

In partnership with



“ I need to see a doctor! ”

Tees Valley Youthwatch Consultation
with Young People's Feedback

November 2023

healthwatch
Working together across Tees Valley

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Introduction

Tees Valley Youthwatch were asked to provide feedback on a Document that was produced by Healthwatch Middlesbrough and Healthwatch Redcar and Cleveland, called "I need to see a Doctor!".

What did we do?



- Over the space of a month, consultations were held in several youth clubs across the Tees Valley for young people to share their views on the document.
- They were asked for their thoughts using round table discussions which were captured on Flipchart by the youth worker doing the activity.
- The young people were asked the following questions to try and unpick the conversations they could have: What do you like about the document? What don't you like about the document? Did anything stand out to you and why? Is there anything missing from the document from a young person's perspective? If we could create a young persons version of the document, what would you like it to look like and why?

Key Learning Points

Document layout and design:

It was clear from each discussion that the young people liked the idea of a content page to help them navigate their way through the large document, one young person commented how it helped them "pick which parts I want to read because it tells me where it is and I don't have to read the whole thing".

Many young people remarked about how the photographs, whilst being professional, looked stage or unrealistic, they suggested that it would be nice to see day to day images from a surgery being used.

In regards to the colours used, one group liked the fact that the colours in the document matched the Healthwatch logo and said how it made the document look professional. Others commented on the lack of colour used within the document, some young people said that if the document were 'brighter and used a jazzier font' that they would pick it up off a shelf.

Document content:

All groups particularly liked the pages where there were larger headings, statistics and images they called these the "fun fact pages" - See example to the right of the page. They said that it caught their attention and made them want to read them. This was evident from watching the young people look through the document, they quickly flipped through the pages where there was more text and little colour, yet they spent a good amount of time on the pages where there was little text and more colours used.

One group liked the pages where it explains the roles of each person that may work in a GP surgery, the young people remarked how they didn't know that many people could work there and through some of the roles could only be found in hospitals.

Use of QR Codes:

Each group remarked on the amount of QR codes in the document. Every young person said that there were just too many of them being used. They said how one or two in each section would be fine but sometimes there were four just on one page!

Young People's Feedback:

On what they would like to see in a Youth Friendly version of this document and comments on what they would like it to look like

- "It should have a glossary to tell us about all the different words that doctors and nurses use, like what does CT or MRI actually stand for?"
- "I would like to see what activities young people can access from their GP, like a timetable of activities or topics I can talk about and who to" The main examples from these conversations were Sexual health, Transgender issues, How to get check ups without your parents knowing, How to deal with stress and mental health, Learning difficulties and Bullying.
- "I think there should be a section around mental health but in a way that it would help younger people understand what it is and how they can get help because I don't think enough people know the answer to that"
- "Maybe a section that explains what I am allowed to speak to my doctor about without my parents being present or what age you can start seeing a doctor alone because I don't know the answer to that".
- "Show us short snappy signs of illnesses, what to look out for and when to go to the doctor"
- "Just tell us the main parts to make it easier - a poster or mini booklet - we would read the whole thing"
- "If QR codes are needed, use less and tell us more about what they are"

- "It could be a poster, video or an advert on tiktok or something"
- "Make it shorter because there is too much writing and it hurts my brain"
- "It should be more colourful because kids like colours"
- "I don't think it should be like the adult version, I think it needs to be more 'kidafied' and more friendly to younger people, maybe add some rainbows in it because they are colourful but also link to the NHS"

Demographic of the Young People who engaged with this mini project

Areas which we engaged with	Middlesbrough Redcar Darlington Stockton
Age breakdown of young people who participated	13 to 18 year olds

Conclusion

Overall the document had positive feedback across the groups we met with.

It did become clear that young people would like a replication of the document to meet their needs as they stated that young people's voices aren't always heard when it comes to issues of Healthcare.

They did say that a poster or mini booklet would be better for a younger audience as they would not read all of this current document, but would read it if it was in smaller accessible sections.



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**Youth
focus:**
North East