

What matters to you? Children and Young People Engagement Report

1. Introduction

Following Wolverhampton Clinical Commissioning Group's (WCCG) 'What Matters to You?' engagement roadshow in the summer of 2019, it was identified that not many children and young people were engaged with/responded to the survey. As such, WCCG conducted a second phase of 'What Matters to You?' targeting specifically children and young people between the ages of 11 and 25.

The purpose of this engagement was to speak to local children and young people about their experiences of using NHS services in Wolverhampton and their views on mental health and wellbeing.

2. Communications and participation approach

2.1 Survey

A survey comprising of nine key questions was created to ask people about their recent experience of accessing healthcare services in Wolverhampton, what good mental health and wellbeing looks like to them and how they keep themselves mentally fit and healthy. Most questions were open questions to give people the chance to comment freely. The list of survey questions can be found in Appendix A.

The survey was advertised on the CCG's website under *current engagement and consultations* and a series of tweets were scheduled on the CCG's Twitter account linking to this webpage. Key stakeholders were informed of the engagement opportunity and asked to share the survey link with their contacts. The survey also went out to the following CCG groups:

- Patient Participation Group chairs
- Patient Partners
- Staff
- GPs

The survey launched on 17 January and closed on 29 February 2020.

151 children and young people, between the ages of 11 and 25, completed the survey.

2.2 Outreach events

Five outreach events took place across the city to speak to children and young people about their experiences of healthcare services in Wolverhampton and to help them to complete surveys.

The events were also used as an opportunity to give out information about how to stay well and on online services, such as the Patient Access App. The timetable of events was as follows:

Date	Venue
Monday 13 January	City of Wolverhampton College – Paget Road Campus
Tuesday 14 January	City of Wolverhampton College – Wellington Road Campus
Wednesday 29 January	Wolverhampton Young Carers Group
Saturday 22 February	Healthwatch event for young people
Wednesday 26 February	University of Wolverhampton

Below are some photos and tweets from the events:



3. Survey results

3.1 Overview

Feedback from the survey was varied due to most of the questions being open questions, allowing respondents to comment freely. However, there were common themes in responses such as patients finding their experience of health services positive when the healthcare professional listens to them and offers them different choices. Similarly, patients who said their experience could have been better gave reasons of the way the healthcare professional spoke to them or made them feel. Many also commented on long waiting times to be seen in A&E and to access mental health services.

3.2 Survey results

Q1. Have you had any recent contact with any healthcare professionals or settings?

- A. 63% of respondents said they have had recent contact with a healthcare professional or setting.

Q2. Who did you see or where did you go?

- A. Six services were mentioned with the top three services being urgent care services, GP services and children and young people's mental health services. The other three services mentioned were dental services, opticians and ambulance services.

Q3. How was your experience on that occasion? Can you explain what was good and what could have been better?

- **Urgent care services**

- A. 20/31 respondents who said they had used urgent care services recently either noted something positive or said that their overall experience was good. Key themes in responses were as follows:

- Staff were friendly
- Staff communicated well about condition
- It didn't take long to be seen

17 people who had been to an urgent care setting recently identified what could have been better. The most common response was due to a long wait to be seen. Respondents referred to the wait in A&E and for an appointment at the hospital or walk-in centre. There was a range of other comments including holding beds at the hospital being uncomfortable and the transition between hospital departments being poorly managed and difficult for someone with autism.

- **GP services**

- A. 23/29 respondents who said they had been to see a GP recently either noted something positive or said that their overall experience was good. Key themes in responses were as follows:

- It didn't take long to be seen
- The GP/healthcare professional was reassuring
- The GP/healthcare professional was helpful and friendly
- The GP/healthcare professional listened and took me seriously
- The GP/healthcare professional gave me choice

Seven people who had seen a GP recently identified areas for improvement. The feedback included:

- The GP spoke to me like a child

- The appointment felt rushed
- There was a lack of understanding about my condition

- **Children and young people’s mental health services**

A. 20 people said they have accessed children and young people’s mental health services recently. 11 of those respondents either noted something positive or said their overall experience was good. Some of the reasons given were:

- They got the support they needed
- The healthcare professional spoke to them directly
- The healthcare professional listened to them
- The waiting times weren’t very long once they were there
- The GEM centre building had a nice feel to it

