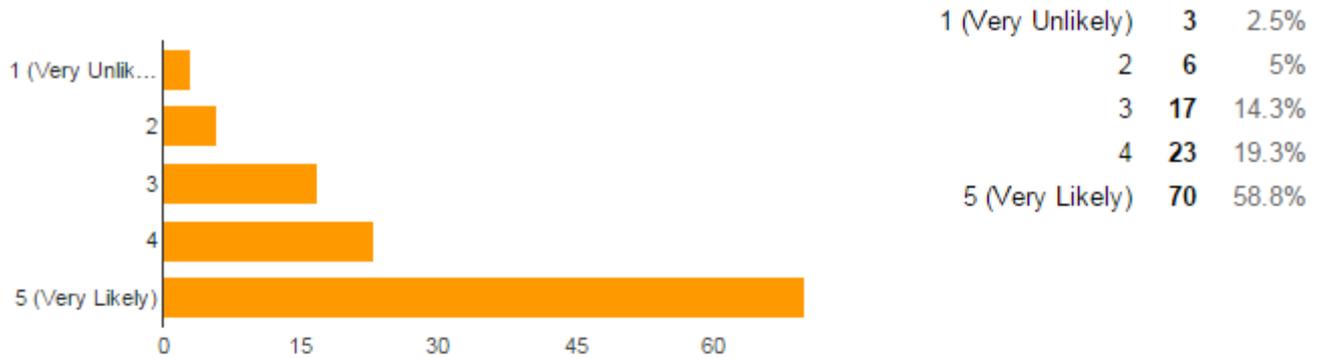
Others [1]



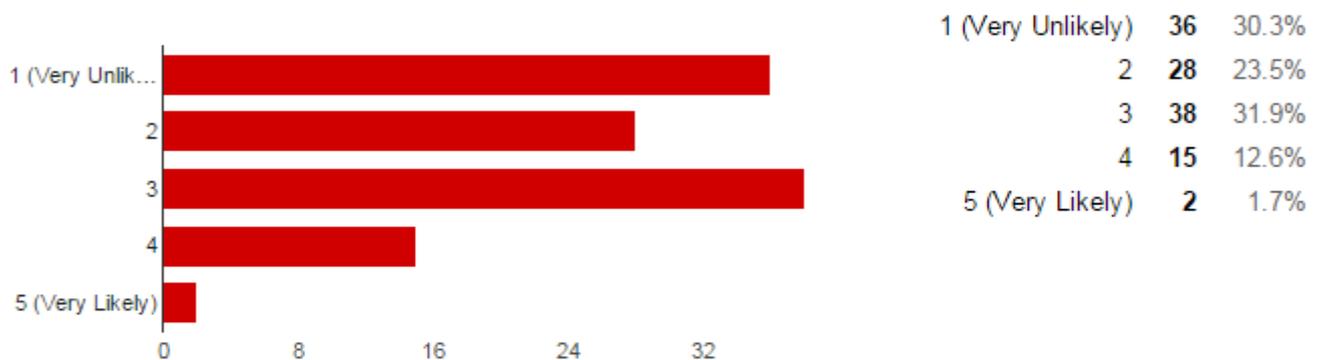
1 (Not Important)	37	31.1%
2	8	6.7%
3	33	27.7%
4	33	27.7%
5 (Very Important)	8	6.7%

Part 2: Where are you most likely to go for help, information and/or advice about your health and well-being?

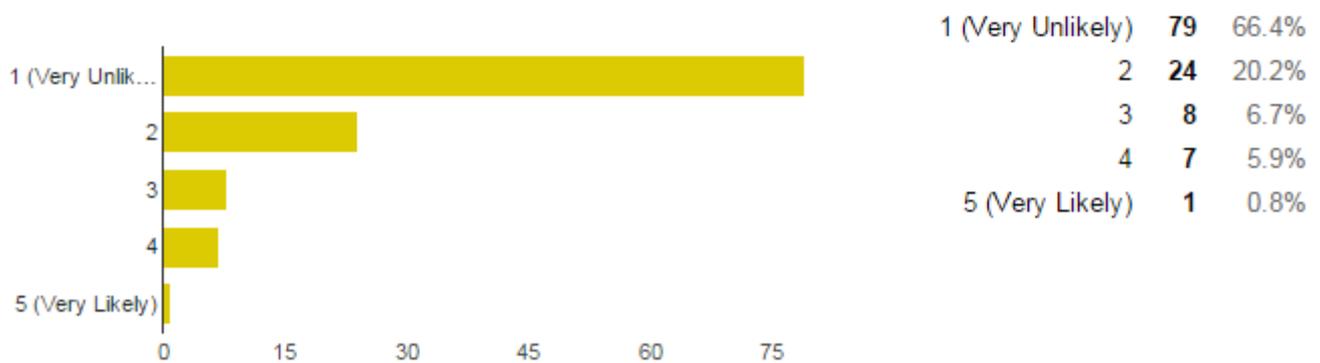
Family/Friend [2]



