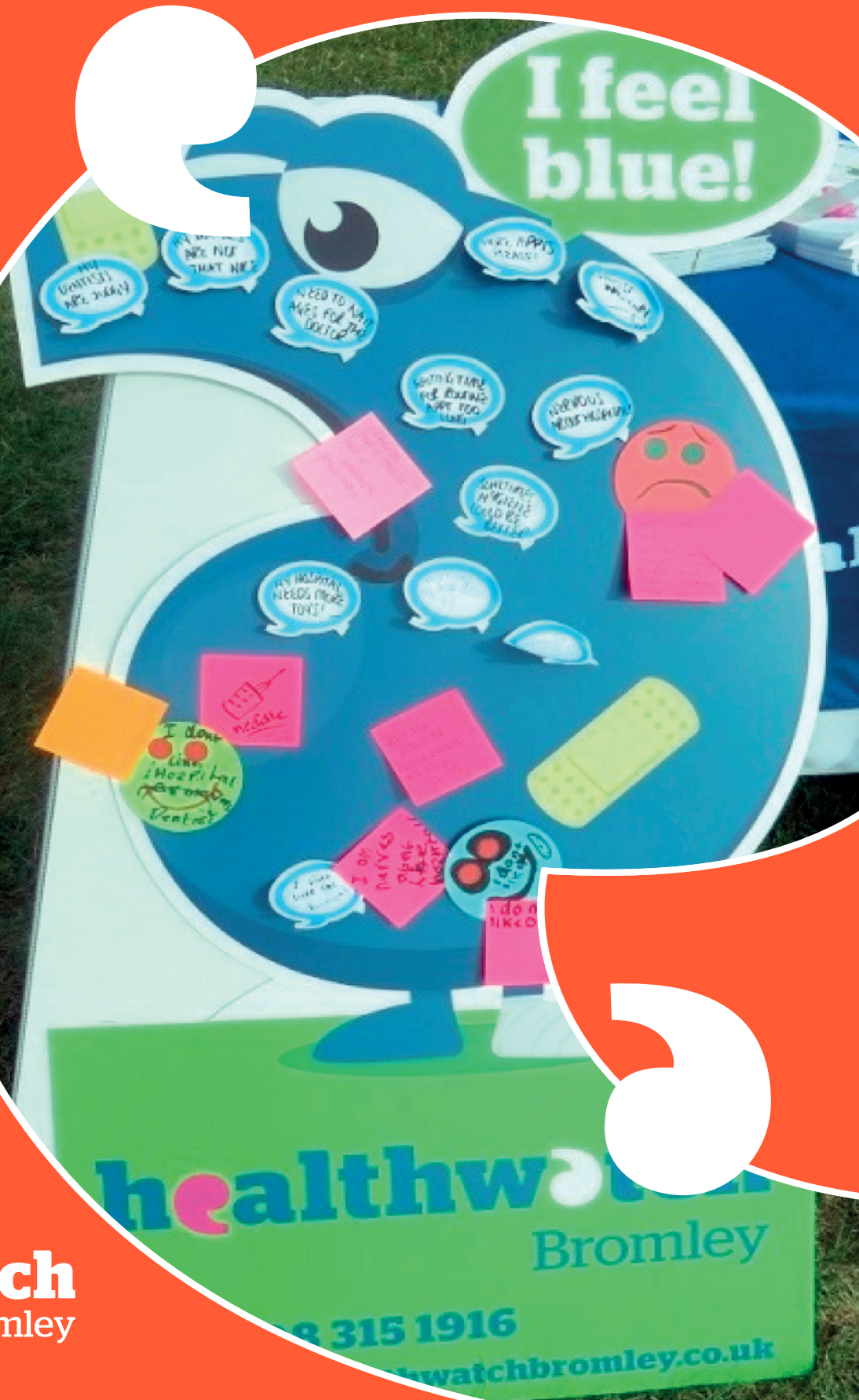


Young People Speak Out:

views on Health services in Bromley Borough

Children and Young People's Team





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About Healthwatch Bromley

Healthwatch Bromley is an independent consumer champion for Health and Social Care Services in the London Borough of Bromley. We gather feedback and suggestions from those who use health and social care services in the Borough. We then use this to influence change in Bromley; ensuring that health and social care services are responsive and meet the needs of those who use them.

