



Healthwatch Lewisham

Children and Young People Findings and
Outcome Report

April 2014-March 2015

Introduction

One in four Lewisham residents is under 19 years old. Healthwatch Lewisham has a responsibility to engage with children, young people as well as parents and carers to find out what they think of the local health and social care services.

Healthwatch Lewisham has developed innovative ways to engage with young people to find out what their experiences of using health and social care services are, giving young people a voice in the way local services are planned, delivered and monitored.

Healthwatch has been asking young people around the borough which services young people use; which services they value and why, what are the aspects of their care that need improving, how they think services can be improved, and whether there are any services they need but can't access.

You can read Healthwatch Lewisham's [CYP Engagement Update](#) to find out more about how we did this and the activities undertaken with children and young people in 2014. This along with all of Healthwatch's reports can be found on the Healthwatch Lewisham [website](#).

Healthwatch Lewisham uses the evidence and feedback gathered from community engagement activities to inform local providers, commissioners, interested partners and Healthwatch members about the experiences of children, young people and their families.

Engagement undertaken since April 2014

Healthwatch Lewisham has engaged with the following young people's groups or events:

- Regular attendance at the Young Mayor's Advisors meetings
- Regular attendance at HeadStart Youth-led Steering Group
- Lewisham's Young Citizens Panel
- XLP youth group - Lee
- Horniman Youth Panel
- Lewisham People's Day
- St John's Ambulance Little Badgers Group
- Lewisham Community Sports holiday programme
- Royal London Society for Blind People Lewisham Youth Group
- Mayor's NEET programme participants
- Young Carers group, Carers Lewisham

- Goldsmiths Freshers Fayre
- Goldsmiths LGBTQ Society Health Seminar
- Lewisham's Youth Conference
- Dumps Adventure Playground
- Riverside Youth Club
- Woodpecker Youth Centre
- Kaleidoscope Children's Centre

Healthwatch Lewisham has engaged with the following parents' support groups, organisations or events:

- Regular attendance at the Kaleidoscope Children's Centre
- Stay and Play - Catford Community Centre
- Parent Partnership Service's (SENDIAS) coffee mornings
- Lewisham Parent and Carer Forum
- Lewisham Autism Support Service
- Kaleidoscope User Group Forum
- Contact A Family - Transition Day and coffee morning
- Carers Lewisham
- Scope
- Lewisham People's Day
- Sydenham and Forest Hill Youth Forum
- Demelza's Parent Forum
- CYP CVS Representatives Forum.

Activities undertaken with children and young people

- Developed and delivered a 'getting to know your rights' workshop for young people's groups. This included learning about consumer rights and how they relate to healthcare, what good and bad care can look like, how to feedback, and what to do if young people are not happy with the service they receive
- Developed a 'caring in the community' workshop for St John's Ambulance's youth group for 5-10 years olds
- Planned and delivered a workshop at Lewisham Community Sports to get young people to think about what they can expect from health services, and how to identify what good and bad care might look like, and teach the importance of speaking up if they are not happy with the care

- Partnered with Lewisham Clinical Commissioning Group to provide signposting and information to students at Goldsmiths University Fresher's Fayre



- Engaged with 'NEET' young people by delivering workshops around consumer rights and mental health as part of the Mayor's NEET programme
- Provided opportunities for youth champions to participate in local engagement events and forums related to health and social care
- Facilitated a discussion group for young people with visual impairments to talk about their experiences
- Provided training for 13 young people in the south east of London to be Healthwatch Enter and View Young volunteers
- Enabled 6 Youth Champions to visit a local residential home as a practice 'Enter and View' visit
- Following on from the residential home visit, Healthwatch invited Lewisham's Youth Citizen Panel to come up with ideas for an intergenerational event
- Created an ideas tree to capture young people's feedback
- Used the art of storytelling to gather young people's experiences which fed into an Appreciative Inquiry into Community healthcare

- Supported young people to participate in the Appreciative Inquiry into Community Care's vision day
- Presented and facilitated a focus group with the Goldsmiths University LGBTQ Society to listen to the experiences of LGBTQ service users in Lewisham.

Supporting the Big Lottery's HeadStart Lewisham Application to support the emotional wellbeing and resilience of 10-14 year olds in Lewisham

- Supported the development of the young people led HeadStart Steering Group
- Supported a consultation at four youth clubs around Lewisham, collating the findings for the Steering Group into a report to analyse
- Developed resources to provide signposting and information so young people know where they can go to get support. This will form the basis of the HeadStart young people's coping pack to promote mental health and wellbeing in Lewisham
- Supported the planning and realisation of the first young-people led event in October 2014.