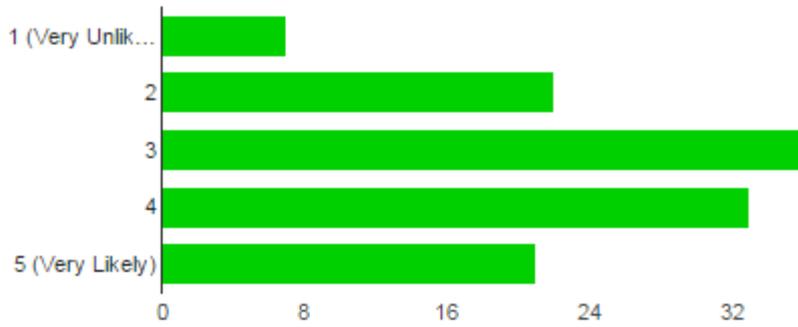
School Staff [2]



Telephone Helpline [2]

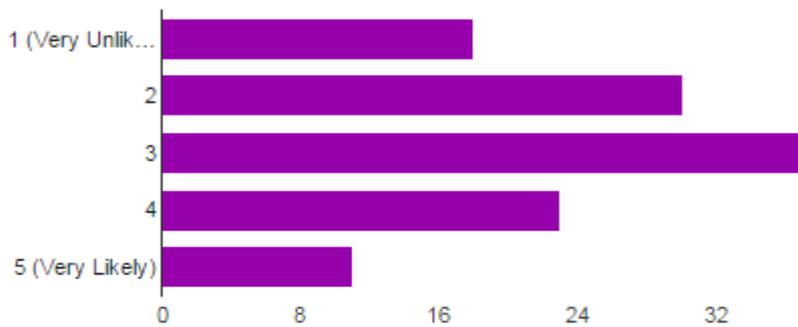


Doctor/Nurse [2]



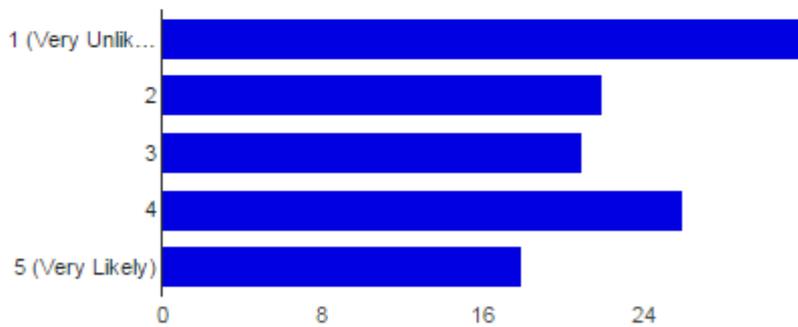
1 (Very Unlikely)	7	5.9%
2	22	18.5%
3	36	30.3%
4	33	27.7%
5 (Very Likely)	21	17.6%

Pharmacy [2]



1 (Very Unlikely)	18	15.1%
2	30	25.2%
3	37	31.1%
4	23	19.3%
5 (Very Likely)	11	9.2%

Internet [2]



1 (Very Unlikely)	32	26.9%
2	22	18.5%
3	21	17.6%
4	26	21.8%
5 (Very Likely)	18	15.1%