We have a legal right to sit on decision making panels of Commissioners and Providers, therefore we can ensure that the voices of service users are heard at these levels.

Healthwatch Bromley also provides a signposting service for people who are unsure where to go for help concerning health and social care provision in Bromley.

On a national scale, Healthwatch Bromley can report concerns around health and social care to Healthwatch England, or directly to the Care Quality Commission.

Introduction

Healthwatch Bromley strive to listen to and faithfully represent the voices of children and young people in the Bromley Borough, in accordance with our core values.

Engaging children and young people is central in the work of Healthwatch Bromley, reflecting our ethos of inclusivity and our determination to action the belief that every voice counts.

We understand that young people -as identified in this report to mean aged 11 and over- may have particular and complex needs that are not echoed by adults, hence their experiences and recommendations should be sought in compliment with older persons.

Our outreach report, 'What's Age got to do with it?', published in Autumn 2014 primarily focused on the health and social care experiences of children aged between 7 years old and 11 years old. Thus, we felt that it was important to continue our outreach work across other age ranges.

The preliminary outreach detailed in this report was intended to establish a broad overview of the experiences and feeling of young people in relation to health services in Bromley.

We wanted to understand the services that are used most often by young people, in order to target comments at Commissioners and Providers appropriately and to anticipate demand needs accordingly.

This report draws together responses to our Young People's Survey, and gives an insight into the thoughts of Young People in Bromley regarding Health Services.



Demographics and Social Profile of Bromley Borough

In the London Borough of Bromley there are approximately 76,000 persons under 19 years old¹ that are considered Bromley residents.

In accordance with the report focus on the age range 11 - 25, with particular attention to the age range 15–19, we have listed below factors that may impact particularly on health and wellbeing needs of those in these age ranges.

According to the Public Health Outcomes Framework², in Bromley:

- 4.1% of 16 - 18 year olds are not in education, employment or training (NEET).
- Conceptions among under 18s stand at 24.2% per 1000 females aged 15 - 17. 1.3% of mothers in Bromley are teenagers.
- 28.7% of people, including young people, in the Borough have had an acute sexually transmitted infection.
- Hospital admissions for mental health conditions for the age range 0 - 17 years old is approximately 84.8 per 100,000.
- Hospital admissions as a result of self-harm (over 3 years) per 100,000 young people in Bromley aged between 10 - 24 years old stands at 291.4
- Lastly, 17.4% of children under 16 are classified as living in Poverty³

The above statistics have been highlighted since they relate to concerns and experiences of young people as analysed later in the report.

Footnote 1 and 3:

Public Health England, Child Health Profile, Bromley, March 14
www.chimat.org.uk/resource/item.aspx?RID=191946

Footnote 2:

Public Health Outcomes Framework (PHOF), 2014,
<http://www.phoutcomes.info/>

Research Methodology

For this outreach work we decided to utilise methods of communication that are prevalent among teenagers and young adults nationally to maximise the appeal and therefore the amount of feedback gathered; accordingly we felt it appropriate to use both online and offline mediums simultaneously.

In order to be able to use online and offline outreach tools Healthwatch Bromley felt that a brief survey would be appropriate since it would ensure uniformity of approach across platforms. The first step was to determine our aim, and only use questions that built towards this; our aim was to gather a wide variety of young people's views on health services in Bromley and thus all questions reflected this.

Additionally, we made sure that questions were short and simply expressed for inclusivity and that we had a mixture of closed ended and open ended questions to sustain respondent interest.

Healthwatch Bromley also felt that a survey would give young people the chance to reflect privately and speak honestly, without fear of identity exposure or time constraint.

We distributed this survey in hardcopy at outreach events, including pre-paid envelopes for return, and also online, advertising widely on Twitter and hosting survey information on our Website. Our online survey was created and hosted on Survey Monkey

The Children and Young People Survey



We want to hear from you. Together we can ensure great health and social care services for Young People in Bromley!

We did not list all hospital departments and such to avoid making the list unmanageable

My experience:

What health and social care services have you used in the last year? Tick the relevant ones...

