

## Young People Healthwatch Survey Report.

### Background

From March – September 2017 a Young People’s Healthwatch Survey was distributed. A series of 8 questions were included:

1. How often have you used any kind of health service in the past 12 months?
2. Which of these services have you used In the past 12 months
3. Which of These Services Were You Happy With?
4. Can You Tell Us Why?
5. Were There Any Services That You were Unhappy With?
6. What’s Your Age Range
7. Employment Status
8. Gender

In question 2 & 3 a list of services where provided which were:

- GP/Family doctors
- Out of Hours GP
- Hospitals (A/E)
- Hospitals In-Patient
- Hospital Out-Patient
- Pharmacy/Chemist
- NHS Dentist
- Optician
- Sexual Health Service
- Weight Management Service
- Drugs & Alcohol Service
- Ambulance (Emergency)
- Children’s/Young Person’s Social Care/Support Service
- Child & Adolescent Mental Health Service (CAMHS)
- Home Care Support (Paid Carer)
- Carers Service
- Community Nurse or Other Similar NHS Service e.g. Physio

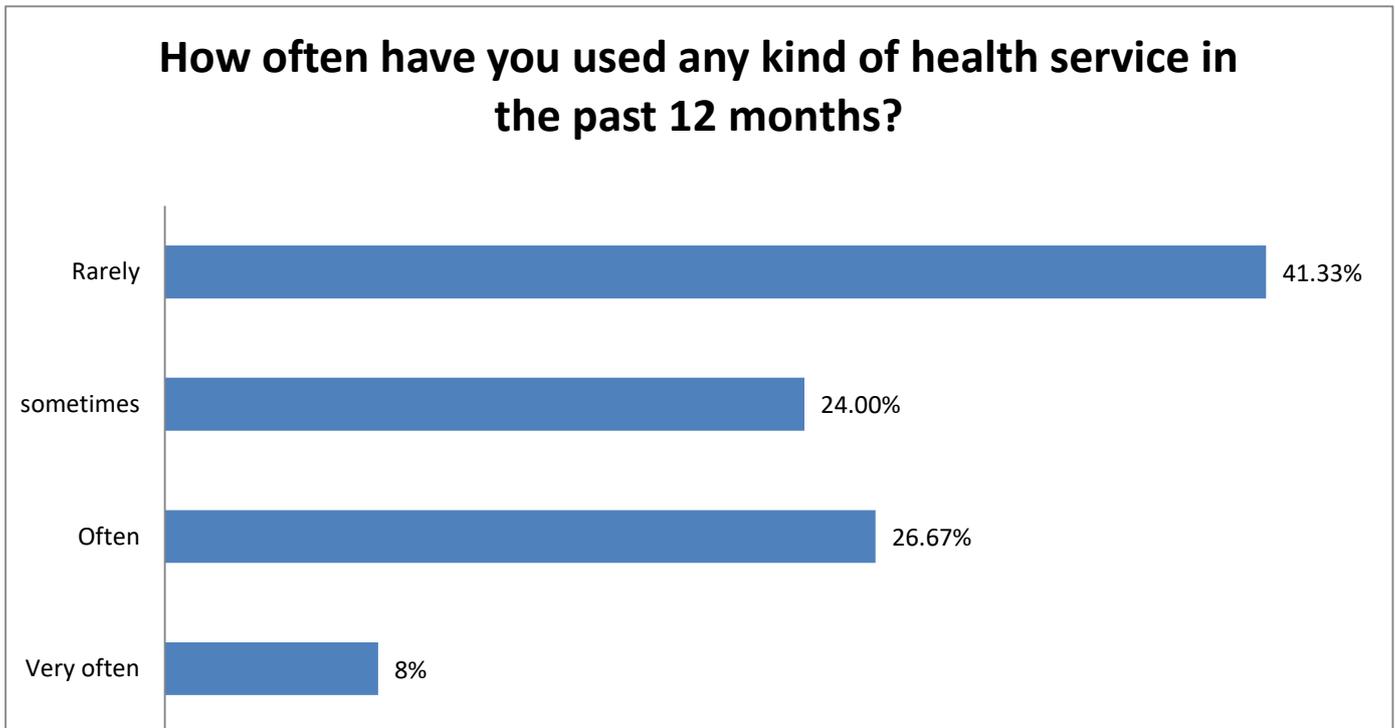
75 people took part in this survey. It was anonymous and optional to answer each question. The aim of this survey was to see which services were being used most and which had a positive and negative impact on young people.