Other

pets

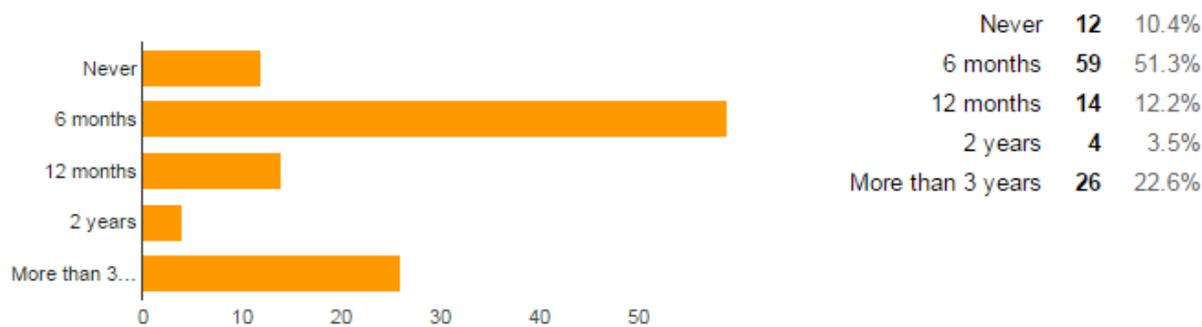
mom

FAMILY

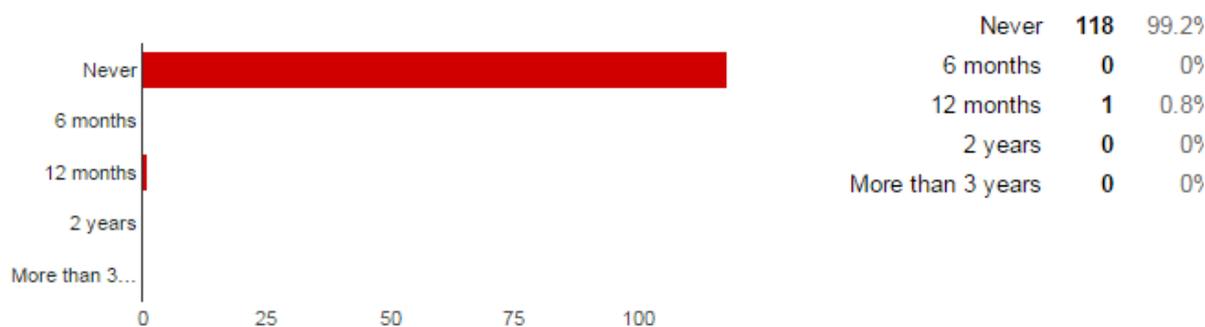
Books

Part 3: Have you used any of the healthcare services listed below?

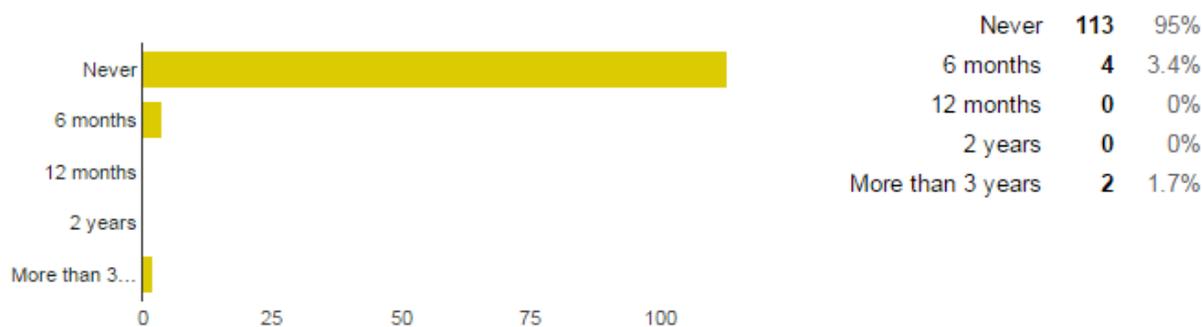
GP [3]



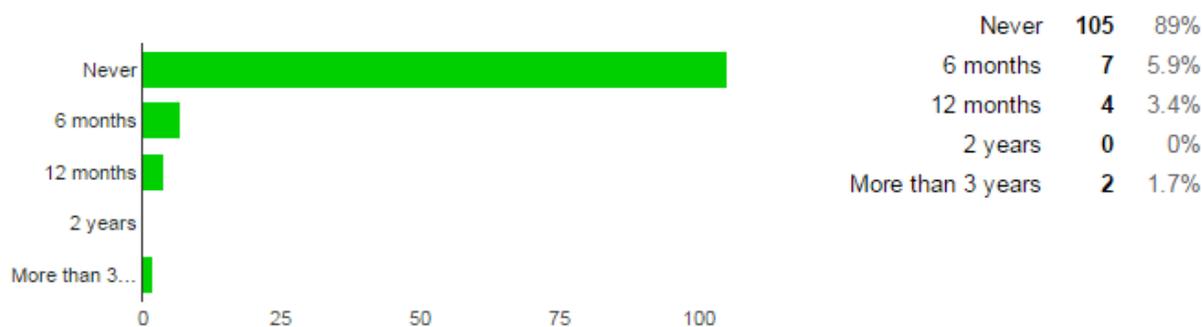
Drugs and alcohol abuse service [3]