- | | |
|--|--|
| <input type="checkbox"/> Hospital | <input type="checkbox"/> Ambulance or Hospital Transport |
| <input type="checkbox"/> NHS Dentist | <input type="checkbox"/> Community Health |
| <input type="checkbox"/> NHS Optician | <input type="checkbox"/> Social Services: |
| <input type="checkbox"/> Urgent Care/A&E | <input type="checkbox"/> Mental Health Services: |
| <input type="checkbox"/> Pharmacy | <input type="checkbox"/> Sexual Health Services: |
| <input type="checkbox"/> GP | |

(Name the services)

What was the best service you used? Why?

What was the worst service you used? Why?

My thoughts

What do you think about Health or Social Care Services in Bromley?

Bromley needs

Bromley could provide better care for Young People by...

What works

Good Health and Wellbeing is...

About me

Name:

Age:

Gender:

Contact (tel.no/email):

We phrased the question like this so that we didn't overwhelm young people by asking them to discuss all the services they had used

We did not include this in the online version as after initial consultation it was deemed too vague

Thank you for filling out this Survey!



Research Overview Statistics

The Healthwatch Bromley Children and Young People survey was completed by 70 Children and Young People.

Not all of those who responded to the survey felt comfortable to give their age and gender, or geographical location, in accordance with our safeguarding principles and best practice protocol we did not make these compulsory questions when completing the survey,

The age ranges of young people who completed the survey are outlined in figure 1 below:

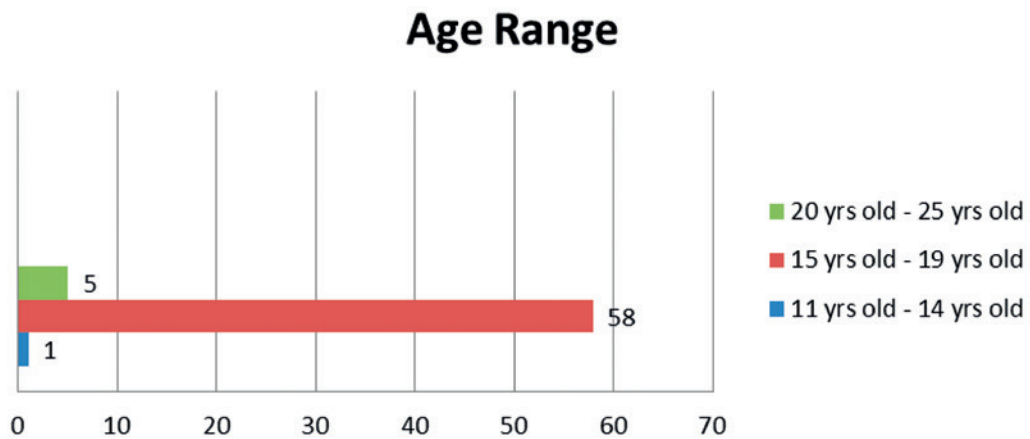


figure 1

The gender of young people who completed the survey are detailed in figure 2 below:

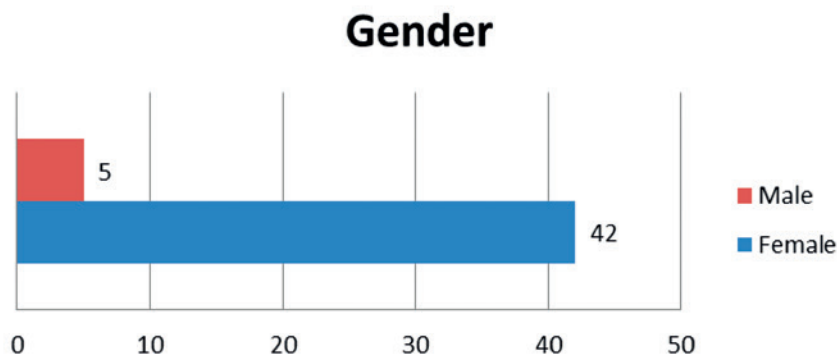


figure 2



Research Overview

For the areas of Bromley where respondents identified that they lived, see figure 3:

Bromley Borough

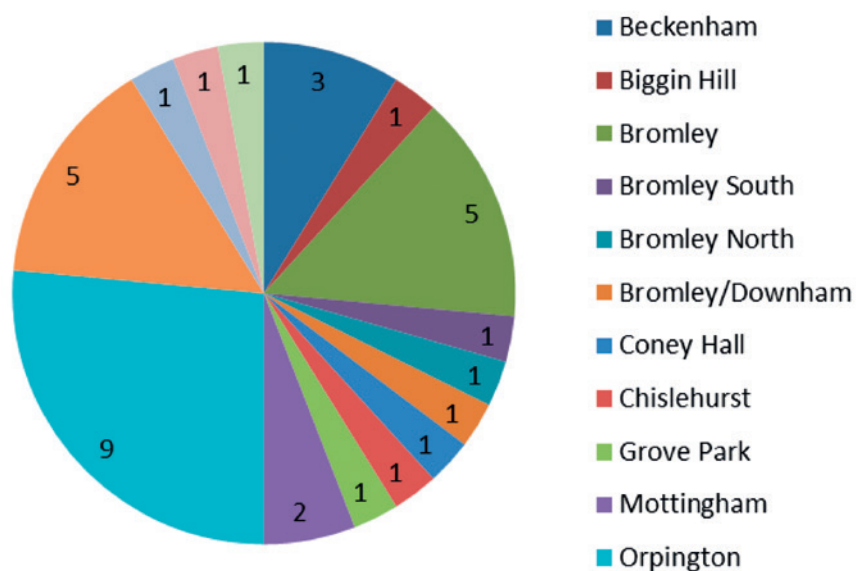


figure 3

Those who lived outside the Borough and used services within Bromley are identified as follows, see figure 4:

Outside Bromley Borough

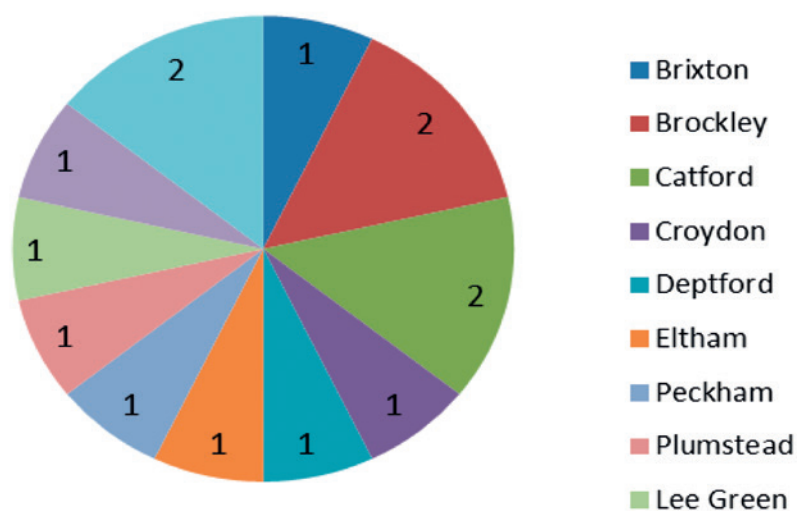


figure 4



Services most used by Young People in Bromley

The majority of young people who returned the survey had used two services or more.

GPs emerged as the most used service, with 42 mentions or just over 60% of young people answering that they had used a GP within the last year. The next service most used by young people were pharmacies, with 39 mentions or a little over 55%.

NHS Dentists, Hospitals and NHS Opticians were also mentioned with frequency.

Though modest, 5 persons, or 7.25% of young people have used mental health services, this is significant given our sample amount of 70 respondents.

Social services and ambulance or hospital transport accounted between them for 8.7% of services mentioned as being used by young people, see figure 5.