### Findings

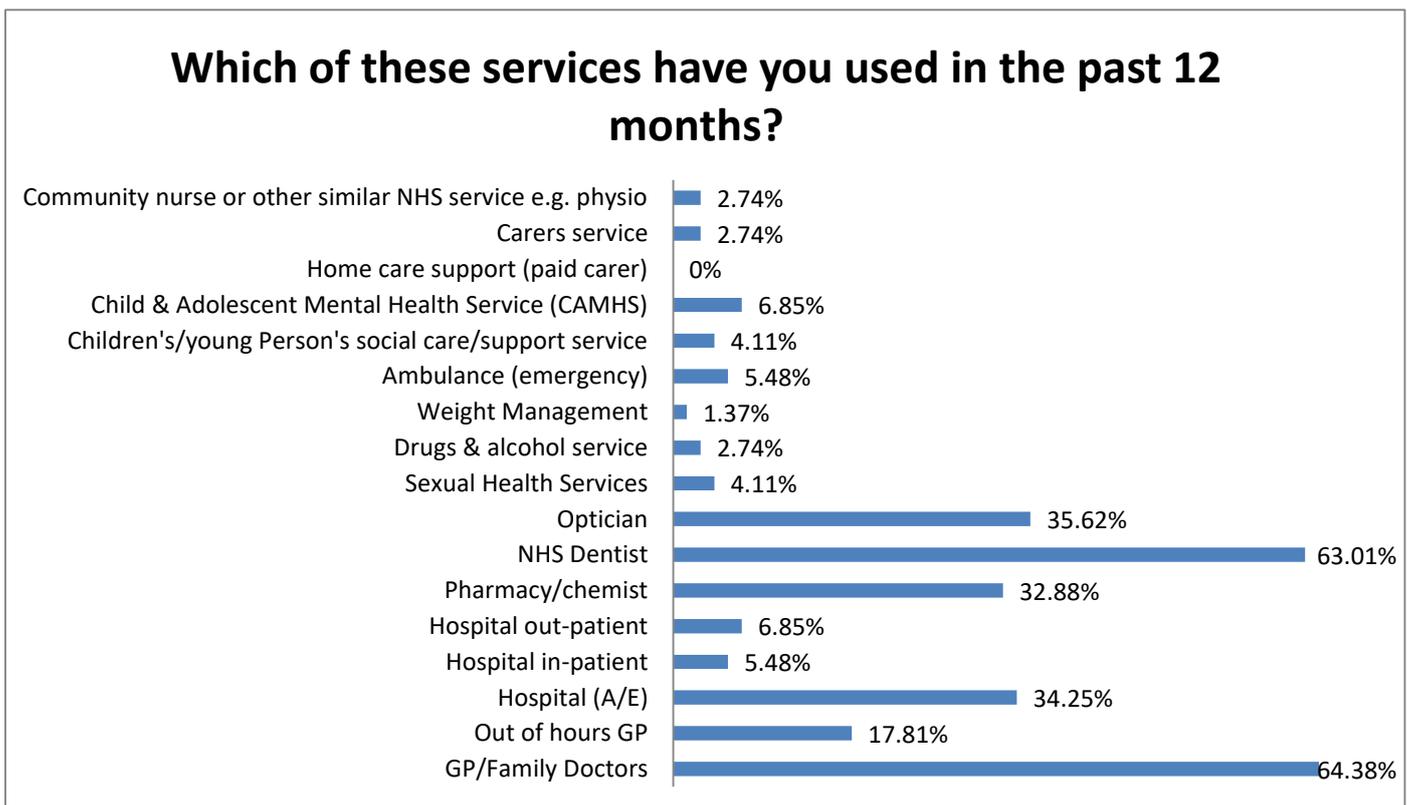
The majority of those surveyed gave positive responses but with some negative comments. However, with the style of the questions it was hard to allocate which services some of the participants were referring to. For example Q3 ‘Which of These Services Were You Happy With?’ was then followed by Q4 ‘Can You Tell Us Why?’ In this question, some of the respondents did not clarify which particular services they were referring to such as which GP, which doctor they saw etc.

