



Access to 7 Day Health Care Services Focus Group Summary Report

Hope Wood Academy Easington

Report written by Chris Affleck – Project Officer

Investing in Children

December 2018

Promoting the Rights of Children & Young People

Introduction

16 Young People Hope Wood Academy in Easington Colliery took part in a focus group discussion about the DDES CCG Improving Access to 7 Day Health Care Services review. The young people were members of the Student Council at Hope Wood Academy and all had a special educational need or disability (SEND). 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?

The majority of the young people thought the **film was good as a way of communicating** a message. Some of the young people thought it **was a bit childish** and assumed it was an animation just for young people but it was explained that it was to inform all patients within the DDES area which did include young people. One young person said: **“You could trust it because it gives you lots of information and it’s from the NHS rather than getting it from Google.”**

Some of the **young people didn’t understand some of the words** including Clinical Commissioning Group, Clinician or navigate. When each of these terms was explained the young people suggested using Doctors and Nurses and other health professionals rather than the term clinician. It might be a longer way of saying it but at least people will understand.

Young people were asked if they knew what the telephone number 111 was, around half the group did know but there was some **confusion around when to call 111** and when to call 999.

2. **Do you understand about the changes and why they are being made?**

Around **half the group said they understood why the changes were being made** and a few asked questions including what services are included in the 7 Day Health Services and could the NHS promote where to go for different ailments. It was explained to the young people about where the best places to go were for different ailments and that the CCG had produced a booklet which was a colour coded guide on where to go for different things but the **young people didn’t recall seeing these**.

3. **Is there anything missing that you think the video didn’t tell you?**

Young people asked questions about **where to go after 8pm when the Hub closes** as they didn’t feel like this was clear.

Following on from the last question young people said **the film should have provided a link** to information and advice about where to go for different ailments so people don’t waste the time of a Doctor if it isn’t necessary.

Young people had a further **discussion around when it is appropriate to call 111 and** when to call 999.

4. Do you use 7 Day Health Care Services?

Most of the young people who access 7 Day Health Care Services do so due to ongoing health conditions which they may need support to manage outside of their regular appointments.

A number of the young people mentioned about not wanting to go to the Doctors due to previous negative experiences: *“I don’t like it, I can’t go, the Doctor has to come to my home.”*

“I won’t go because last time I got eye drops and needles and it hurts.”

A couple of young people commented that they are reluctant to contact their Doctors Surgery as they find it difficult to get an appointment so this puts them off making future appointments when medical attention is needed.

5. Any ideas how to help people who may be unable to leave the house/ more vulnerable people for whatever reason?

Young people asked for more home appointments, especially for people who are unable to leave the house or who have anxieties about attending a GP Surgery.

Young people mentioned about limited access to public transport and also young people’s fear of using public transport for various reasons.

6. Anything else that would help deliver these changes e.g. phone appointments, home visits, video calls, transport provided (if so by who)?

The young people came up with a range of ideas to help deliver the changes which included:

- Interactive NHS website where people webchat with Health Professionals. This would cut the cost of staff having face to face and home appointments as it could be done from anywhere in the County.
- One young person suggested emailing an account which is monitored by health professionals who could decide if a person needs seeing the same day.
- Young people suggested video calls or phone call appointments rather than face to face.
- Young people suggested an NHS App like 111 where they answer questions to get advice rather than ringing 111.
- One young person said more should be done to encourage people to look after their friends and family when poorly so that they don’t need to take up the time of Doctors who are busy.

**Chris Affleck Project Officer
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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