



Redcar & Cleveland Borough Council
People Services
Public Health
Belmont House
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[20/10/2016]

Dear Linda,

Redcar & Cleveland Council welcome the report findings from the Healthwatch Young People's Survey on Health Services and have shared the report with the services we commission and other Local Authority colleagues. In relation to the survey findings the services which Public Health commission are: Sexual Health, Elements of Mental Health prevention services and School Nursing.

Our service providers found the report very informative in respect of the young people's awareness of how to access services and felt that it would be interesting to drill down further into the data to find out views from particular areas, schools and colleges. This data would especially be helpful to the sexual health service provider who felt that it would enable them to see whether there is a difference between the awareness in settings where outreach nurses attend or in areas closest to current clinics. The Sexual Health Service Provider (Virgin Care) also stated that the figure of 50% of young people not knowing where to go in terms of service provision seems consistent with the figure that was reported in the NWA Consultation document last year.

In response to the report findings Virgin Care has stated the below:

The mobilisation of the new service has been slower than we would have anticipated and there are still elements of the new service that require additional work, but now that our subcontractors Brook and Terrence Higgins Trust have completed recruitment to their posts and we are up to our anticipated sign up of pharmacy provision, we can now hope to progress the mobilisation process with some haste.

In terms of addressing the issues raised in the report (and the broader issue of marketing services across the area in total) we aim to now update and implement the communication strategy that we shared with commissioners in May which does need updating (please find the plan attached), but in addition, there are a number of other points to mention:

We have shared the report with our colleagues at Brook, who are currently constructing an engagement calendar, which will include the delivery of their in school/college services, the relaunch of the vending machine (at Redcar College), the launch of a greater number of chlamydia screening events and the promotion of C Card provision. As this programme is developed, we will ensure that PH/Healthwatch and other partners are kept abreast of development.

1. We will be aiming to use the upcoming Pharmacy Development Group meeting at the end of October as a means of relaunching and promoting the role of Pharmacy in sexual health provision (we now have 21 pharmacies signed up across Redcar and Cleveland);
2. Likewise, we will ensure that Terrence Higgins Trust provide the same level of detail with regard to their promotional activity over the next 2/3 months;
3. To best co-ordinate these programmes, we will ensure that we work (both Virgin Care and Brook) in conjunction with the school nursing team to make sure programmes dovetail rather than replicate;
4. We are still working to progress the lease agreement for the service moving to the Community Heart with the Council, so hopefully we will be able to use this move as a major catalyst in launching the service across R&C;

Virgin Care hope that this information gives some illustration of how keen they are to now progress promotion of the service and that they propose that they meet with other key services to look at developing plan an integrated plan of response to the Healthwatch recommendations.

In response to the report findings the Mental Health Commissioner for Public Health has stated the below:

It is encouraging that young people rate “emotions, stress and feelings” as important to them (34% very important)

The report talks about Mental Health Services and a Mental Health Team, which I presume is CAMHS (CCG to comment on and respond to this). There are a range of support mechanisms for mental health (Tier 1 to Tier 4) for ages ranges 13 -25 can access.

Public Health are working closely with all schools across the borough to introduce an Emotional Health and Wellbeing Framework for schools, which will include a range of early intervention and therapeutic support for young people and training for staff. We will reinforce that any interventions are delivered in settings that young people are familiar with to reduce the potential barrier of access. We are keen to work with Schools and our providers on the framework to increase awareness and education of good mental health.

Young Health Champions will be trained in mental health awareness to support young people in schools and colleges

Public Health supports campaigns such as World Mental Health Day and Time to Change Anti-stigma campaign, and will ensure that organisations that work with young people are represented and young people engaged with the campaign.

In response to the report findings the School Nursing Service Manager has stated the below:

I am concerned about the information provided in the report with regards to the SN service:

“Healthwatch Redcar and Cleveland would like to propose the following recommendations:-

1. Results show that only 10% of young people aged 13–15 would seek help or advice from a school nurse and 28% of 13-15 year olds also expressed that this service could be improved. It is recommended that a greater awareness of the role of the school nurse is implemented within schools and feedback is sought from young people to ensure that the service is currently meeting their needs “.

The service is keen to gain Young people’s involvement and views and to ensure that all Young people are aware and know how to access the services that the School Nursing Service provides. Improving the marketing / branding of the service since its transfer to the council is a key action point for the service. The service would like to work with and involve Young people to understand their thoughts as to how the service could be improved and would like if possible to meet with Healthwatch to discuss an action plan going forward including making contact with the young people’s networks mentioned in the report. The service has recently appointed to the post of School Nurse professional lead and this work is key part of her work plan.

It is to note that the School Nursing Service at this time of this report was commissioned only to work with young people up to the age to 16 years we are now in discussions to extend this age range and what the extended service will look like.

Again we thank you for the report and hope that you find the information within this response appropriate to feedback to the young people involved.

If you would like further conversations regarding this response please do not hesitate to contact me.

Yours Sincerely



Rebecca Laidler

Health Improvement Commissioner for Children and Young People