## Results

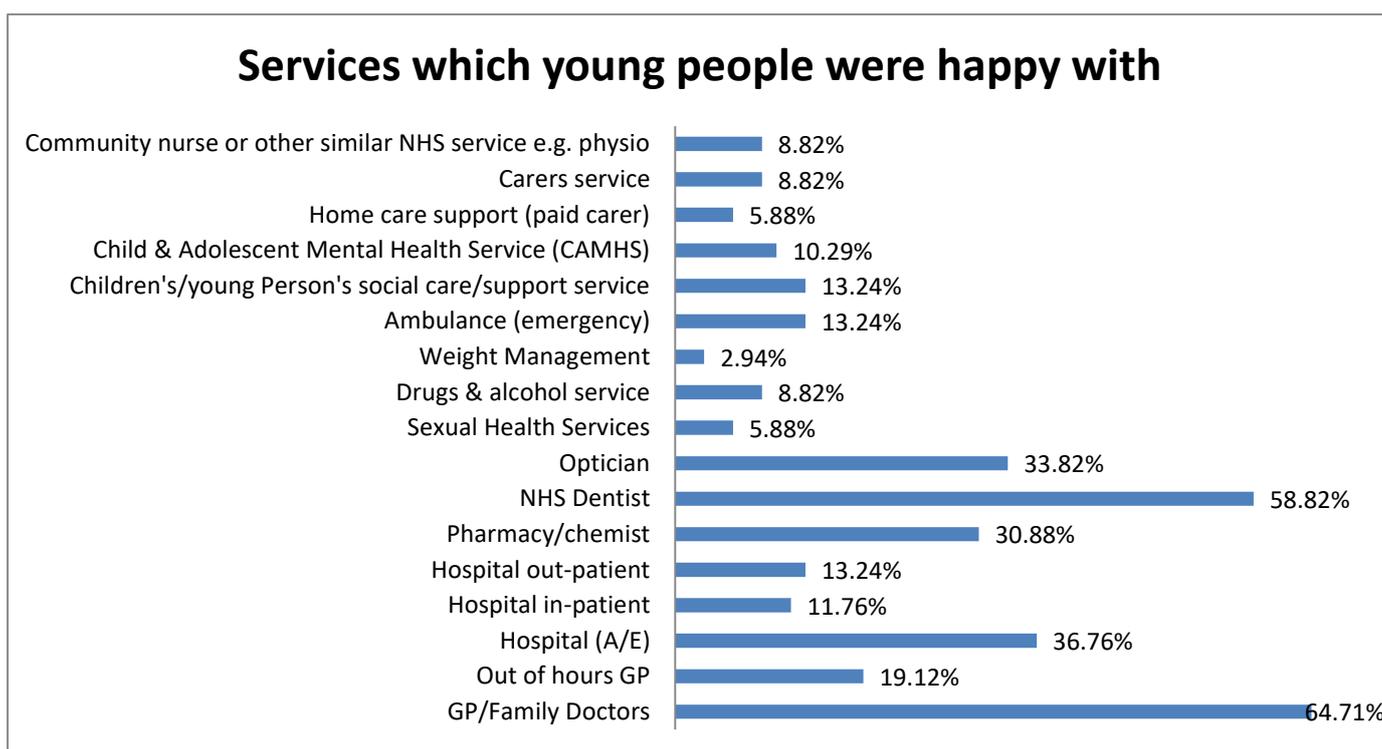
Q1 - 75/75 - How often have you used any kind of health service in the past 12 months?