What Young People and their Parents/Carers told us

Access to information

- Most young people don't know how to complain and where they can go to complain about a health and social care service. It can be especially confusing if there are multiple agencies working out of the same building like Kaleidoscope
- Young people found it frustrating not knowing how long they would have to wait for an appointment, at a clinic or the hospital
- Having names displayed on electronic signs in surgeries can be embarrassing for young people when their names are called, and difficult for young people who have a visual impairment
- Healthwatch heard various reports of social care services not returning parents' calls

- There is wide spread lack of awareness among children, young people or their parents/carers around where to go to get support around low and high level mental health issues
- There is a lot of stigma associated with ‘mental health’, which has perceived negative connotations for many of the young people we spoke to. There is also a lack of knowledge about what ‘mental health’, wellbeing and resilience mean.

Access to services

Mental Health Services

- Getting a referral to CAMHS. Some parents we spoke to weren’t sure who makes CAMHS referrals, and some felt they were “working full time just to get the referral done”
- Young people can often experience a long wait to get the first appointment with CAMHS, or to find out the outcomes of their referrals. The waiting time is variable depending on the severity of the problem.
- Young people and their families often don’t know where to access support outside of their CAMHS appointment
- There are limited options for counselling support services in Lewisham
- Young people we spoke to generally have very positive experiences about CAMHS services once they are receiving care
- Counselling services within Goldsmiths University are struggling to meet the current need of their student population. IAPT have tried to offer workshops and group provision at the university but there was little or no uptake.

Access to other services

- Young people told us that it can be difficult getting an appointment at the GP outside of school hours
- Getting an appointment with doctors is increasingly becoming more difficult, and this can be particularly challenging for children and families who have complex needs and may either need longer than the standard 10 minutes, or need appointments first thing in the morning to avoid long waits
- Some of the young people we spoke to found the reception staff and GP surgeries or the hospital rude

- Some children and young people we spoke to at Kaleidoscope Children's centre are experiencing long waits to access physiotherapy and speech and language sessions at Kaleidoscope
- Last minute cancellations can be extremely disruptive for children with complex needs and who may have a lot of visits to arrange
- Parents with children who have complex needs often feel that they have to chase support for their children and family.

Communication challenges

- Children with complex needs or their families have to retell their story multiple times to different services and to new staff coming on shift. This could be avoided if all staff read the patient's notes prior to appointments, on staff changeovers, and through the use of health passports which are really useful but not used by all staff
- Communication with children who have communication difficulties needs improving
- Young people find some reception staff rude and would like to be treated with respect

Co-ordination of services

- The transition between child and adult services can be challenging in health and social care services
- Healthwatch has heard of multiple examples when there has been poor transfer of information between services. This often means parents/carers having to chase information, referrals and appointments

Meeting patients' individual need

- Lack of awareness among health professionals about how to address and meet the needs of LGBTQ service users
- More could be done to better meet families' needs who have children with learning disabilities within GP surgeries to improve their service user experience
- Young carers would like to be involved in decisions made about their family member's care, and listened to by health professionals

Changes to service provision

- Healthwatch have heard that recent reductions to respite services for families with disabilities is having a negative impact on children's behaviour
- Young people want new innovative ways to access sexual health services and to be included in the development of these services
- There are not enough intergenerational events and activities in Lewisham

Findings from the HeadStart Young People's Consultation and first young people's HeadStart event

- Healthwatch was pleased to hear that most of the 40 young people we spoke to between the ages of 10-14 years old have a trusted adult/family member that they could speak to on a daily basis about how they feel
- The majority of the young people told us that they were likely to go to a parent or carer if they had a problem
- Young people would like to see more information and support to improve their mental health and emotional wellbeing provided outside of schools
- Young people felt that having active or creative activities to participate in has a positive impact on our wellbeing and would like to see more of these
- Doing something creative helped the young people we spoke to feel better and improve their wellbeing. Eating well and spending time with family and friends were also important factors
- Anger and emotions were key themes highlighted that young people need additional support to be able to manage
- Peer mentoring - getting support and advice from people who have been in the same situation can be useful.

Outcomes

Raising awareness, increasing capacity

- Healthwatch has engaged with approximately 250 young people since April 2014
- Approximately 75 young people Healthwatch engaged with have an increased awareness of consumer rights, know how these relate to using local services, and what to do if they are not happy with the service they receive
- Healthwatch provided approximately 100 young people to engage in participative feedback processes

- Healthwatch has trained 13 young people to be ‘Enter and View’ Champions
- Healthwatch has developed over 7 workshop plans to creatively capture feedback from children and young people.