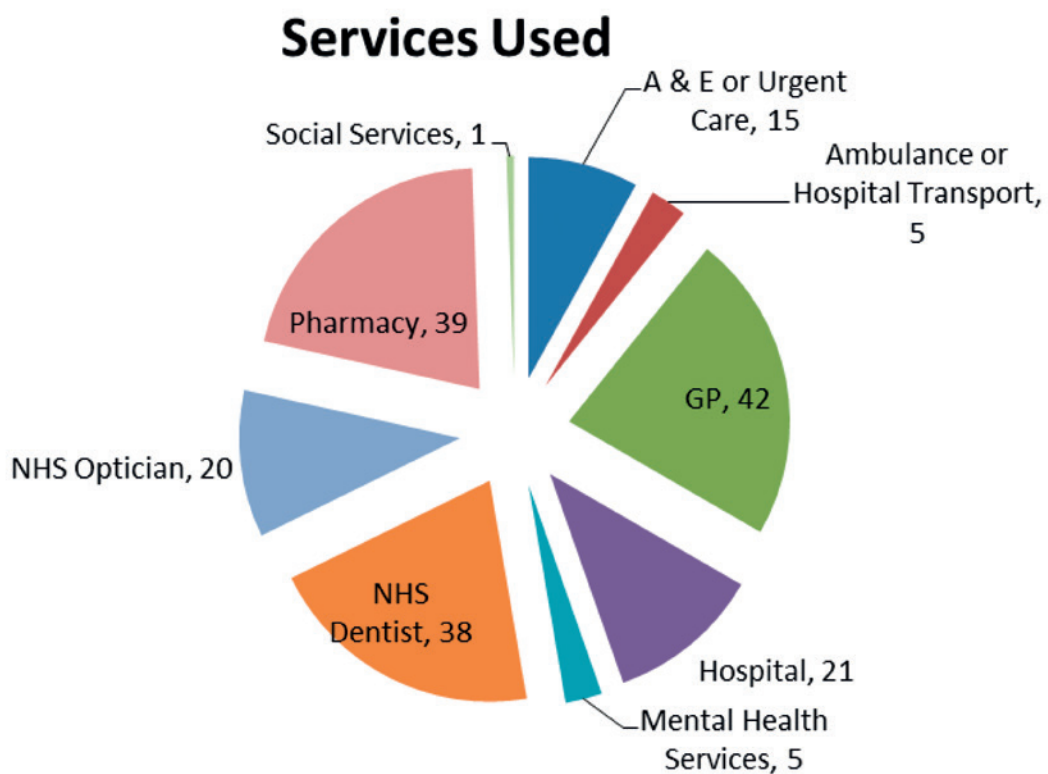


figure 5



Best Practice in Health Services:

In order to establish good practice and help to understand what contributes to children and young people feeling that they have had a good experience with a health service we asked the question, what was the best service you used and why?

There was lots of positive feedback from the survey. The most mentioned factor in feeling that good service had been achieved was friendly, kind and reassuring staff who communicated well, this received 25 mentions. The speed of service was the next important factor in young people identifying an experience as their best, 12 mentions of speed of either appointments or receiving medication were listed.

Receiving the correct medication and getting good help and advice were important to young people, showing that accuracy and communication are key to good service.

