

Young people's views on visiting a doctor's surgery

Presentation to Dudley Health & Wellbeing Board
30th September 2014



A warm welcome from...

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How it all started...

Healthwatch Dudley has a priority to **champion the voice** of children and young people to ensure health and social care needs are met.

One of the four cornerstones of Youth Work is **empowering young people** to understand and act on the personal, social and political issues which affect lives, the lives of others and the communities of which they are a part.



Coming together...

It made perfect sense to work together!

In July 2014, we teamed up to listen to young people's views about their health and wellbeing experiences, and to enable them to have an influential say.

As Dudley Youth Council are a group of young people who are elected to represent the views of others - and who are supported by Dudley Youth Service, new members were invited to take part in a two day training and development programme.





How we made it happen

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How we got involved

Jacob made me!

Siobhan told us about it

Letter through the post

A text from the secretary of Dudley Youth Council

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Our training covered...

Why it is important to be involved with reviewing services for young people

What good services for young people should look and feel like

How we can gather views and who will listen to us

100% Positive

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We started by thinking about...

What is health, what is wellbeing
and what makes us happy

We also made healthy smoothies!

Dudley



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We talked about...

The services that are available to us that we use the most
The services that we think are good or that can be improved
Our own personal experiences and the things we are happy to share with our doctor
What we thought about our surgeries, doctors, receptionists and waiting rooms
What could be done to prevent us feeling awkward and to reduce the silence when we are waiting
Most of us thought that we couldn't visit our doctor or collect a prescription by ourselves



What did we learn?

That I don't have to be 18 to go to the doctor by myself
What the Clinical Commissioning Group is
Where my local doctor is
The different services available at my doctor
How to make and complete surveys
All about Healthwatch Dudley



How we decided what questions to ask

We made a list of the things that we didn't know the answer to

We found out the answers to some of our questions

Rob from Dudley CCG came to see us to give us some answers about Doctors' surgeries

We looked at our own answers to what makes us, happy, healthy and what wellbeing is

We called a pharmacist



How we conducted our survey

We made our questionnaire and then we did role play to make sure that we felt comfortable with the questions we were asking

We did a test run with young people around Coseley Youth Centre

We went out into town centres, Stourbridge, Halesowen and Dudley

Questionnaires went out to youth centres and projects, young people's supported accommodation and parks

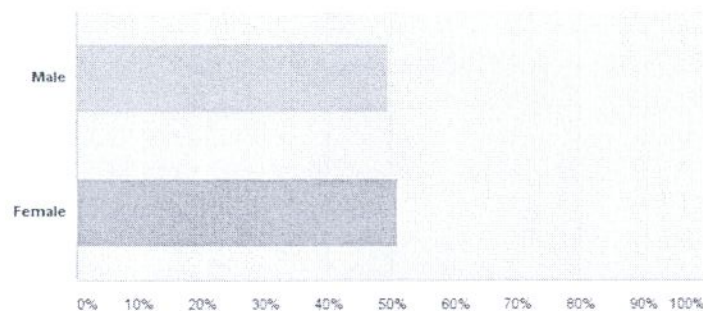


Our Survey Findings

We surveyed **311** young people between the ages of 10 and 25 in a variety of places



49% male and 51% female took part

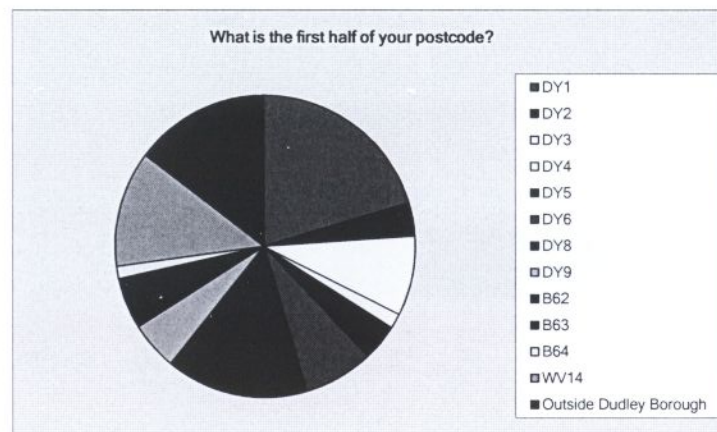


The average age of participants was:

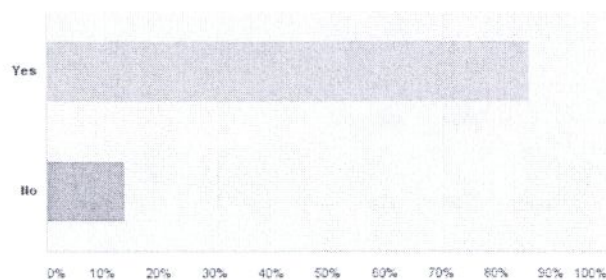
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The young people came from all over Dudley borough



86% said they know where their doctor's surgery is



We didn't know what age we could visit our doctor or collect a prescription without our parents or carers. We wanted to know what other people thought.

