



Better Health Programme

North Durham

Agenda Day™ Report

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Promoting the Rights of Children & Young People

Introduction

We are part of the County Durham Health Group for Investing in Children. Investing in Children is committed to ensuring that Children and Young People have a say in decisions that affected them. Investing in Children's young people's Health Group is a group funded by North Durham & Durham Dales Easington and Sedgefield Clinical Commissioning Groups (CCG). The group is a county wide group that meets second Thursday of the month in Durham. The meeting consist of around twelve young people and we gather to discuss different matters and have covered a range of topics.

We were asked by North East Commissioning Support (NECS) to involve young people in discussions through Agenda Days™ about the Better Health Programme. An Agenda Day™ is an adult free space, this means that adults don't take part in the debate, and the children and young people are free to discuss issues without adult influence. This was achieved by using young people as facilitators.

The 'Better Health Program' (BHP) is about how the NHS in Darlington, Durham, Tees and North Yorkshire can improve care for patients in hospital and in the community. Key points are listed below:

- More patient care could be provided outside of hospital, in the community or at home supported by GPs, NHS community services, social care and the voluntary sector.
- Your local hospital would still provide: outpatients clinics; scans and other tests; planned operations; midwife led maternity care, and urgent care for non life threatening illnesses and injuries.
- For life threatening emergencies patients should go by ambulance to a specialist emergency hospital with senior experienced staff 24/7
- This happens now for heart attacks, strokes and serious injuries. They believe this should also happen in other serious emergencies, like internal bleeding, and for women and babies at risk of complications during childbirth.
- We should centralise care for serious emergencies in fewer hospitals than at present so that experienced staff can be available 24/7

21 Young People age 13-17 attended Stanley Young People's Club on the 20th October - 9 Male, 10 Female, 2 chose not to say





The first question both groups of young people were asked was: What was good or bad about specialist hospitals?

The general reaction to specialist hospitals was very mixed among the young people, with the majority saying this is both a good and bad idea in the fact that specialist care is available 24/7 in these hospitals, but it may take longer to get there in an emergency. There were also concerns regarding increased cost (both to the NHS and patients)

Quotes from young people:

Benefits:

- ***“Better health care due to specialists/experienced staff”***
- ***“Lots of help available in one place”***
- ***“Help seriously ill patients”***
- ***“More dedicated care”***

Drawbacks:

- ***“Transportation cost for patients”***
- ***“Could cost more for the NHS”***
- ***“Takes longer to get there in an emergency”***
- ***“Could be busy, so waiting times will increase”***
- ***“Specialist hospital could be too far away”***
- ***“Someone who needs help with (e.g.) lungs... may not know where that specific hospital is”***

The next question the groups were asked was: What type of health services would you like to be able to access in your local community?

In the group there was a majority for Mental Health and Sexual Health services in the local community, amongst other services which are highlighted below:

Quotes from young people:

- ***“Mental Health Services”***
- ***“Sexual Health Clinic (STI Testing)”***
- ***“Closer Hospitals”***
- ***“Cancer Clinics/Services”***

- ***“X-rays”***
- ***“CAMHS”***
- ***“Closer Hospitals”***
- ***“Same day appointments”***
- ***“Physiotherapy”***
- ***“Counselling”***
- ***“Checkup Centre’s - for unknown illnesses, to decide best course of action”***

The next question the groups of young people were asked was: How can we get people to use the community services rather than go to a hospital?

The majority of the group favoured posters placed in popular places, such as community centres - as well as having displays in hospitals about local services

Quotes from young people

- ***“Put posters in a local/popular place”***
- ***“Door to door, posters, newspapers, TV”***
- ***“Billboards, radio broadcasts”***
- ***“Advertise in schools”***
- ***“Advertise on facebook, ensure people know its legit with professionals/specialists”***
- ***“Big, bright posters”***
- ***“Assemblies”***
- ***“Social Media”***
- ***“‘Relaxed’ advertising - so people aren’t scared/intimidated”***
- ***“Tell people in the community what these services are and what they do, make sure they know they’ll be easy to access/closer”***

The next question the groups were asked was: What is important when leaving the hospital?

The general view of the group of young people is that services should be provided either in the home or in the local community

Quotes from young people

- ***“In a ‘front street’ location”***
- ***“In a One Point Hub”***
- ***“Near or in GP surgery”***
- ***“Somewhere where everyone can have easy access”***
- ***“Aftercare in your home”***
- ***“Nurse visits you”***
- ***“Follow ups done in GPs”***
- ***“Somewhere within reasonable bus distance”***
- ***“Near my home”***
- ***“In serious incidents doctors come to your home”***
- ***“In your home, to make you feel safe”***

- **“Local Area”**

The next question the groups were asked was: What is good about reducing Paediatric wards and what is bad about it?

This was responded to very negatively by the group of young people, with all young people saying children are more likely to require care and so there needs to be 24hr wards a short distance away from where they live.

Quotes from young people

- ***“The problem about lowering the opening hours is a child’s immune system is very delicate and that means they may not be able to fight illnesses... and this can be very dangerous”***
- ***“More emergency appointments are made for children by parents due to paranoia”***
- ***“Good as more staff, however children may not get enough healthcare”***
- ***“Children may not be able to access medical care”***
- ***“Staff will be less stressed, however childcare may not be as good”***
- ***“Cheaper and save funds, however puts more stress on fewer wards”***
- ***“More injuries happen with children”***
- ***“Not all children will have access to care e.g. during the night”***
- ***“Children are vulnerable and need more help”***
- ***“Kids are the new generation and so need help when they get injured”***

The final questions was: Is it better to get the best possible care and have to travel further, or have services cover but not necessarily specialist services?

The general view on this question amongst the young people is that the answer depends on the situation - i.e. the severity of the injury or illness.

Quotes from young people

- ***“Better service - get the best treatment to make it better in long run”***
- ***“Closer care is better in an emergency”***
- ***“Not everyone has a car so they would not be able to travel - taxis and buses are expensive”***
- ***“It depends on how you define ‘further’”***
- ***“Access to best possible care is worth the extra travel”***
- ***“Closer is easier to get to”***
- ***“An emergency patient could die on if they have to travel a long way”***

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