Q2 - 73/75 - Which of these services have you used in the past 12 months (please tick all that apply)



### Q3 - 68/75 - Which of these services were you happy with?



### Q4 – Can you tell us why?

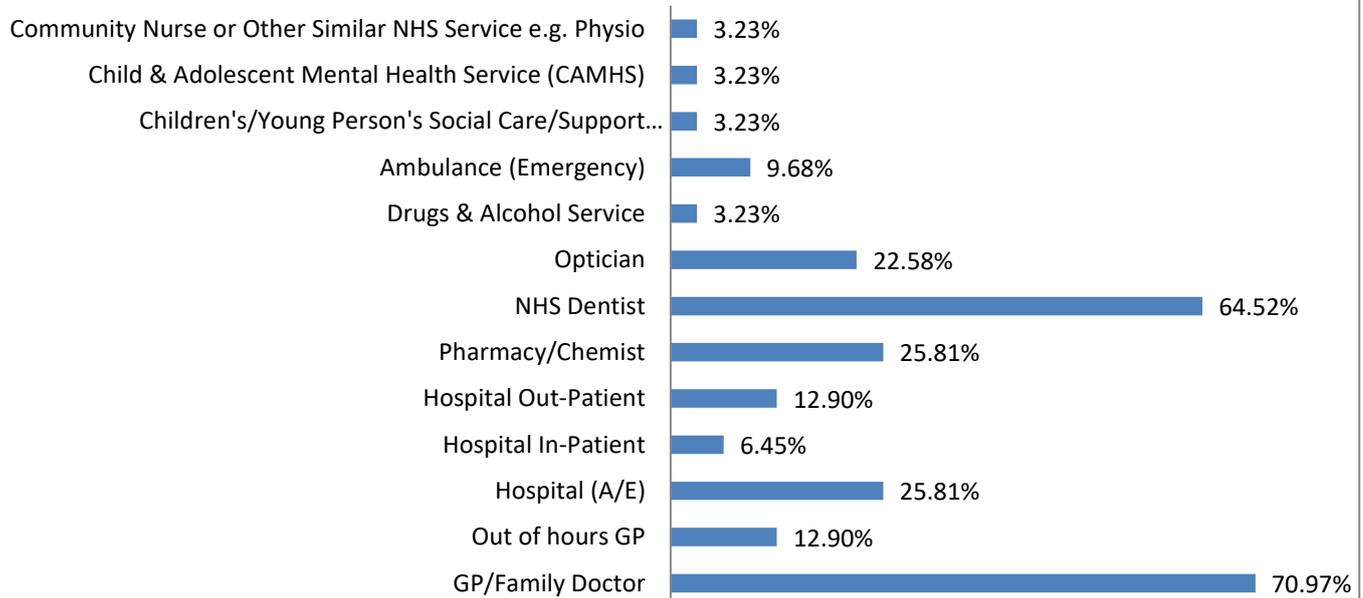
Comment	Services they ticked in Q3
Because they're there when I need them and sort you out very quickly.	GP/family doctors, Hospital (A/E), NHS Dentist, Ambulance(emergency)
They are friendly and listen and do a thorough check.	NHS Dentist
Treat with dignity.	Out of hours GP, Hospital (A/E), Community nurse or other similar NHS service e.g. physio
They helped really good with my ankle injury.	Hospital (A/E), NHS Dentist, Ambulance (emergency)
I thought they was very helpful.	GP/family doctors, Drugs & alcohol service, Ambulance (emergency)
They helped me with my problem	GP/family doctors
They gave me good results in what I went in for.	GP/family doctors
Helpful staff were friendly and reassuring.	GP/family doctors, Hospital out-patient, Pharmacy/chemist, NHS Dentist
Always seem to get seen and get answers or a follow up. My GP also has a call service so you get an appointment made after speaking to a doctor on the phone and they normally get you in the same day.	GP/family doctors, Pharmacy/chemist, NHS Dentist, Optician
Optician: Most professional, friendliest and helpful.	Optician
Because they always help out.	GP/family doctors

