



# **Children and Young People - Your Shout!**

A report highlighting young people's experiences of the health and social care services available to them in Derbyshire

## What do Healthwatch Derbyshire do?

Our remit is to hear what children, young people and adults have to say about health and social care services. Children and young people's experiences of health and social care services are collected, logged and sent to service providers and commissioners in the same way as the experiences we receive from adults. Healthwatch Derbyshire (HWD) are committed to ensuring the voice of young people is heard and used to influence the design and delivery of services.

## How did we engage with Children and Young People?

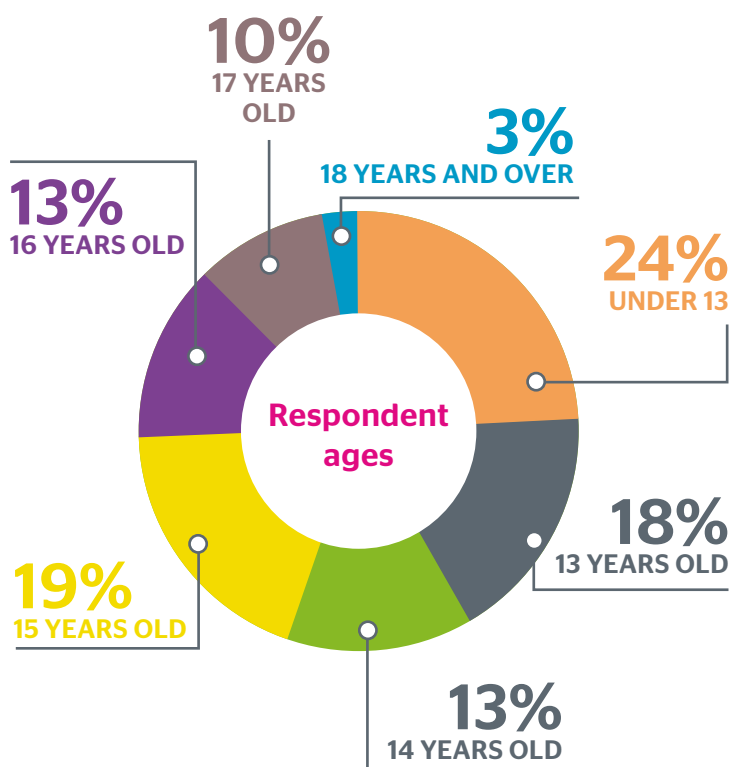
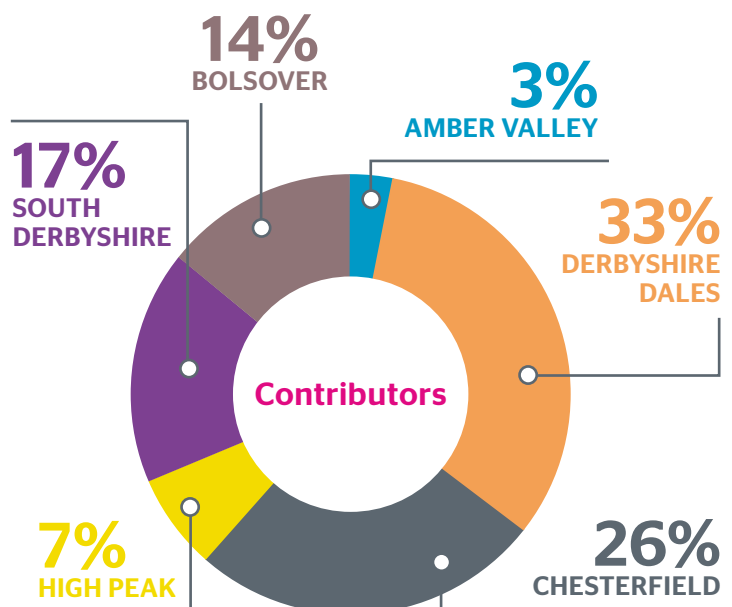
Between January to March 2016 we asked young people to complete a questionnaire about their experiences of health and social care services.