The range of answers young people gave were:

Between the ages of
10 and **23** for both
doctors and pharmacists



The average age that young people thought they could visit the doctor on their own was:

16



The average age that young people thought they could pick up a prescription on their own was:

17



We wanted to know why and did our own research by contacting the CCG and a local pharmacist. We found out that:

It's complicated.

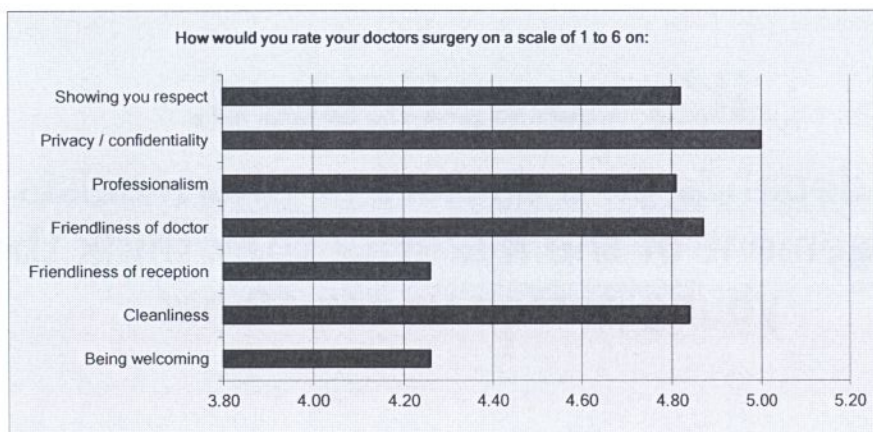
It depends on a doctors or pharmacists judgement of the maturity they think the young person under 18 has



Then we asked how young people rated their GP's surgery between **1** and **6**, based on things that we thought were important



This is what they said...



From this we have worked out that...

3 in 4 young people felt welcomed

9 in 10 thought their surgery was clean

3 in 4 felt reception staff were friendly

Almost 9 in 10 felt their doctor was friendly and professional

Almost 9 in 10 felt respected and that their surgery would respect confidentiality



We wanted to find out what young people know about services provided by their doctor



4 in 5 young people
felt confident in their
own knowledge of
services provided

100% confidence



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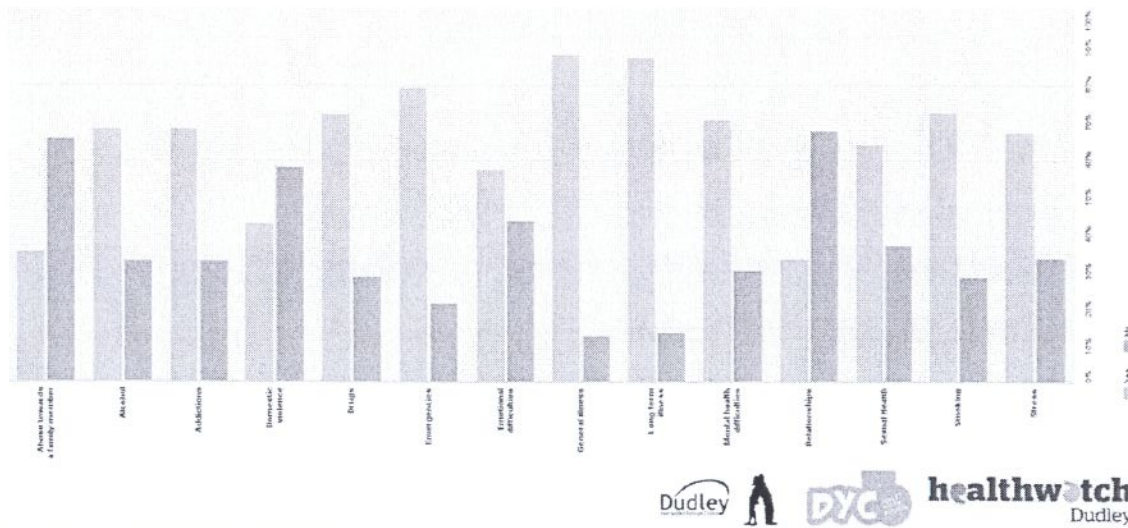
**We wanted to find out the things that
people would be happy to talk to their
doctor about... or not**

100% confidence



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We found a mixed picture...