Very helpful and supportive.	GP/family doctors, Out of hours GP, Hospital (A/E), Hospital out-patient, Pharmacy/chemist, NHS Dentist
Quick service.	GP/family doctors, NHS Dentist
They listened to everything i had to say and were very helpful.	GP/family doctors, Out of hours GP, Pharmacy/chemist, NHS Dentist
Very friendly, do the job.	GP/family doctors, NHS Dentist
They help with your problems and injuries.	GP/family doctors, Hospital (A/E), NHS Dentist
Orthodontist is kind.	NHS Dentist
Because it is to help you and it is in a safe environment.	NHS Dentist
I have been treated well and given the right medicine and treatment.	GP/family doctors, Pharmacy/chemist
Friendly staff there to help.	GP/family doctors, NHS Dentist
Because there nice and friendly and tell you what you need to do to get better or how often you have to use stuff etc.	GP/family doctors, Pharmacy/chemist, NHS Dentist, Optician
They made me feel relaxed.	GP/family doctors, Pharmacy/chemist, NHS Dentist, Optician
Because they are very verbal and ask you personally what is wrong and how they can help.	GP/family doctors, Out of hours GP, Hospital (A/E)
Simple and not complicated.	GP/family doctors, NHS Dentist, Optician, Children's/young person's social care/support service, Child & Adolescent Mental Health Service (CAMHS)
Because they give me the things I needed.	NHS Dentist, Optician
I feel more trusted.	GP/family doctors
I like going to the doctors because you just get a check-up so then if there is something wrong with you, you can get medication.	GP/family doctors
Feel safe.	GP/family doctors
Because they all put in their maximum effort to help other people.	GP/family doctors, Out of hours GP, Hospital (A/E), Hospital in-patient, Hospital out-patient, Pharmacy/chemist, NHS Dentist, Optician
They took care of me.	Hospital (A/E), Hospital in-patient, Hospital out-patient, NHS Dentist
They provide good staff and make the patient feel comfortable.	NHS Dentist

I have broken down the service provider type to help narrow down the most popular services in which young people were most satisfied with. . The ones which were

excluded from this were Sexual Health Services, Weight Management and Home Care Support (Paid Carer) as none of these were ticked by those surveyed.

### Services they were happy with ticked in Q4



The most popular services used that had positive feedback were: GP/Family Doctor with 70.97% and NHS Dentist with 64.52%. For GP/Family Doctor, the most common themes were: Helpful; supportive; feel safe and trusted; friendly and quick services. For NHS Dentist, the most common themes were: helpful; friendly; quick services; safe environment; and felt relaxed and comfortable.

The next most popular services were Hospital (A/E) with 25.81%, Pharmacy/Chemist with 25.81% and Opticians with 22.58%. These services received all similar feedback in regards to: Treat with dignity; felt well looked after; friendly and supportive.

### Q5 - Were there any services that you were unhappy with?

Comment on services they were unhappy with.
Yes unhappy with hospital, CAMHS, GP, support workers etc.
GP was rude and unresponsive to my needs.
GP - Took over a week to get an appointment with a Doctor, not even my own doctor. By the time I had been seen the illness had got to the point where I was unable to get out of bed!
CAMHS - I was unhappy with it because it didn't help me, personally, but that doesn't mean it doesn't help other people.
CAHMS - The pressure to put labels on kids such as Autistic, ADHD etc. is ridiculous. Kids are kids. Let them be kids!!