We engaged with a wide range of young people and both sexes were fairly represented. More than 10% of respondents declared a physical or mental disability or had a long standing illness. More than 13% of our respondents said they provided care for a family member. We received over 717 replies and we want to thank all the young people who took part.

## Demographics

Our information came from various areas of the county and respondents post codes were used to compile the demographic chart.

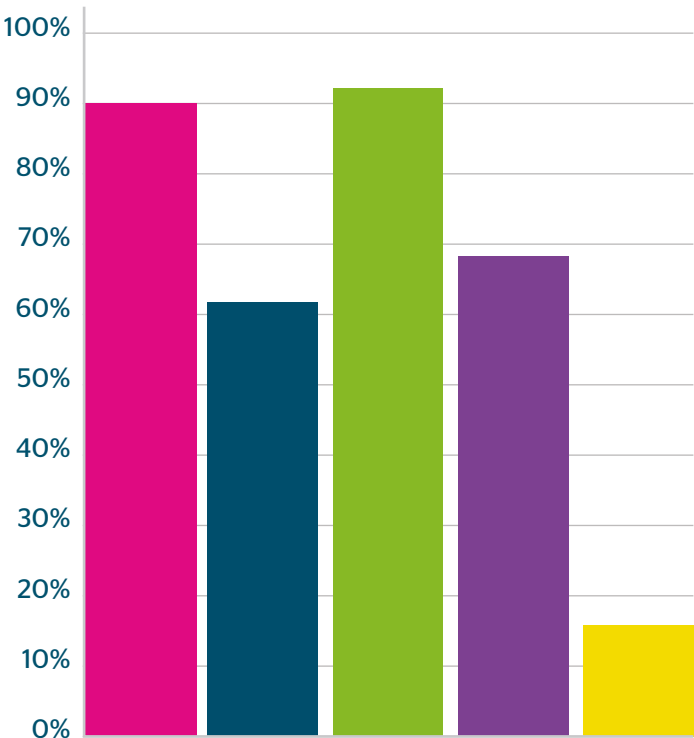
The survey was designed for young people 13+. However, it was completed by a number of children who were younger.



**“ You shout.  
We listen. Together,  
we can make a  
difference ”**

# Children and Young People’s views on services used

We asked young people about the services they used over the last two years



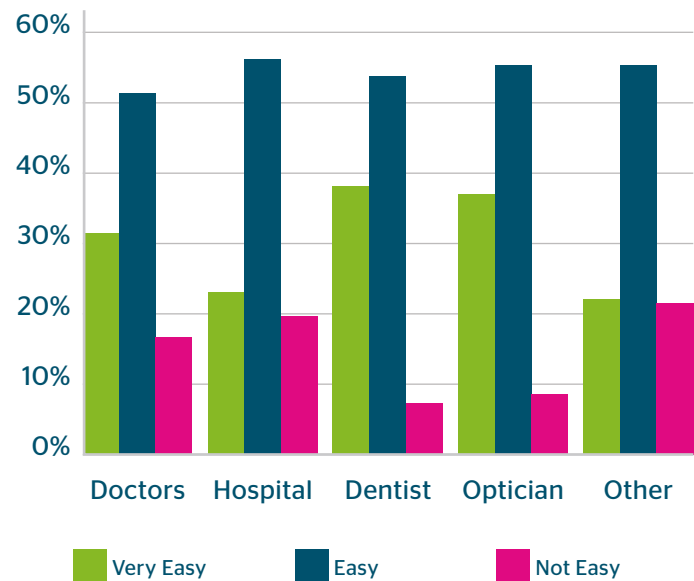
\*Includes physiotherapy, ambulance, 111, audiology etc.

Despite the fact that young people identified the booking system as easy, there were still a number of negative comments;

**“Doctor’s appointments are awful, not just mine it appears they are all the same”**

**“Doctors very hard to get an appointment - 2 week wait”**

We asked young people how easy it was to make an appointment



As there was a high proportion of young people under 16 years, they may have found the systems very easy/easy because their parents arranged the booking for them, as confirmed by some of the comments received.