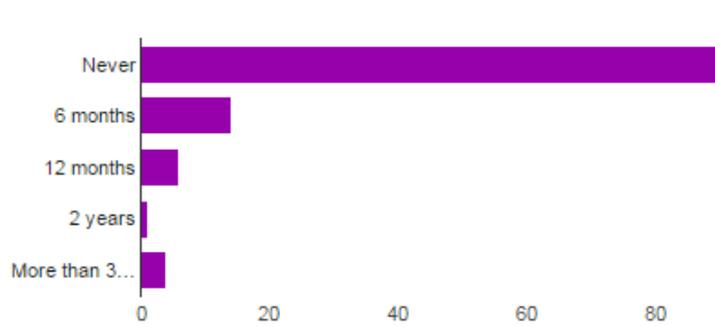
Weight management service [3]



Physical activity interventions [3]

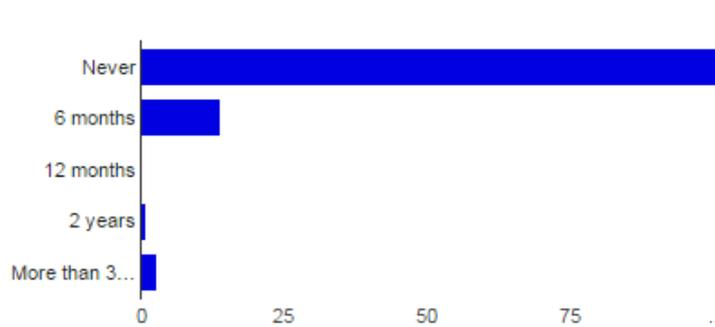


Counselling Service [3]



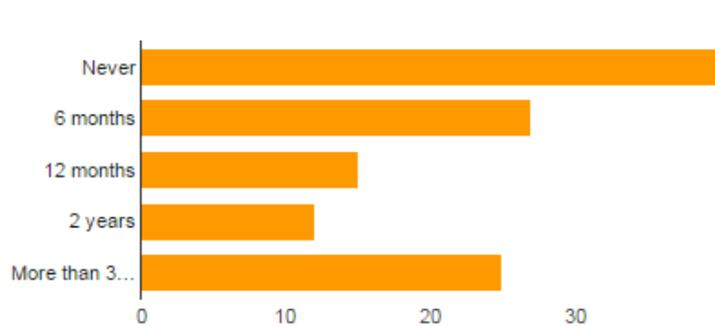
Never	90	78.3%
6 months	14	12.2%
12 months	6	5.2%
2 years	1	0.9%
More than 3 years	4	3.5%

Child & Adolescent Mental Health Services [3]



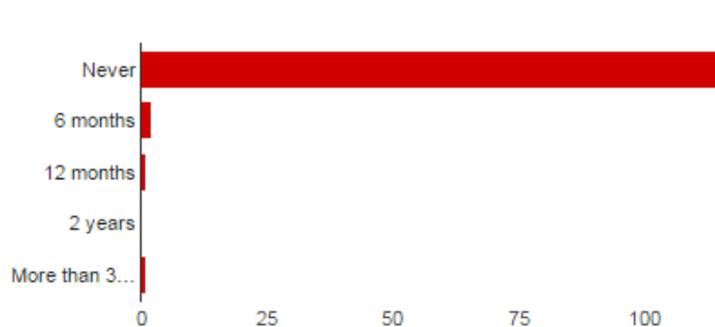
Never	101	84.9%
6 months	14	11.8%
12 months	0	0%
2 years	1	0.8%
More than 3 years	3	2.5%

Walk In Centre [3]



Never	40	33.6%
6 months	27	22.7%
12 months	15	12.6%
2 years	12	10.1%
More than 3 years	25	21%

