

Young People in North Somerset: Feedback Report on Local Health Services

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Health Services: What do Young People Think?

Introduction

At Healthwatch North Somerset, we listen to patient experiences and inform commissioners and providers about good practice and areas for service improvement.

This report summarises the feedback we heard from 17 local young people at the Child and Adolescent Mental Health Building Resilience event that took place at Priory Community School in Worle on Thursday 14th July.

Healthwatch North Somerset (HWNS) was keen to attend this engagement event given that obtaining feedback from members of the school aged population is difficult for a number of reasons:

- Availability to engage is limited and difficult to access through schools.
- Interest in health care providers or health care related information is generally low for younger people.
- Younger people may prefer alternative methods of communication to those that are generally used.

Some of these difficulties were overcome through participating in this event as the young people were available to engage with during school hours, and their interest in HWNS was piqued with the offer of free entry into a prize draw for an Amazon voucher.

About Healthwatch North Somerset

Healthwatch North Somerset's statutory duty and remit, which is laid out in The Health and Social Care Act 2012, is to provide a voice for people who use health and adult social care services, by:

Influencing

- Giving people an opportunity to have a say about their local health and social care services, including those whose voice isn't usually heard.
- Taking public views to the people who make decisions - including having a representative on the Health and Wellbeing Board.
- Feeding issues back to government via Healthwatch England and the Care Quality Commission (CQC).

Signposting

Young People in North Somerset: Feedback Report on Local Health Services

Healthwatch North Somerset is a charity (No: 1158487) and a company limited by guarantee (England and Wales No: 08187141). Registered office 3rd Floor, The Sion, Crown Glass Place, Nailsea BS48 1RB

- 🌱 Providing information about health and social care services in the local area. Advising people on where to go for specialist help or information (signposting).
- 🌱 Helping people make choices and decisions about their care.
- 🌱 Working closely with other groups and organisations in the local area.

Under the Health and Social Care Act (2012) Healthwatch North Somerset has the following powers and functions.

- 🌱 A duty on service providers and commissioners to respond to requests of information within 20 working days.
- 🌱 A duty on service providers and commissioners to respond to recommendations made by Healthwatch North Somerset within 20 working days.
- 🌱 Make reports and recommendations about services known to commissioners, providers and regulators of health and social care services in North Somerset
- 🌱 A duty on service providers to allow entry to authorised Healthwatch North Somerset members to conduct announced or unannounced ‘enter and view’ visits to assess services.
- 🌱 A seat on North Somerset’s Health and Wellbeing Board (People and Communities Board), to promote health improvements and tackle health inequalities.
- 🌱 A mechanism to make recommendations to Healthwatch England, which may include advising the Care Quality Commission about special reviews or investigations to conduct.

Our Mission:

By offering all people of North Somerset a strong voice we will improve the quality of local health and social care today and for the future.

Background





An event was arranged by the North Somerset Child and Adolescent Mental Health Service (CAMHS) Participation Group to inform young people about the support services available for people with mental health issues in North Somerset. The event took place at Priory Community School in Worle on 16th July 2016 and was attended by pupils from several other North Somerset secondary schools. The pupils had all volunteered to attend the event.

The event consisted of a programme of short presentations from a range of organisations which provide services that may be useful for young people experiencing mental health issues.

Healthwatch North Somerset was invited to attend the event to promote our work and obtain intelligence from the young people about the health care services they have used in the last year.

Summary

A questionnaire was prepared to obtain some basic information from young people about their experiences of the following services.

-  GP
-  Hospital
-  Dentist
-  Optician





The respondent group was too small to provide a representative sample of the young people in North Somerset, but rather offers a flavour of the experiences of this sector of the population when using their local health care services.

Generally most respondents felt that they were listened to and shown respect when they visited each of the services, and in the majority of cases any necessary treatment was explained to them properly.

However, a number of respondents indicated that the treatment they received could be improved. This report provides a breakdown of responses given for each service. Due to the small number of responses we have not made any recommendations based on the feedback.

Aims and Objectives

The aim of this report is to give an overview of the feedback received from a small group of North Somerset residents in the '17 and under' age range when asked about the experiences of the following four health care services.

