

what would you do?

It's your NHS. Have your say.



NHS Long Term Plan

Sea Cadets - Doncaster

9 May 2019

1 Introduction

1.1 Description of the focus group/engagement activity

Group Name: Doncaster Sea Cadets

Short description: Sea Cadets is a national youth charity, working with 14,000 young people between 10 and 18 years old across the UK. It has 400 units across England, Scotland, Wales and Northern Ireland, and Bermuda all run by 9,000 volunteers. Doncaster Sea Cadets works in the local community to give young people access to incredible opportunities and skills that help them to launch well in today's world.

1.2 Acknowledgements

The session with Doncaster Sea Cadets was developed, arranged and facilitated by Kaitlin Halkett – Kaitlin is a student from Doncaster College who is has been on a placement with Healthwatch Doncaster as part of her Foundation Degree in Health and Social Care.

2 What was the purpose of the activity/session?

2.1 Purpose

The Focus Group session was arranged as an opportunity to talk to young people who are not usually engaged in conversations about changes to the NHS.

2.2 What did you do?

The session was planned so that information about the NHS Long Term Plan was shared with Sea Cadets and their parents at least 3 weeks before the session took place.

An overview of Healthwatch Doncaster and the NHS Long Term Plan was provided and then a discussion around the three focus areas of the NHS Long Term Plan for South Yorkshire and Bassetlaw took place.

There was time at the end of the session for a more free-form discussion about experiences of the NHS and what could be changed and improved.

2.3 Results of the activity/session(s)

There was a general discussion about the NHS Long Term Plan and what the purpose and focus of the Plan was about.

There was a more detailed discussion about Prevention and the use of services and information to manage low level health conditions – the young people identified that it was very important for family and friends to have the skills to support them and that it was also very important to work in partnership with their local GP or other Health Professionals to get the care that is right for them.

When talking about Mental Health, the young people identified that it was important to treat physical and mental health together because good physical health can support good mental health. A small proportion of the young people involved in this Focus Group identified that looking into Eating Disorders was a good thing and an important area to focus on.

It was also identified that mental/emotional health support for children and young people in schools was the right area to focus on but the services should be more approachable.

Towards the end of the session there was a general discussion about what worked well in the NHS and what could be better – What Would Young People Do if they were in charge of the NHS?

They identified that the NHS and associated services made them feel calm, information was given about how to manage health conditions e.g. migraine, pain relief made an illness more bearable and clear information and instructions were provided.

Young People identified some area for improvement – staff could be nicer and more approachable, better pay for staff, shorter waiting times in both A&E and GP surgeries, they want to be told the truth about what will happen in relation to their healthcare, they identified that there can be unnecessary transfers between hospitals and they don't understand why this has to happen.

What did Young People want to change about the NHS? They identified that they did not know where to go once they were in a hospital and they wanted clear sign or a simple way of getting around the Hospital to get to the places that they needed to go to.

2.4 Conclusion

Young People were happy to be involved in the discussions and conversations about the NHS and the NHS Long Term Plan. They recognised that some of the language was complicated and technical but after a chat and discussion they concepts were easier to understand.

Young People recognised the need for mental health support and services in schools and for their peers but did not fully appreciate that mental health needs and support could be for low level conditions – they mainly associated mental health needs with acute mental health presentations.

The final discussion about what was good about the NHS and what they would want to change about the NHS was really interesting – they key themes that were identified by Young People:

- Clarity of information about process and procedure
- Unnecessary transfers of care
- Less waiting times
- More approachable staff
- Clearer signs and way-finding around the hospital

echo key themes identified by adults and older people in relation to their experiences of the NHS.

An improvement to the NHS as a whole and the systems and services within it will enhance and improve the experience for all patients, users and families irrespective of age.

2.5 Data and information summary

Please complete the table below with all the info gathered from your focus group/engagement session

Date of Focus Group/Engagement Session	9 May 2019
Group name	Doncaster Sea Cadets
Description of the group or session	The Focus Group session was arranged as an opportunity to talk to young people who are not usually engaged in conversations about changes to the NHS. This session took place with the Doncaster Sea Cadets.

Life stage – (Starting Well, Living Well, Ageing Well)	Starting Well
No. of attendees	19
Theme area (Mental Wellbeing, Choice and Control and Independence, Care near where you live)	General but there was a focussed discussion about mental health services.
Was it a condition specific session – if so please identify the specific condition	N/A
What were the key outcomes	<p>Young People identified some opportunities for improvement in the NHS:</p> <ul style="list-style-type: none"> • Clarity of information about process and procedure • Unnecessary transfers of care • Less waiting times • More approachable staff • Clearer signs and way-finding around the hospital <p>These areas echo areas of improvement identified by adults and older people.</p>