

Area Board Meeting May 2011

Summary of Discussion

The Area Boards that took place generated much discussion on a range of topics.

NHS Outcomes and Indicators

The NHS have a plan of how they are going to work with patients/customers and that they need ways to make sure that they do the best they can for them. These are called health outcomes and they need to be able to measure how they are achieving them. They are looking for indicators for one particular aim which is:

'Improving Children's and Young People's Experience of Healthcare'

The groups were asked to list the types of NHS services that a young person may use or have used. The common services mentioned included GP's, dentists, hospitals, health clinics, contraceptive services and school nurses/first aiders. They were then asked to consider their own experiences of using an NHS service and how satisfied/dissatisfied they were with the service they received. Yp's were given a list factors that impact on their satisfaction and were asked to identify their top 3 priorities when using a service. The results were as follows:

- South Northants - Friendliness of staff, the venue allows the appointment to be private if necessary, waiting time for treatment/advice.
- Northampton – Flexibility of appointments, Parents/guardians do not need to be involved, That someone listens to what I am worries about.
- Daventry – Friendliness of staff, Parents/guardians do not need to be involved, the treatment/advice is successful.
- East Northants - Parents/guardians do not need to be involved, the treatment/advice is successful, waiting time for treatment/advice.
- Corby – Flexibility of appointments, Friendliness of staff, treatment/advice is successful.
- Kettering – Availability of appointments, Parents/guardians do not need to be involved, The treatment/advice is successful.
- Wellingborough – The treatment/advice is successful, Waiting time for treatment/advice, Flexibility of appointments.

Yp's were then asked to look at a range of statements, including:

- I can get an appointment when it suits me
- I always feel that the staff are welcoming
- Staff talk to me like I'm an individual
- Information given to me is in a format I can understand
- I feel like people listen to me without judging me
- I hardly ever have to wait for my appointment time
- My treatment / issue has been sorted out

If they agreed with a statement a tick would be placed on the sheet, if they disagreed then a cross. Yp's were then tasked with coming up with ways to improve any of the areas which received a negative response. Some comments included:

- "Take more care and interest in patients, don't rush appointments" – South Northants
- "When making an appointment with your GP, the receptionist shouldn't ask what it is about" – Northampton
- "Talk to me, rather than my mum" – Daventry
- "Services need to open at weekends and evenings" – East
- "You should be able to see the same GP each time to build up trust" – Corby
- "Services should use texts to remind patients about appointments" – Kettering
- "You should be able to make appointments online, and pick times that suits you" - Wellingborough

In addition to the area boards, the primary school age cluster group also contributed to this consultation. The top three priorities were:

- Availability of appointments
- Friendliness of staff
- Waiting time for treatment

Another factor that was important to this group was cleanliness. They also felt that due to their age, staff preferred to talk to their parents rather than them.

Child Poverty Needs Assessment

The County Council is currently working on its 'Child Poverty Needs Assessment'. This is used to measure levels of child poverty in the county and to put a plan in place to tackle this issue. Area Board members were asked to consider their understanding and awareness of this challenging issue.

Work and Education

- Worry about tuition fee's rising. This will impact on young people from poorer backgrounds going onto to further Education.
- Bad attendance at school leads to not achieving high grades and limits job choice.
- No jobs for young people, including part time.
- There should be more practical advice about how to apply for jobs and training.

Local services and transport

- Buses are too expensive. Young people find it difficult to get around, this can be a problem when trying to find work.
- Health services should stay open longer and over the weekends.

Where you live

- Not feeling safe due to anti-social behaviour, drug use, noise etc
- Not enough for young people to do
- Street lights should not be turned off, feel unsafe.
- Motorbikes can be a nuisance

Healthy Living – What is a healthy lifestyle? What are the barriers to leading a healthy lifestyle ?

- Getting enough sleep
- Healthy diet, veg and fruit
- Exercise and fresh air
- Environment brought up in, if parents only provide/afford junk food
- Xbox/Tv etc seen as the better option than going out to 'play'
- Advertising of junk food doesn't help
- Dangers of playing outside – crime etc
- Lack of food/feeding a large family on tight budget
- Schools should do more about healthy living, including more P.E
- School canteens provide only junk food.
- Poor parenting. If the parents don't try to provide a healthy lifestyle, there isn't much a child can do about it.
- Peer pressure can lead to a unhealthy lifestyle, eg smoking, drinking and drug use.
- Info given at school about health gets ignored. It should be done in a less 'preachy' way.
- More clubs to promote sporting activities.

Money – what cut backs have you made? Is the enough education about finances at school?

- Cost of petrol is a problem
- Not enough education at school about budgeting etc
- Citizenship lessons in school cover opening bank accounts, but that's all.
- Business studies covers some money advice, but not general/practical advice.
- No benefits advice given at school
- Less money for social activities. Parents have less money too.
- Schools should use workshops to raise awareness of money issues.

Primary Cluster comments

- A barrier to leading a healthy lifestyle is money. If you do not have enough money you can not buy healthy food.
- Bad habits like takeaways and sweets can get in the way of a healthy lifestyle.
- Healthy living advice at school is regarded as being 'okay'.
- Exercise and a balanced diet is a healthy lifestyle.