-  GP Services
-  Hospital Services
-  Dentists
-  Opticians

Recommendations for change have not been provided as this report is intended to be a feedback report and not a service evaluation.

Methods

Healthwatch North Somerset set up an information table outside the main auditorium and engaged with young people during break periods throughout the day.

To encourage young people to engage we offered a motivator in the form of entry into a prize draw for an Amazon voucher to anyone that completed a questionnaire.

We decided to use a questionnaire as this method of data collection requires the minimum effort on the part of the responder and simplifies collation and data analysis. Under each question respondents were given the opportunity to provide additional comments if they wished to do so.

The questionnaire used can be found in Appendix 3.

Summary of our Findings

The following section provides a breakdown of the questionnaire results in both a written and visual format. In each table the term N/A has been used to incorporate both respondents that did not provide a response to the question and also those who indicated they had not used that particular service in the last year.

Question 1 - GP Services

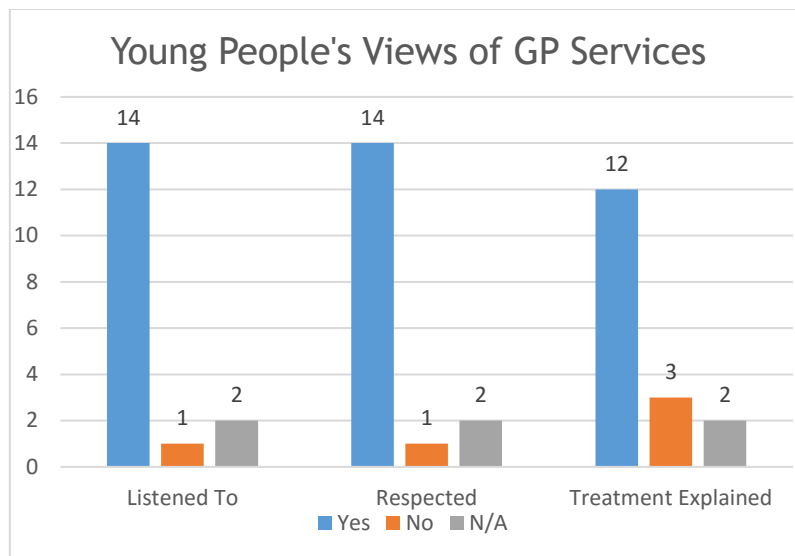
The respondent was asked to indicate if:

- A) they felt listened to;*
- B) they were treated with respect;*
- C) treatment was explained to them properly.*

Of the 17 young people that completed our survey a total of 14, or 82%, felt that they were listened to and respected when they visited their GP while only one person said that they were not listened to and did not feel respected.

A total of 12 people, or 71%, said that any necessary treatment was explained to them properly, while 3 people, or 18%, felt that treatment was not adequately explained to them.

It should be noted that 2 people did not answer the question relating to GP services.



Question 2 - Dental Services

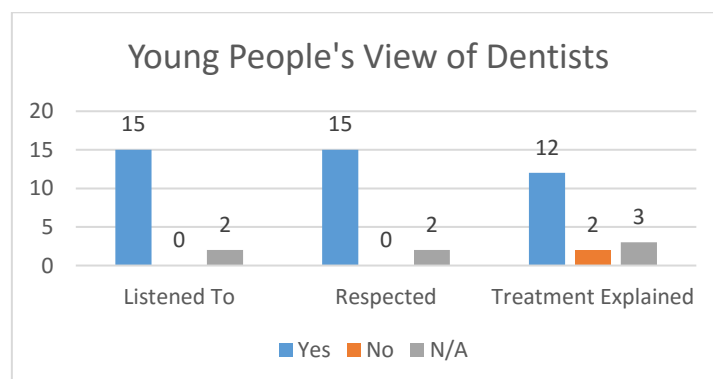
The respondent was asked to indicate if:

- A) they felt listened to;
- B) they were treated with respect;
- C) treatment was explained to them properly.

Of the 17 respondents a total of 15, or 88%, felt that they were listened to and respected when they visited their dentist.