We found that...

1 in **10** young people would not talk to their doctor about general or long term illness

2 in **10** young people would not visit their doctor in an emergency

We found that...

3 in 10 young people would not talk to their doctor about mental health, emotional difficulties, stress, addictions, alcohol, drugs, smoking or sexual health



We found that...

6 in 10 young people would not talk to their doctor about abuse towards a family member or domestic violence



We found that...

7 in **10** young people would not talk to their doctor about relationships



We also wanted to know if young people see the same doctor each time they visit and if this is important to them.



58% see a different doctor each time
of these young people **70%** would
prefer to see the same doctor

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Some of the reasons they gave were:

- “ You don’t have to keep explaining the same thing”
- “ To know the doctor better and to build a relationship”
- “To talk about my previous visits more confidently”
- “ They know you more if they always see you”
- “It’s confusing to keep changing”
- “For stability”
- “To allow them to see progress”
- “It’s easier to talk to the same doctor about problems”
- “To understand your history and your background better”
- “To be less embarrassed”
- “ To understand my illness better”
- “ I don’t want lots of doctors knowing my business”
- “ I feel more confident with a familiar face”

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We asked for the top 5 words that come to mind when thinking about visiting a doctors surgery. These were some of the most popular:

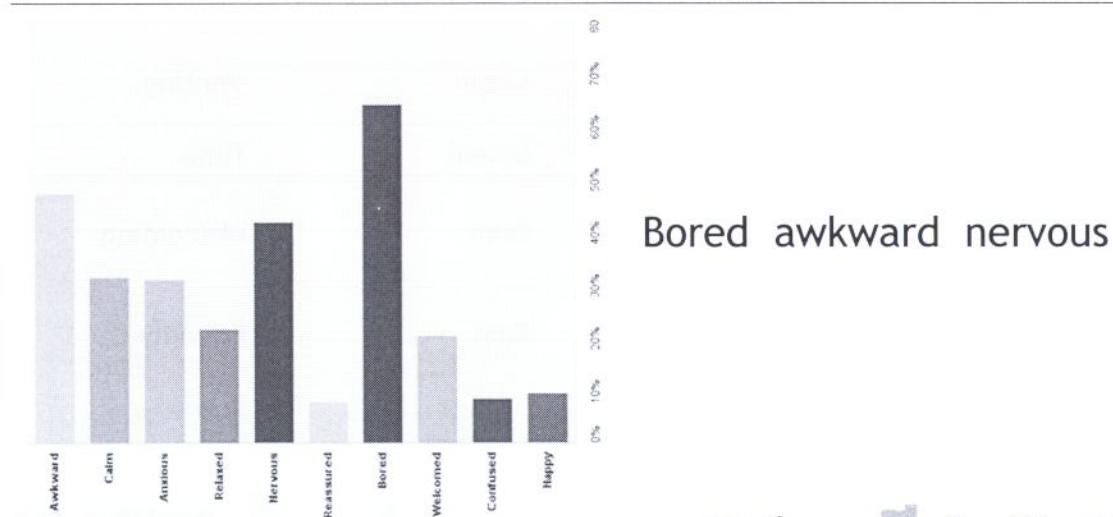
Awkward	Medicine	Clean	Waiting
Bored	Help	Scared	Time
Health	Illness	Calm	Welcoming
Stressful	Needles	Pain	Friendly



We then wanted to find out whether people would choose more positive or negative words about their experience of doctors' waiting rooms



The top three words were:



Bored awkward nervous



Finally, we asked what one thing would help to improve young people's overall experience. The top 5 responses were:

- Better waiting times / quicker service
- More friendly, comfortable and welcoming environment
- Magazine's for young people
- Wi-fi
- No silence / Music / TV

We thought it would be great if community or hospital radio could be introduced. This would make the waiting less awkward and would be good for our local community



Our next steps...

We are going to put our findings into a report and share it with:

Dudley Health and Wellbeing Board

Dudley CCG

NHS England including the NHS England Youth Forum

Healthwatch England

British Youth Council



We hope that you find what we have done useful and that you will make a commitment to using our findings to improve young people's experiences





Thank you for
your time!

Any questions?