Baseline NEET programme

At the end of the day which consisted of three workshops, one on consumer rights, one looking at the quality of local services and the last looking at mental health, the young participants said that they had learnt the following:
At the end of the day which consisted of three workshops, one on consumer rights, one looking at the quality of local services and the last looking at mental health, the young participants said that they had learnt the following:

- *about consumer rights in general and specifically how they apply to a hospital or doctor*
- *what Healthwatch is about*
- *about new health disorders*
- *how to take care of their mental health*
- *about different people’s rights*

Older People’s Day Intergenerational Event



- Following on from a visit to an older people’s residential home, the Healthwatch Youth Champions wrote recommendations in order to improve the environment for the home’s residents. One of the suggestions they discussed with the Young Mayor’s Advisors was organising intergenerational activities within the borough to promote cross generational learning
- Partnered with the Young Mayor’s Team to celebrate Older People’s Day by hosting an intergenerational event at a sheltered housing scheme for older people in New Cross

- The theme of this year's Older People's Day was skills sharing. Young people spent time sharing their hopes for the future and listening to the work experiences and wisdom of the older residents. "It was great fun listening and understanding people's stories," said one of the young participants. There was a quiz, devised by one of the Young Mayors Team, to test the knowledge of young and old team members, and the group talked about the 'five ways to wellbeing' discussing how we can looking after our own wellbeing.

CYP Representatives Forum

- Elected onto the CYP Representatives Forum's Steering Group to ensure health is high on the CYP Forum's agenda throughout 2014
- Presented to the CYP Forum the work of Healthwatch to feedback what children and young people had told us
- Planned and facilitated a workshop at the CYP Forum 'supporting mental health needs of CYP in Lewisham'. Evidence fed into the second stage of the Big Lottery's HeadStart application
- Facilitated a workshop in November's CYP Forum: 'supporting the health needs of Lewisham's young people' to gather evidence to influence the development of the next CYP plan for Lewisham
- Influenced the Steering Group's response to the Mayor and Cabinet over proposals to Lewisham's Youth Service.

Supporting the Big Lottery's HeadStart funding application



- Supported the successful development of the stage two Big Lottery HeadStart application with Healthwatch representation on the HeadStart Steering Group between May and September
- Assisted in the development of a job description for the new Community and Development worker position to ensure community engagement was a key focus element of this role
- [Produced a report](#) from the first young people led HeadStart event in October 2014 to evidence the young people's activities and findings from the day

- Collated and analysed data from the young people's consultation to assist the Steering Group in planning future projects based on young people's feedback
- Designed a factsheet to explain what is HeadStart, and explain terms like 'mental health' 'wellbeing' and 'resilience' to increase awareness and reduce stigma associated with mental health for members of the Steering Group to distribute.
- Created a [contact information sheet](#) with useful helplines, and local and national organisations that support young people and their families who are experiencing difficulties
- Supported the HeadStart Development Manager at Lewisham's Youth Conference to create 'calming mood jars' and positive affirmations with young people while providing signposting and information to local mental health support services.

Healthwatch Lewisham's role in the HeadStart programme development and implementation has been really helpful in providing evidence and contributing to the development of the expression of interest and stage 2 application for funding. More recently Healthwatch have been proactively engaged with supporting and facilitating the young people's steering group and offering training and development support for Young People as part of HealthWatch Lewisham's activities and supporting the young people's mental health activity.

Penny Phillips
Programme and Community Development Manager - HeadStart
London Borough of Lewisham

Giving young people a voice at a strategic level

- Healthwatch helped two Healthwatch Youth Champions participate at an NHS England's Young People's Engagement Event to gather the views of young people who use health services in London. This opportunity gave Lewisham's young people a voice in the planning of future health strategies for the borough while providing a platform for young people to talk about their experiences as service users and ensure their priorities were heard
- Empowered Healthwatch Youth Champions to participate, facilitate and scribe at two Your Voice Counts Events. Findings fed into the development of the South East London five year Commissioning Strategy, Lewisham Clinical Commissioning Group, and the next children and young people's plan for Lewisham.