A total of 12 people, or 71%, said that any necessary treatment was explained to them properly, while 2 people, or 11%, felt that treatment was not adequately explained to them.

It should be noted that 2 people did not answer the sections relating to being listened to and shown respect, and three people chose not to answer the section regarding the explanation of treatment.



Question 3 - Hospital Services

The respondent was asked to indicate if:

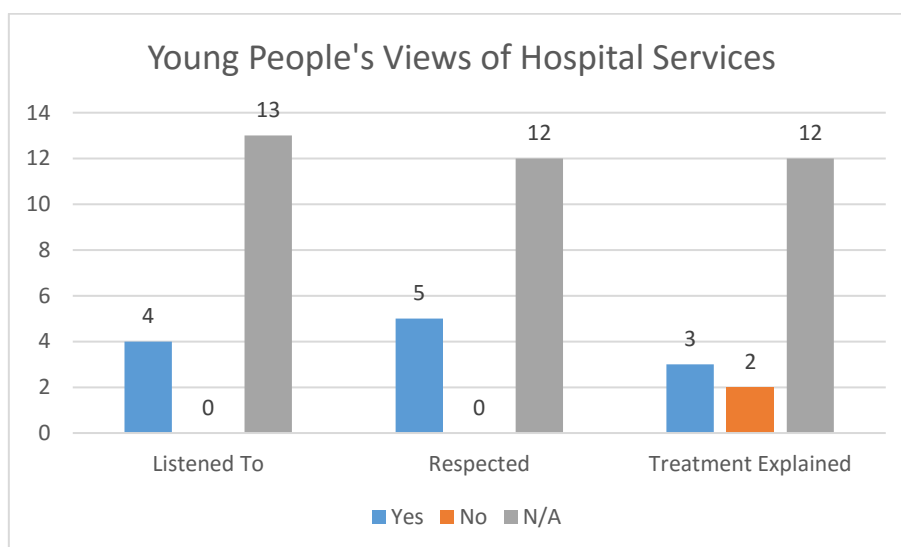
- A) they felt listened to;
- B) they were treated with respect;
- C) treatment was explained to them properly.

The figures obtained for hospital services seem quite low in comparison to those obtained for GP services and dental services, but the vast majority of the respondents, 71%, indicated that they had not visited a hospital in the previous year and therefore could not provide relevant feedback.

Of the 17 respondents a total of 4, or 27%, felt that they were listened to and 5 people, or 29% said they were shown respect when they visited a hospital.

A total of 3 people, or 18%, said that any necessary treatment was explained to them properly, but 2 people felt that treatment was not explained adequately.

As only 5 respondents said that they had visited a hospital in the last year, these figures are perhaps more positive than they initially appear.



Question 4 - Optician Services

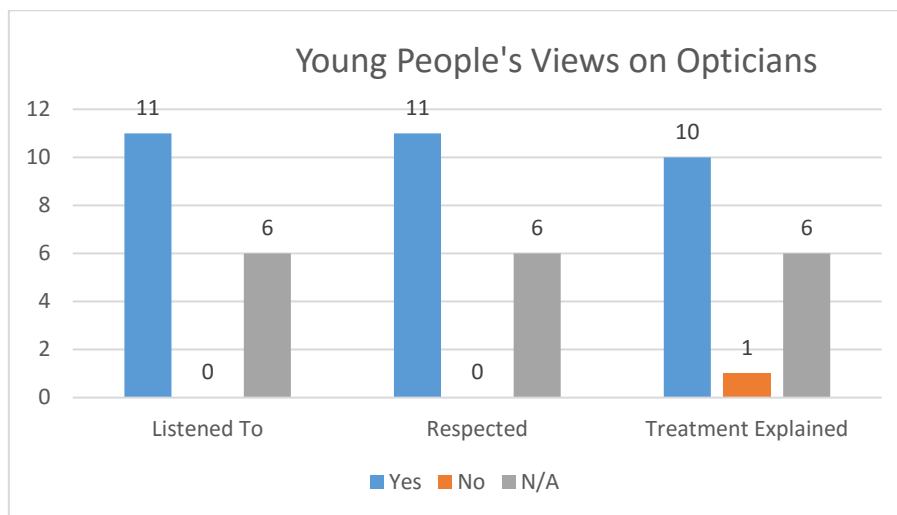
The respondent was asked to indicate if:

- A) they felt listened to;
- B) they were treated with respect;
- C) treatment was explained to them properly.