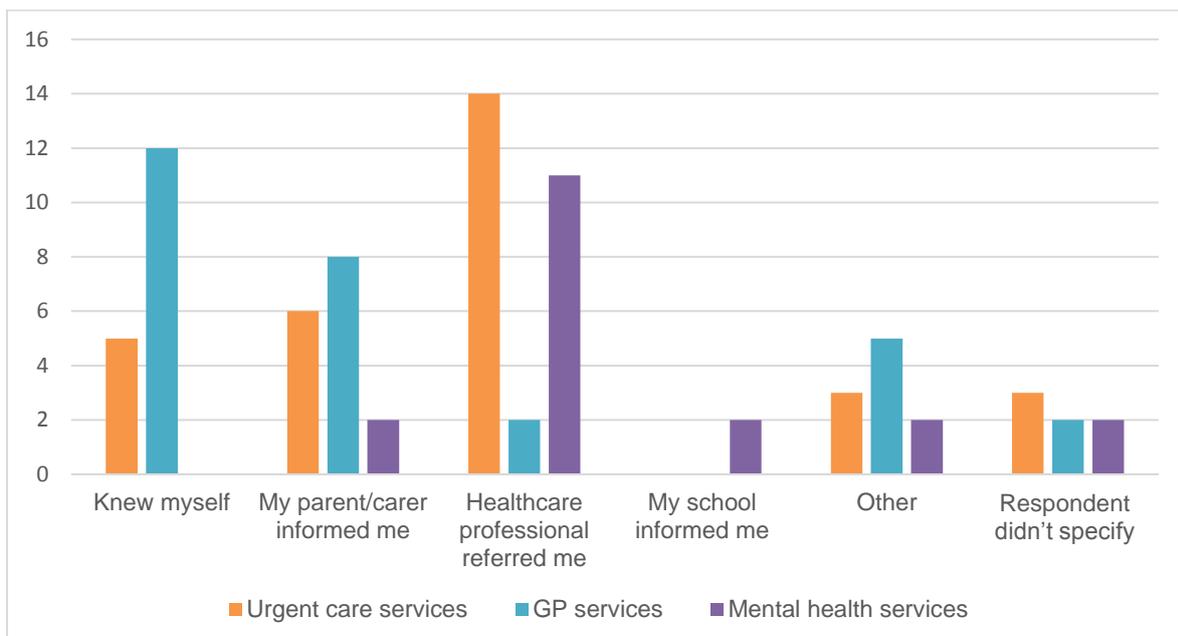
Eight people who said they have accessed mental health services recently said their experience could have been better. Some of the reasons given were:

- There was a long wait to get an appointment
- The healthcare professional told their parents everything
- The councillor didn’t send information to parents as promised
- They were offered group therapy not one to one

Q4. If you had contact with a health professional, did they speak to you directly or to your parent/carer?

A. 74% of respondents said that the healthcare professional spoke to them directly.

Q5. How did you know to go to this service/who referred you?



Q6. Have you used any of the following online services?

A. The table below shows a break down for how many respondents have accessed each online service specified.

NHS 111	27
Patient Access App	5
NHS App	5
GP website	18
NHS website	38

Q7. What does good mental health and wellbeing look like to you?

Some comments:

- “Being interested in activities and those around you”
- “When you are happy and can cope with most things that happen in the day”
- “Having people that understand and someone to talk to”
- “Knowing how to look after my own health”
- “Not feeling tired”
- “Able to cope with the stresses in daily life”
- “Being able to be sociable”
- “Willing to open up about the negative things”
- “When I be myself it makes me feel happy and normal”
- “Being able to talk to family and friends about how I’m feeling”
- “Looking after your own needs”
- “Good self-confidence”
- “Feeling comfortable in your own skin”
- “Feeling happy”
- “Good support system”

Q8. It is important that we keep ourselves mentally fit and healthy. How do you do this?

A. There were lots of different responses given to this question, but the most common answers were:

- Doing a form of exercise
- Spending time with family and friends
- Maintaining a balanced diet
- Having someone to talk to
- Attending social groups
- Listening to music
- Doing something they enjoy

Two respondents said that they don’t keep themselves mentally fit and healthy. One respondent said this was because there aren’t many leisure facilities for

children and young people with Special Educational Needs and Disability (SEND).

Q9. Any other comments you want to share with us about your health and wellbeing experiences across Wolverhampton?