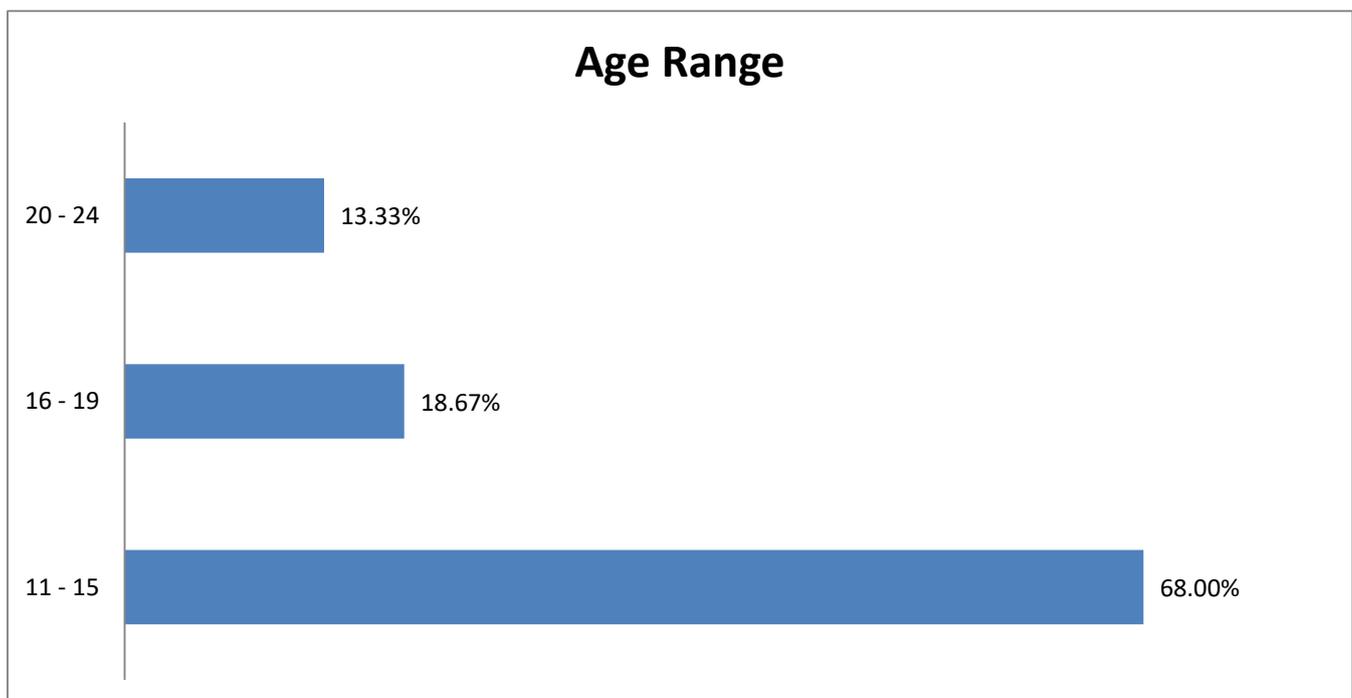
Most don't pay much attention and mental health isn't a concern.
Pharmacy/chemist : Slow service and incomplete prescriptions
Sexual Health Clinic.
My doctor is rubbish.
A/E because the wait is too long.
A&E. Though I know a lot of people complain usually A&E is a long wait and one day I waited 7 hours.
Hospital

The most common services young people were unhappy with were: Child & Adolescent Mental Health Service (CAMHS); Hospital (A/E); and GP/Family Doctor. CAMHS common themes were: Pressure on young people; quick to put a label on; did not feel any affect from the services. GP/Family Doctors common themes were: slow services; rude; and unresponsive. Hospital (A/E) common themes were: long waiting times.