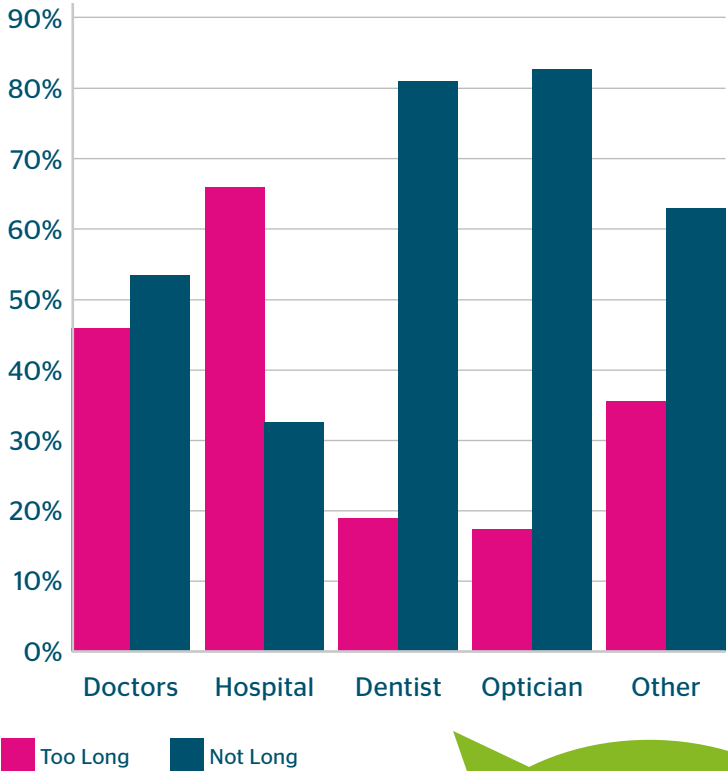
**“Doctors take a long time to get an appointment”**

**“It is difficult to book appointments in advance and almost impossible to get an appointment quickly - they are just too busy”**

**“Don’t book our own appointments”**

**“My mum makes appointments for me”**

What about waiting time?



“At the hospital, we went in at 9pm and left at 12 midnight. However the hospital was deserted and there were no other patients in A&E (childrens)”

“Hospital waiting times are ridiculous”

“Hospital does not use the queue in the correct way”

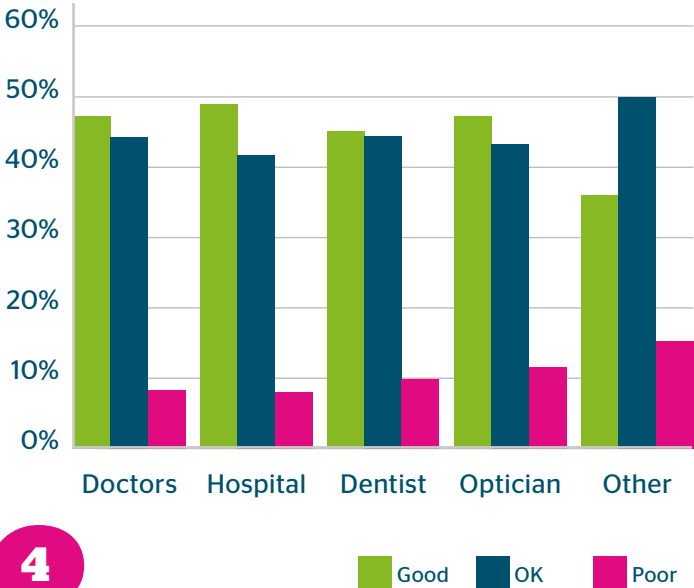
“Dentist is extremely quick”

“I had to sit in hospital for 4 hours with a broken leg before they would do anything”

“Hospital left me covered in blood and bone after an accident for 4 hours waiting for orthopaedic”

“Ambulances are very quick to come”

What about environment (waiting area, parking, books, refreshments)?