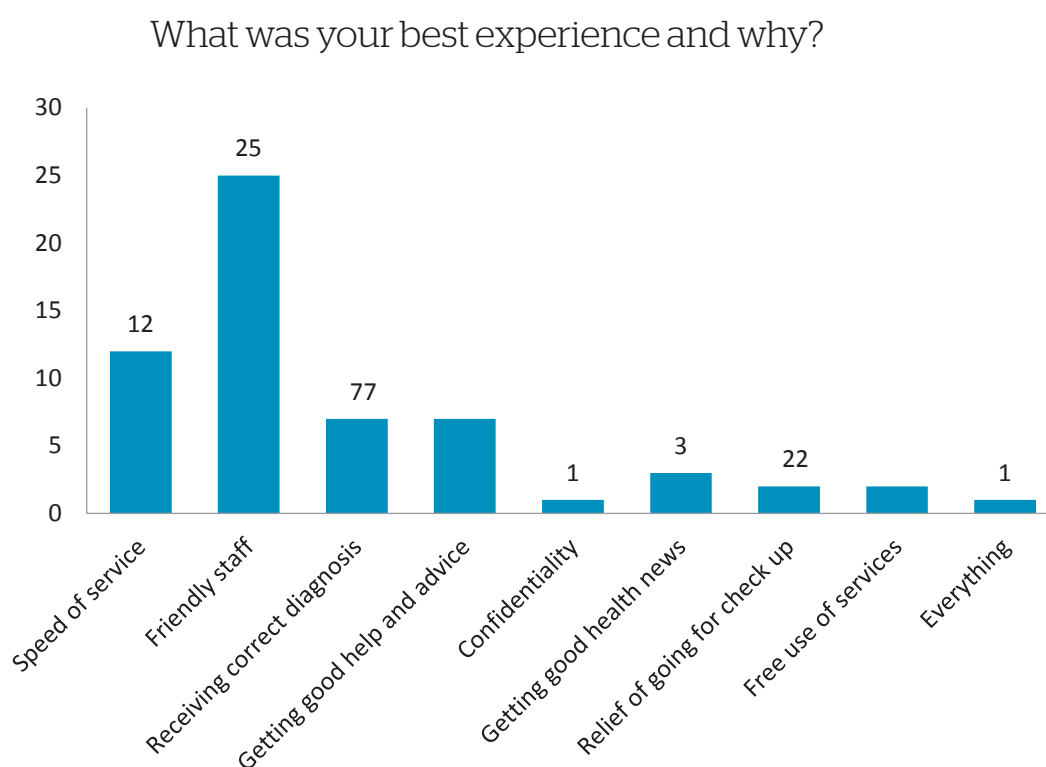


figure 6



Points of concern in health service provision in Bromley

To assist healthcare commissioners and providers in improving services for young people it is important to understand when service provision is felt to be negative, and the reasons for this.

Waiting times for appointments has emerged as the biggest reason why young people feel they have had poor service, this was identified chiefly as waiting for a long time for a pre-booked appointment at the GP or Dentist, or waiting in A&E for many hours before treatment.

Unpleasant treatment accounted for the next factor in worst experiences, all of these mentions involved treatment that was by its nature unpleasant rather than incompetence by staff or incorrect treatment e.g. having an injection.

Three mentions explicitly identified mental health services in the Borough as being poor. All three of these mentions concerned bad communication, being treated by staff in a negative manner and staff not listening or taking the patients feelings seriously. Two of these additionally highlighted problems with proposed treatment, either medication that was not sought for and had bad side effects or treatment that was unsuitable.

Unhelpful or uncaring staff and misdiagnosis or failure to diagnose account for 4 mentions each, this was followed closely by bad experiences being linked to receiving bad health news.

Service offered and withdrawn refers to an offer for a cancer screening that was then not followed up by the hospital.

What was your worst experience and why?