Stop smoking service [3]



Never	115	96.6%
6 months	2	1.7%
12 months	1	0.8%
2 years	0	0%
More than 3 years	1	0.8%

If you have used any NHS or social care services in Coventry, please share any feedback/concern about your experience. Please say which service this relates to e.g. name of GP or name of service and when you used the service:

- 🌸 I've only ever had good experiences
- 🌸 It's very useful when you need help but waiting times can be very long.
- 🌸 I used the GP for a double ear infection last year before Christmas, also for my inflamed knees
- 🌸 I have been registered at 'Reach' for an anxiety counselling group and have been waiting for the appointment for nearly a month
- 🌸 You have to wait too long!
- 🌸 It's very good but the wait can be very long
- 🌸 I have had physio at the hospital many times but sometimes the doctors are hard to understand
- 🌸 It's okay but long waiting time
- 🌸 I find it very useful but there is a very long wait
- 🌸 Sometimes the waiting time is too long
- 🌸 I have used the NHS help when I was having my shakes and I went to Nuneaton George Eliot hospital and they really helped me a lot
- 🌸 I have only ever had good experiences
- 🌸 My GP is Dr Kakad, he is very nice and listens to all the problems his patients have. He has helped me a few times.
- 🌸 Very good but long waiting hours
- 🌸 I have only had good experience
- 🌸 Foleshill dentist care - this dental practice needs a bit of work when it comes to renewing your address. They tell you to register your form again, which takes like forever which annoys me soooooo much!!!
- 🌸 I thought the Walsgrave hospital service was very good. I would rate it 5/5!
- 🌸 I used child and adolescents mental health service, I found it very helpful, they asked me several questions and gave me advice on how to move forward from my problem
- 🌸 Unknown but good
- 🌸 CAMHS - doesn't help at all. Compass - doesn't help at all
- 🌸 My urgent ENT appointment is for the end of March which is a very long way away
- 🌸 The NHS is very useful when you are sick and need to go to the doctors as soon as possible and get treated with no charge
- 🌸 The waiting time is too long
- 🌸 Unknown and really good
- 🌸 CAMHS: I've only had one appointment in September and they said that they will get back to me in a month but never did
- 🌸 Walsgrave hospital was very good and supportive

Conclusions

Mental Health was seen as an important topic for health and well-being, with 80% of the girls feeling it was very important or important. It would be interesting to learn more about the reasons the young people considered mental health to be so important and if there are specific factors, which influence feelings of wellbeing.

73% of the girls felt strongly about the importance of physical activity, this figure was comparative to the results about nutrition (76%) suggesting that there was a broader understanding of being healthy.

Half of the sample considered body image to be important or very important and 46% said that sexual health was important or very important.

There was a relatively even spread of attitudes towards 'Risky'. Risky was not further defined for purposes of the survey but was left to interpretation of each individual) and therefore this needs further exploration.

55% of the sample group also thought other things held some importance, and this also requires also further exploration.

It is interesting to observe that majority of the sample group would not look within the school setting for help, information and/or advice about their health and well-being. Nearly 60% of the sample group would look within their family/friendship circle for this.

It was very clear that the majority of the girls would not use a telephone helpline for advice. Only one student said they were highly likely to whereas an overwhelming majority of 78 students said it was highly unlikely.

40% said they would be likely or very likely to look for information on the Internet. However, a quarter of the group said it was highly unlikely that they would use the Internet and this seems a surprisingly high percentage for this age group.

The responses show the young people would be less likely to seek help from a pharmacy than a Dr or a nurse. Over half of the girls have visited their GP in the preceding 6 months and a fifth of girls had used the Walk-in Centre in the preceding 6 months.

The specific health services we listed in the survey had a low usage from the sample. 21% had used counselling services and 15% of girls having received a CAMHS service.

It appears from the comments that the girls have made, that they are generally happy with the services that they receive but consider the waiting times to be too long. This section of the survey needs revision if it is used again so that we can be clearer about the services respondents are commenting about.

Next steps

We would like to understand some of the findings more by facilitating a focus group consisting of some of the participants who took part in the survey.

Different methods of gathering intelligence and views will be identified within the school: including recruiting Tile Hill Wood School Healthwatch Ambassadors who will listen to/record students' issues/concerns/compliments about local health and social care services, and share this information with Healthwatch.

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