A. 17 people gave positive feedback on the NHS and services they, or people they know, have accessed. Services mentioned were:

- Mental health services – Healthy Minds and Base 25
- GP services – good information from nurses, positive feedback on asthma checks and pleased that GP's are utilising a range of clinicians
- NHS 111

Five people noted areas for improvement with mental health services. Feedback included:

- Long waiting time to get into service and between appointments
- One respondent was told they are too old to access CAMHS and is now unsure where to go to access help
- One respondent said the healthcare professional didn't listen to them; they asked to see a female professional, but appointment was with a male
- Steps to Health knocked one respondent's confidence in asking for help as they were told they were fine when they reached out for help

An additional seven respondents gave feedback on what could be improved, comments included:

- NHS 111 service not giving timely advice
- Waiting times in A&E
- Waiting times to get a GP appointment
- Different health professionals giving different opinions which can be confusing
- Having to change equipment which made them not want to use it

Suggestions given by respondents that would improve their experience of health and wellbeing services across the city:

- Support at school for mental health – more people coming into schools to talk about mental health
- More out of school clubs with sport activities/computer gaming facilities
- Spread the word about activities available to children and young people
- Mental health services need to build up a good relationship with their clients slowly so patients can learn to trust them
- Letters addressed to patient rather than parents
- Additional leaflets would help in hospitals as there is a lot of information to take in
- Want to stay under children's services for as long as possible

Equality and Diversity Questions

Q10. How old are you?

Age	Percentage	Responses
11-15	21%	31
16-18	34%	52
19-25	26%	39
Other	3%	5
Respondent skipped question	16%	24

We achieved a good range of ages for our target group – 11 to 25. Five people who completed the survey were outside of the age range we set. One respondent was 10 years old and the other four were between the ages of 26-34. This was probably due to one of the engagement roadshows taking place at the University of Wolverhampton, where some students are older.

Q11. What is your gender?

Gender	Percentage	Responses
Male	37%	56
Female	44%	66
Other	2%	3
Respondent skipped question	17%	26

We achieved a fairly representative response rate for the population; as according to the 2015 midterm population estimates there are 1.3% more females than males in Wolverhampton.

Q12. Do you look after, or give any help or support to family members, friends, neighbours or others because of either:

- Long term physical or mental ill health/disability – 17% (25 respondents)
- Problems related to old age – 2% (3 respondents)
- No – 57% (87 respondents)
- Prefer not to say – 3% (5 respondents)
- Other – 3% (5 respondents)

Q13. Do you consider yourself to have a disability?

26 out of 151 people who completed the survey said they considered themselves to have a disability. Five people said they prefer not to say and 94 people said they do not consider themselves to have a disability.

Q14. If yes above, what type of disability do you have?

- Learning disability/functionality – 8 respondents

- Long-standing illness or health condition – 2 respondents
- Mental health condition – 9 respondents
- Physical or mobility – 8 respondents
- Prefer not to say – 5 respondents

Q15. What is your ethnic group?

54% of the respondents were White or White British and 24% of the respondents were from Black Ethnic Minority (BME) communities. 22% of respondents did not specify their ethnic group.

Q16. What is your religion?

- Christian – 35 respondents
- Hindu – 6 respondents
- Muslim – 8 respondents
- Sikh – 9 respondents
- No religion – 63 respondents
- Prefer not to say – 2 respondents
- Other – 1 respondent
- Respondent skipped question – 27 respondents

Q16. What are the first three letters of your postcode?

WV1	15
WV2	4
WV3	16
WV4	18
WV5	2
WV6	7
WV8	4
WV9	1

WV10	14
WV11	10
WV12	2
WV13	2
WV14	6
WV16	16
Other	16

We had a good spread of survey respondents, with the top four postcodes represented being WV4, WV3, WV16 and WV1. 16 respondents lived in neighbouring areas including Walsall, Stafford and Telford.

Appendix A

Survey questions

What Matters to You? Children and Young People:

1. Have you had any recent contact with any healthcare professional or setting?
Yes
No
2. Who did you see or where did you go?
3. How was your experience on that occasion? Can you explain what was good and what could have been better?
4. If you had contact with a health professional, did they speak to you directly or to your parent/carer?
Myself
My parent/carer
5. How did you know to go to this service/who referred you?
6. Have you used any of the following online services?
 - NHS 111
 - Patient Access App
 - NHS App
 - GP website
 - NHS website
7. What does good mental health and wellbeing look like to you?
8. It is important that we keep ourselves mentally fit and healthy. How do you do this?
9. Any other comments you want to share with us about your health and wellbeing experiences across Wolverhampton?

Equality and Diversity Questions:

10. How old are you?
11. What is your gender?
12. Do you look after, or give any help or support to family members, friends, neighbours or others because of either:
 - Long term physical or mental ill health/disability
 - Problems related to old age
 - No
 - Prefer not to say
 - Other
13. Do you consider yourself to have a disability?
14. If yes above, what type of disability do you have?
15. What is your ethnic group?
16. What is your religion?
17. What are the first three letters of your postcode?