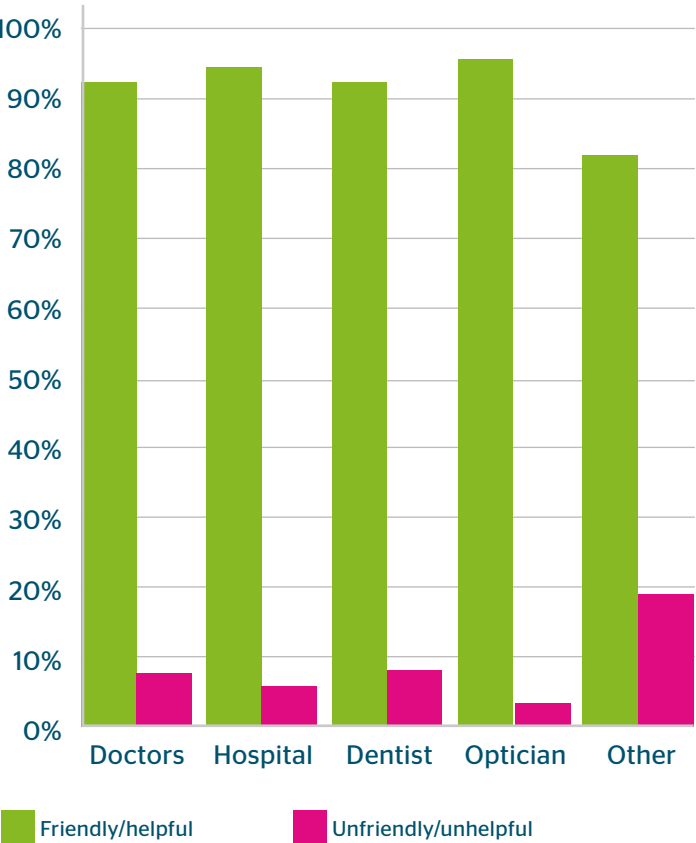
There were many comments about lack and cost of car parking; particularly at Chesterfield Royal Hospital, Royal Derby Hospital, Sheffield Hospital and some GP and dental practices.

Some young people do get bored whilst waiting. Reference was made to nothing to do and that there was not always sufficient books or age appropriate toys. There are clearly some practices and hospitals which do have children’s play areas, toys and books but not necessarily suitable for teenagers.

“... Clean, bright...”

“The waiting area is full of stuff to do at the orthodontist and hospital”

What about staff attitudes within the given environment?



“ They are all really nice because the hospital has to look after you and so are the doctors and dentist ”

“ The staff are very good and normally help you out ”

“ They help you a lot and are very friendly ”

In terms of ‘dignity and respect’ 95% of our contributors who used all the above services thought they were treated well, felt comfortable and spoken to in an appropriate manner.

It was encouraging to see that 82% of young people stated that staff members spoke to both them and their parent carer when they attended for appointments.

Sexual Health

Questions relating to sexual health included whether young people actually accessed sexual health advice, were they comfortable with this and did they use the C-Card scheme?

Three-quarters of our young people did not access sexual health advice.

Those that did receive advice, received it from a variety of sources, the main one being school; Personal, Social, Health and Economic (PSHE) lessons or school nurse. Others referred to getting advice from colleges, doctors, family members or the sexual health clinics.

Out of the young people who did access sexual health advice, three-quarters said they found the service easy to access with a quarter saying they did not find it easy or did not know how or where to access advice.

Some found it embarrassing and awkward. There were a number of negative comments in terms of young people finding it uncomfortable talking to teachers.

Derbyshire County Council operate the C-Card which is a community-based condom distribution scheme providing confidential access to free condoms, lube and dams, as well as sexual health advice and support to young people aged 13-19. Only 7% of young people had used the C-Card scheme. 46% did not know about the scheme. Of the young people who had used the scheme, 41% said they had found it useful.

“ It’s really awkward ”

“ With all my classmates so I find it quite embarrassing ”

# Pharmacists

A lot of young people are not aware of what pharmacists are qualified to help with and unaware of the services offered.