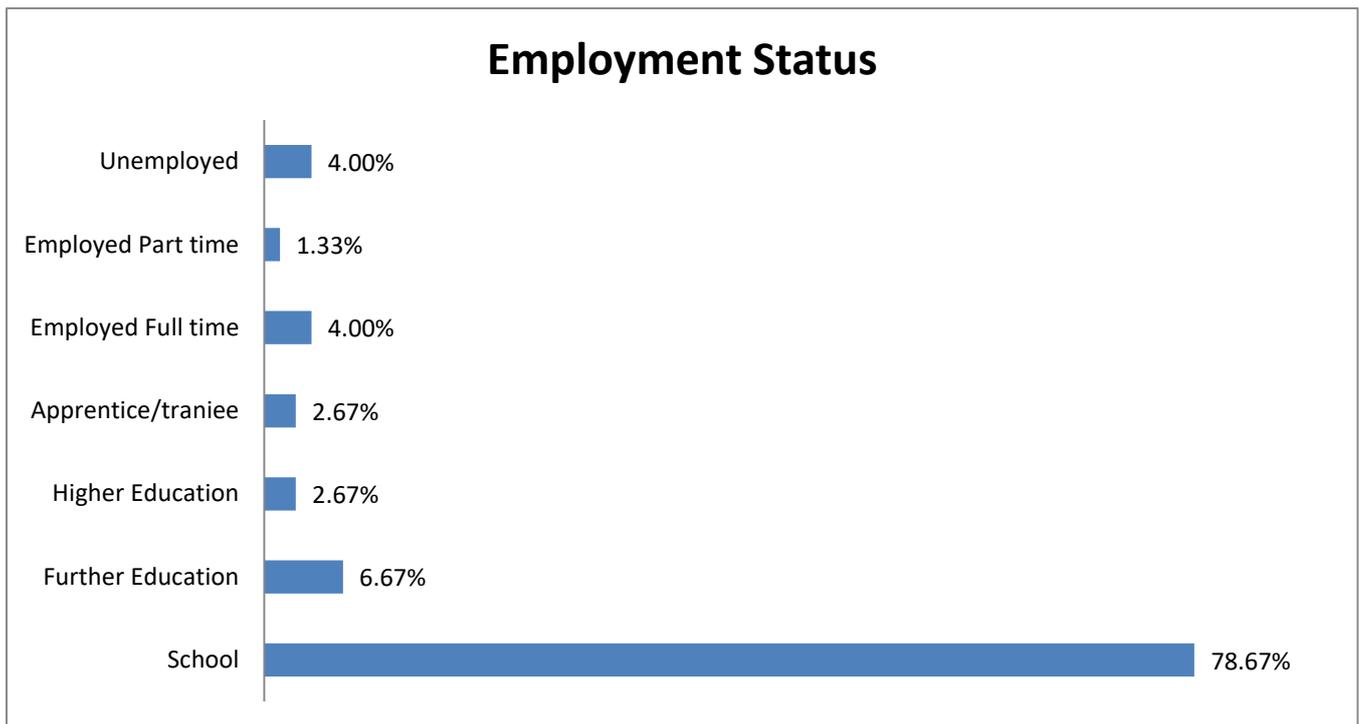
In the future, if we are carrying out further surveys, we need to identify the key issues these individual are referring to:

- Why were they unhappy?
- What would they suggest for improvement?
- Which provider are they referring to?