Of the 17 respondents a total of 11, or 65%, felt that they were listened to and respected when they visited their optician.

A total of 10 people, or 59%, said that any necessary treatment was explained to them properly, while one person, equating to 6%, felt that treatment was not adequately explained to them.

It should be noted that 6 people did not provide feedback relating to optician services, indicating that they had not visited an optician over the previous year.



During our analysis of the questionnaire results, it is worth noting that 2 young people, or 12% of the respondents stated that they had not visited a dentist in the past year.

Overall, a total of 5 respondents, or 29%, said that they felt any necessary treatment was not always explained properly to them. Given that all five of these young people indicated that they were receiving a satisfactory service with regard to being listened to and shown respect, this suggests that their responses were provided with consideration.

Breakdown of Responses

The tables below give an overall breakdown of the positive and negative responses where a specific service provider was indicated. The majority of the respondents did not indicate the service provider in question.

The column 'Negative Responses' contains all those responses where one or more of the three parts to the question was given a response of 'No'. In other words the respondent gave the response 'No' to one of the following.

A) *Did you feel you were treated with respect?*

B) Did you feel you were listened to?

C) Was treatment explained properly to you?

In all but one case the negative responses related to how their treatment was explained to them.

Breakdown of Responses - GP Services

	Positive Responses	Negative Responses
Locality Health Centre	1	
Mendip Vale Surgery	3	
Locking Castle Surgery	1	
Backwell and Nailsea Medical Group	1	1
The Milton Surgery		1
Riverbank Surgery		1

Breakdown of Responses- Dental Services

	Positive Responses	Negative Responses
Houston Dental Group	2	2
Backwell Dental Care	2	

Breakdown of Responses- Hospital Services

	Positive Responses	Negative Responses
Weston General Hospital	2	1
Bristol Royal Hospital for Children	1	1

Breakdown of Responses- Opticians

	Positive Responses	Negative Responses
Boots - Nailsea	2	
Specsavers - Portishead	1	



Recommendations for change

Healthwatch North Somerset have not provided recommendations as this report is intended to be a feedback report and not a service evaluation.

Distribution of the Report

This report will be distributed to Providers and Commissioners of services in North Somerset and will be made available to the public.

Appendix 1: Acknowledgements

-  North Somerset Child and Adolescent Mental Health Service
-  Priory Community School

Appendix 2: Young People Questionnaire

We want your views. Tell us what you think about your health services and get the chance to win a **£10 Amazon Voucher** in a free draw.

Please circle your answers below:

1) Have you visited a doctor in the last year? YES / NO

a) Name of surgery _____

b) If yes did you feel you were listened to? YES / NO

c) Did you feel that you were treated with respect? YES/ NO

d) If you needed treatment was it explained properly to you? YES / NO

Is there anything else you want to tell us about your experience?

2) Have you visited a dentist in the last year? YES / NO

a) Name of dental surgery _____

b) If yes did you feel you were listened to? YES / NO

c) Did you feel that you were treated with respect? YES/ NO

d) If you needed treatment was it explained properly to you? YES / NO

Is there anything else you want to tell us about your experience?

3) Have you visited a hospital in the last year? YES / NO

a) Name of hospital and department/ward _____

b) If yes did you feel you were listened to? YES / NO

c) Did you feel that you were treated with respect? YES/ NO

d) If you needed treatment was it explained properly to you? YES / NO

Is there anything else you want to tell us about your experience?



- 4) Have you visited an optician in the last year? YES / NO
- a) Name of optician and location _____
 - b) If yes did you feel you were listened to? YES / NO
 - c) Did you feel that you were treated with respect? YES/ NO
 - d) If you needed treatment was it explained properly to you? YES / NO
- Is there anything else you want to tell us about your experience?
- _____



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