69% of young people had never used a pharmacist. Of the 31% that had, they had sought advice regarding a number of issues, for example; hay fever, allergies, dry skin/eczema, eye drops, inhalers, morning after pill, sanitary products etc. Overwhelmingly the comments were positive.

Young people said pharmacists were *kind, very helpful, gave good advice, polite, understanding, reassuring and excellent service*. One young person said the pharmacist had shown him/her how to use an EpiPen and another had been advised that he/she had a certain allergy.

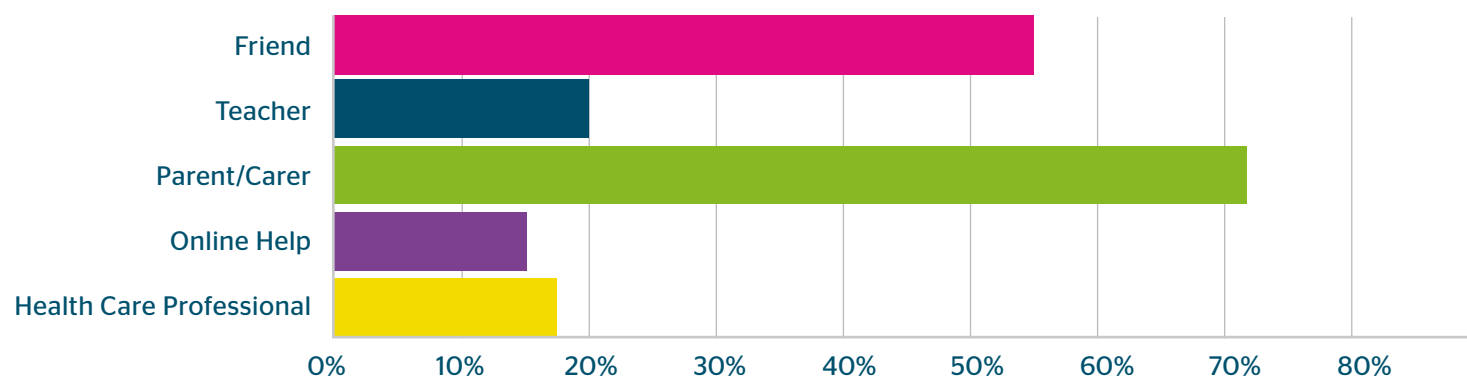
Some young people said they find it embarrassing to discuss their problem within a pharmacy as the environment is not private, and there are other people around.

## Anxiety, Depression and Worries

### Who would our young people contact with a problem?

The majority said they would speak to their parent/carer if they felt anxious. This was followed by 'a friend' and a few choosing to speak to a health care professional. Some sought advice on-line.

Also mentioned was school life coach, 111, pastoral system at school, CAMHS, MATs, school nurse, police or GP. They were also aware of student counsellors, safeguarding staff and Childline.



When asked if they knew who to contact **at school** if they felt anxious, depressed or worried, 80% said **yes** and mentioned teaching staff, school nurse and pastoral team.



# Mental Health

We asked young people if they had used mental health services and gave them the opportunity to give further details as to where and whether this was useful.

13% of our young people had accessed mental health services (CAMHS, IAPT<sup>s</sup>). **There was a mix of both positive and negative comments.**

*“The poor service makes me feel like I don’t want to continue with the support they provide”*