Partner in the Kaleidoscope Consortium

- Healthwatch is part of a voluntary sector consortium that provides additional support, signposting and information to families at the Kaleidoscope Children's Centre

- Healthwatch engages with families in the waiting area twice a month to find out what families think of the services they receive at Kaleidoscope while providing signposting to local services
- At the request of the Kaleidoscope User Group, Healthwatch analysed and compiled data to create a report of their findings, one in April and a second in [June](#). The report highlighted trends in the feedback, recurring issues, and offered recommendations for local providers and commissioners to improve the service user experience. Local commissioners have used the report to look at CAMHS service delivery
- Developed a strong network with Scope, the Parent and Carer Forum, Contact A Family, SENDIAS, and Carers Lewisham through the consortium. As a result, Healthwatch has attended a Contact A Family Transition Day and CAF coffee morning for new families, three SENDIAS coffee mornings, and provides a space in the Healthwatch e-bulletin to promote their services and upcoming activities
- Healthwatch is a member of the Kaleidoscope User Group and participated at the last User Group coffee morning to attract more families to join the User Group Forum.

Appreciative Inquiry

- Involved young people in an Appreciative Inquiry into community health care which empowered young people to tell and capture their own stories as part of the Inquiry's story gathering process to ensure young people's voices were incorporated
- Youth Champions attended the two Inquiry Vision events, co-facilitating and participating in table discussions
- The Healthwatch Youth Champions performed a winning sketch to convey how they would like sexual health services to look in the future to local commissioners and councilors.

Making Young People's Voices Known

- Healthwatch produced a young people's engagement update in September, 2014 to promote the voices of young people from Healthwatch's engagement over the year
- The engagement update was shared with other Healthwatch organisations as an example of good practice
- Young Fathers from the 'Working With Men' Project attended two Healthwatch 'Your Voice Counts Events' as well as the Joint Commissioning Intentions event to give their views.
- Healthwatch attended a Young Father's Forum to listen to the experiences of young father's interactions with local services.

Conclusions and Recommendations

Young people and their families need visible and accessible information about what services are available to support them and where they can find these services, particularly for young people who are experiencing mental health issues or have complex needs.

Healthwatch Lewisham plays a key role in providing signposting and information to ensure families can access support and services when they are in need of additional support.

Healthwatch Lewisham plays a key role in linking providers and partners with service users and their families to ensure that every child, young person and their family are aware of all local services that are available to them.

Healthwatch is pleased to hear that CAMHS have introduced a new triage system to ensure that the most serious cases are assessed and seen sooner. Healthwatch was also pleased to hear that most young people and their families felt that staff were very kind and caring while in the service. Young people and their families continue to tell us that access to the service can take a long time.

Healthwatch Lewisham has been pleased to support Lewisham HeadStart, which brought £500,000 of Big Lottery funding into the borough in 2014 to support the resilience and emotional wellbeing of 10-14 year olds in Lewisham. This is a significant outcome towards improving access and support for young people experiencing mental health difficulties. Healthwatch Lewisham looks forward to support the development of the third stage funding application for a further £5 million over five years. For more information about HeadStart please visit: <https://www.lewisham.gov.uk/young-people/keeping-well/headstart-lewisham/Pages/default.aspx>

Healthwatch has been pleased to work closely with the Young Mayors Team and the Young Mayor's Advisors during 2014 and 2015. Healthwatch Lewisham would like to thank the Young Mayor's Team for their support and involvement in Healthwatch activities throughout the year. Healthwatch Lewisham looks forward to continuing to work closely with the current Young Mayor to ensure health, disability awareness, and health inequalities are high up on the agenda for young people.

Healthwatch has been pleased to frequently engage with seldom heard families, often with complex needs to give them a voice through our ongoing engagement at Kaleidoscope children's centre. Healthwatch has provided dozens of families with signposting and information to families at the Kaleidoscope drop-in which is well used by families seeking support of voluntary sector organisations that collaborate with the consortium.

For families with complex needs, health passports are an easy tool to help reduce the number of times families have to repeat their child's medical history to health professionals. Families get tired of repeating themselves to different health professionals; reading notes before asking questions and having health passports can avoid this repetition.

Special consideration needs to be given to families who have children with complex needs at GP surgeries. Appointments at the beginning of the day are preferable to avoid long waits. Double appointments are also needed and can be challenging to get. Continuity of care by being able to see the same doctor is particularly important to these families.

We recommend providing parents with a protocol as to how phone calls are dealt with within children's social care so they understand how the system works, when they can expect a phone call back, and what to do if they haven't received a call back.

The process of how to make a complaint could be clearer for parent using social care services, particularly in multi-agency buildings like Kaleidoscope.

**Report written by
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March, 2015