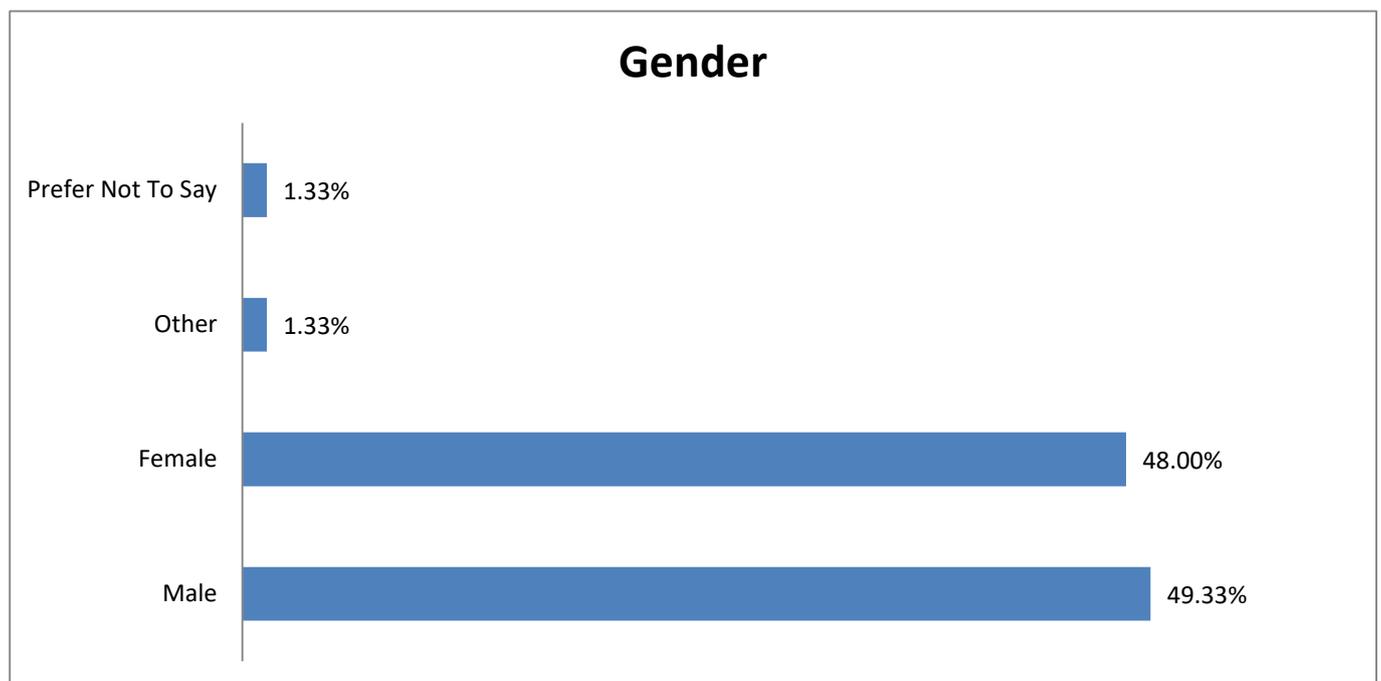
**Q6 – 75/75 - What is your age range?**



### Q7 – 75/75 - Employment Status



### Q8 – 75-75 – Gender



## **Conclusions**

Overall this survey has helped to narrow down the type of services in which young people feel let down by and the ones they feel most confident in.

The survey helped break down the age range, educational/employment status and gender in which we had the highest responses. The most common responses were from the age group 11 – 15 years. This popular age group could relate to the time the survey took place, with ages 16+ it was around the timing of when schools and college exams were taking place. If distributing another survey, we would need to take into consideration the timeframe and the method in which we share this survey.

The nature of the questions within this survey gave indications of the most popular services that young people use. If a Young People Healthwatch ever wanted to collaborate with service providers to gather more information, we can now identify which services would be most useful for example: GPs, dentist, hospitals etc.

The next step to this project is to engage with young people and to take a more direct approach to get more clarification on which services to focus on, also to make them aware of the other local services they can access. This could include attending more events, running workshop/presentations in schools and colleges, distributing a more in depth survey.

## **Recommendations**

1. That consideration is given to more targeted and more in-depth surveys with young people specific to particular services in the future Healthwatch North East Lincolnshire Work Plan.
2. That this survey is distributed to local secondary schools and used in follow-up work in those settings.
3. That the survey is used in local events with young people to highlight the Healthwatch role and to help improve future engagement.

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19.2.18