*“Disorganised, too many gaps between appointments, lack of communication”*

*“Have been waiting for months at a time to make a successful appointment”*

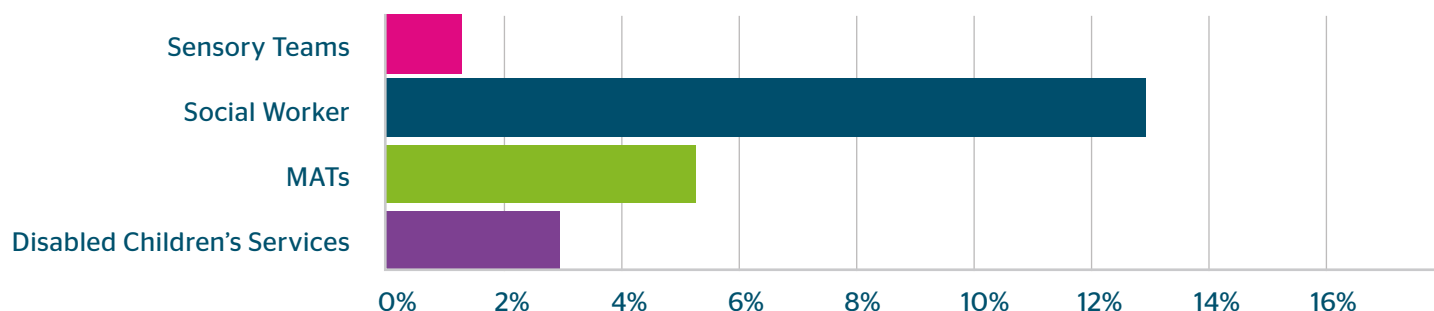
*“I found them very helpful and useful”*

*“I got diagnosed with ADHD and I got very good help”*



# Disabled Children's Services, Multi-Agency Teams (MATs), Social Worker and Sensory Teams

## Young people using the service



Only a small proportion had accessed these services, with the largest number having contact with social workers.

“I did not get on very well with my social worker”

“I was really skinny (anorexia) and didn't eat much and had some problems so some social workers came down and helped”

## Young Carers

Just over 13% of young people said they provided care for a family member. The family members included parents, grandparents and siblings.

It was unclear whether all the young people had understood the question as some referred to babysitting for 5-15 minutes and sharing household chores, such as washing up.

One young person referred to *spending the whole weekend helping my granddad*, another stating they had to *look after their autistic brother 24/7*.

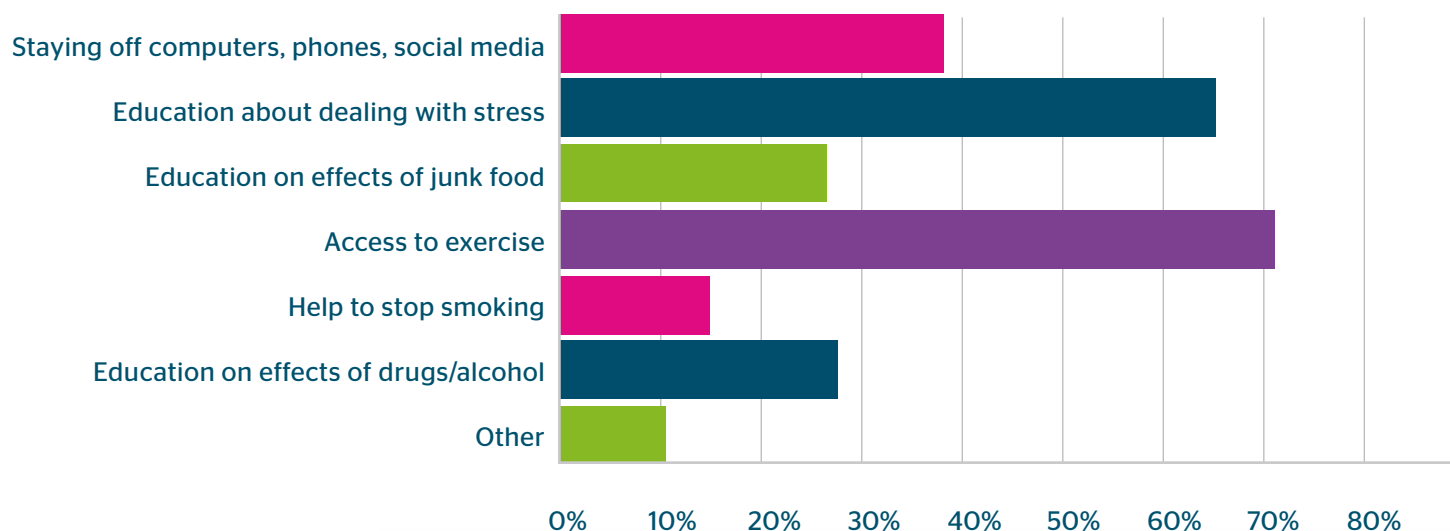
HWD are very aware that young carers are often left feeling isolated when their caring responsibilities prevent them from accessing the same opportunities as their friends. HWD have

spoken to young carers and found that in terms of 'support', young carers feel it is *too short term*, *better support is needed in school* (difficulties doing homework, getting to school on time, general achievement) and there is *poor access to support* (waiting times).