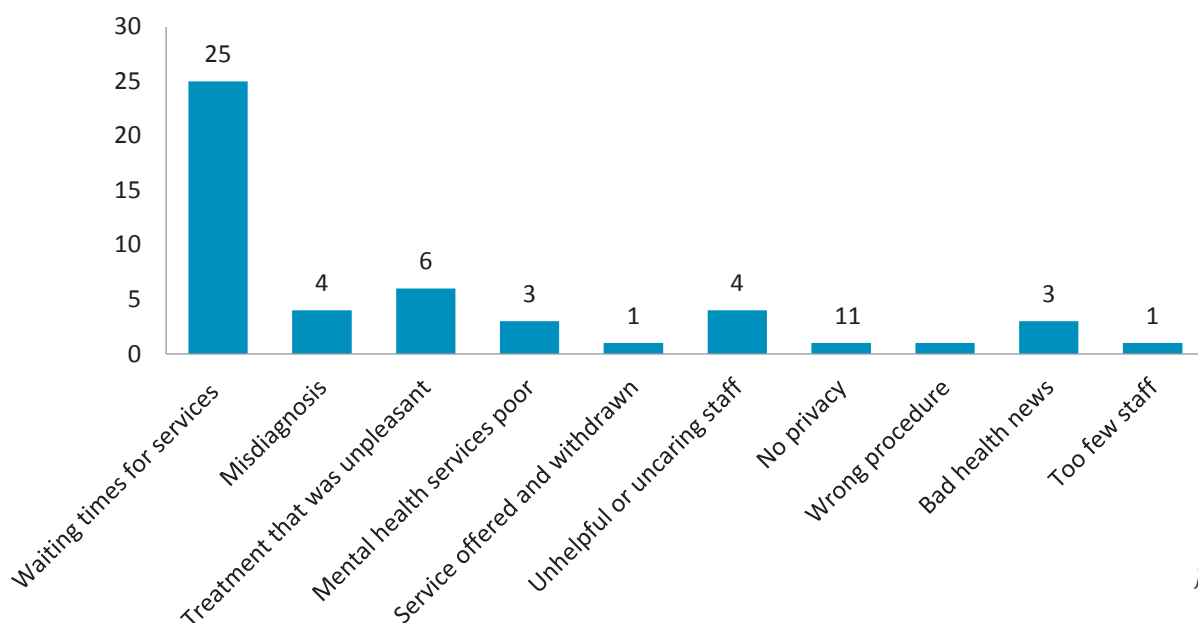
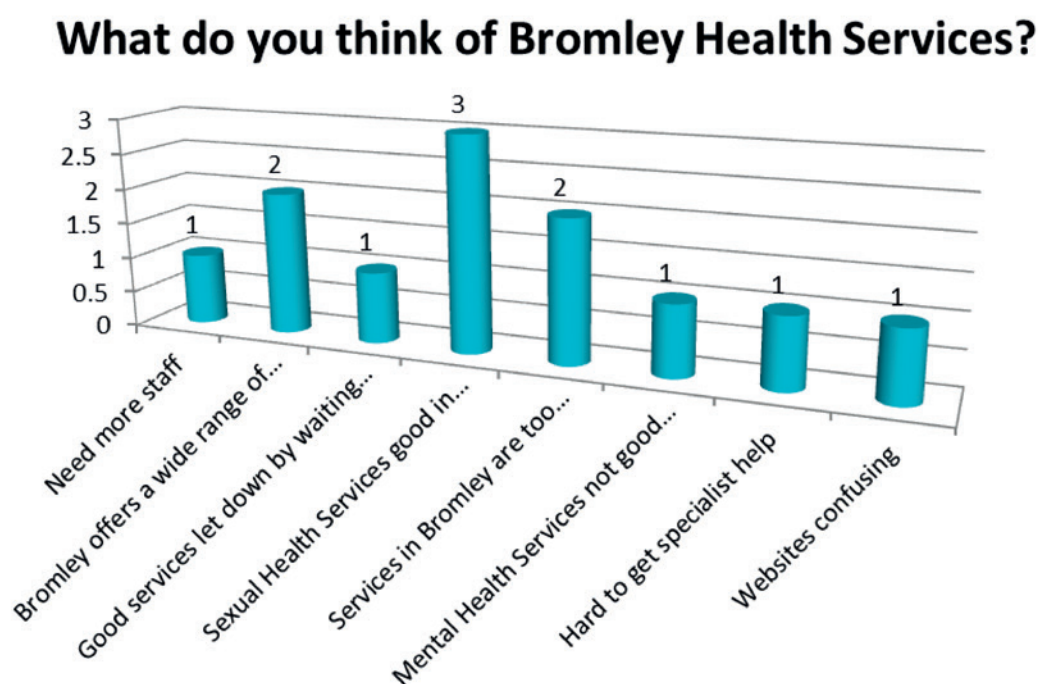


figure 7



Comments by young people on health service provision in Bromley:

This section outlines the responses to two questions that we asked in the survey, the first question was, what do you think of health and social care services in Bromley? Those who answered this question said:



Sexual Health services have 3 explicit mentions of being good, with one of the mentions focused on the free contraceptives and the other two on the helpful advice.

figure 8

Waiting times have emerged again, with one comment that otherwise good services are being let down by long waiting times for treatment in Bromley.

Services in Bromley were considered too stretched, with too many people trying to access services, this received two mentions.



Bromley Health Services could provide better care for young people by...

We felt it was paramount that we asked young people how services could better accommodate their needs.

Many of the comments were mentioned by multiple people.

The suggestions received were:

More services should be dedicated just for young people/ young people only

More drop in services with no need to make appointments

Staff should be kind and understanding

Making sexual health education broader including LGBT issues and teaching about mental health

More Sexual Health Services

Health workshops should be introduced

More out of hours services e.g. GP

There should be more Youth Clubs in Bromley

Information packs should be sent to homes on health services and health issues for young people

Waiting times should be quicker

Educating young people about health issues

More counselling services should be available

Young People Speak Out:

views on Health services in Bromley Borough

If you would like to get involved in our work with Children and Young People get in touch at:
tonir@healthwatchbromley.co.uk

To send us your views on Health and Social Care Services in the Borough or ask about services
email: admin@healthwatchbromley.co.uk
or, telephone: 020 8315 1916