



Access to 7 Day Health Care Services Agenda Day Summary Report

Report written by Amber Boyd – Young person Investing in Children

November 2018

Promoting the Rights of Children & Young People

Introduction

6 Young People from the Investing in Children Health Group took part in a discussion about the DDES CCG Improving Access to 7 Day Health Care Services review. The young people were shown the following film <https://www.youtube.com/watch?v=LkxqBF11BB4> and then asked these questions:

1. **Film** – What do you think of the film?
 - “Not too childish, just right.”
 - “Older people wouldn’t think it’s too childish.”
 - “It was clear, everything was clear.”
 - “Good summary of what needs to be said.”
 - “Give website at the end for more info.”
2. Do you **understand** about the changes and why they are being made?
 - “Clear message.”
3. Is there anything missing that you think the **video** didn’t tell you?
 - “No”
4. Do you use 7 Day Health Care Services?
 - “Not really, go to the **Doctors only if have to.**”
5. Any ideas how to help people who may be unable to leave the house/ more vulnerable people for whatever reason?
 - “Volunteer **drivers** to help get them out the house.”
 - “**Consistency** – make sure that when someone goes to the hospital or doctors they can see the same person each time if the person isn’t confident going out.”
 - “Encourage patients to **attend their appointments** for the benefit of the patient if they really need help, the person making the appointment needs to be supportive and understanding.”
 - “Build positive relationship – **Health professionals need to be reliable** and kind so that patients trust them.”
 - “**Home visits** for people who can’t leave the house.”
 - “**Number to call for over the phone appointments** rather than people having to leave the house.”
6. Anything else that would help deliver these changes e.g. phone appointments, home visits, video calls, transport provided (if so by who)
 - “**Put the word out** through GP Surgeries that changes are happening with the 7day access to health care services using posters.”
 - “**Promote the benefits** of volunteering and being able to help and support someone to attend their appointments.”
 - “Build on existing **volunteer driver networks.**”
 - “**Video calls** – might be issues with safety as these would need to be highly monitored, some people might abuse it and have a laugh.”

- “Later pre-booked appointments for people who work in the day and other appointments for night shift workers.”

**Amber Boyd Young Person
Investing in Children
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Investing in Children CIC

Sjovoll Centre, Front Street, Pity Me, Durham, DH15BZ

Tel: 0191 3077030

Email: info@investinginchildren.net

Website: www.investinginchildren.net

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