HWD presented evidence to the Derbyshire County Council Health and Wellbeing Board and, as a result, a number of events have taken place to explore young carers' concerns and to find solutions. The events were attended by representatives from health and care services, the voluntary sector, public health, NHS commissioners and local authorities.



# Name three things which could help you lead a happier and healthier life



In terms of exercise, young people suggested zumba, more PE lessons and basketball.

There were suggestions from young people about wanting more sex education (including advice for all sexual orientations), safe sex lessons, relationship advice and mental health advice (how to deal with anxiety and depression).

Mindfulness was also mentioned, e.g. access to colouring books, animals and music. There were also a number of comments in relation to sleep (more hours needed, sleep deprivation).



# Improving Health and Social Care

Only 9% of our young people answered this question, and the answers were varied.

“More NHS dentists”

“Support for depression”

“More games at the doctors (tablets/IPads)”

“Waiting times - being kept informed”

“More lollipops at doctors for being good and sitting still”

“Better access to school nurses”

“More leaflets about health which can be read at home”

“Improved communication between GP surgeries and hospital”

“Professionals to be non-judgemental /discreet”

“Schools to be more pro-active regarding mental health issues”

“Non-patronising literature for older students”



## Summary of Findings

- Young people reported finding appointments easy to make, although some did say that their parents did this for them. There were some negative comments about making appointments at the doctor's surgery.
- Waiting times for hospital appointments were considered too long, some young people also reported having to wait a long time for doctor's appointments.
- Young people would like to see more age appropriate toys, books and games in waiting areas. They would also like to see better access to parking.
- The majority of young people felt that health and social care staff were friendly and helpful.
- The majority of young people, 95%, felt they were treated with dignity and respect by health care professionals.
- 82% of young people stated that staff members spoke to them and their parent carer when they attended medical appointments.
- The majority of young people had not accessed sexual health advice but those that had found services *easy to access*.
- There appeared to be a lack of knowledge about the Derbyshire C-Card scheme.
- Not many young people had used a pharmacy, but those who did spoke positively, many saying how helpful they had been when they had cause to visit.
- 13% of the young people surveyed had used mental health services and there was a mix of negative and positive comments. Young people reported being aware of who they should contact if they feel anxious, depressed or worried.
- Young people stated that access to exercise would help them lead a healthier/happier lifestyle and a number said that more education as to how to deal with stress would be beneficial.

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## Considerations for service providers

- Young people friendly environments in waiting areas with age appropriate toys and books.
- Always explain the reason for lengthy delays.
- Consider having a 'health information zone' in schools/colleges with information about sexual health advice (inclusive of all sexual orientations), LGTB support group information, pharmacy information and local support groups for mental health.
- Consider different ways in which mental health issues and sexual health advice can be discussed with young people, taking into account whether young people will feel comfortable and able to talk.
- Raise awareness of the C-Card scheme amongst young people which provides confidential access to free condoms, lube and dams, in addition to sexual health advice and support to young people 13-19.
- Raise awareness of the role of pharmacists amongst young people.
- Pharmacists should consider making more use of private consulting rooms when discussing health concerns with young people.
- Take account of the fact that access to exercise rates highly on young people's agenda, and consider how best this can be facilitated.
- Derbyshire County Council, Derby City Council and Clinical Commissioning Groups to continue their commitment to improve mental health services for children and young people, as stated in the Future in Mind Local Transformation Plan 2015-2016.
- Schools should consider working in partnership with GP surgeries around topics such as drugs, alcohol, smoking, sex education and health promotion.



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