Background

In 2016 we carried out a young people's survey to find out what is important to young people regarding their health, their general awareness of health and social care services available and how they can access them. One of the findings of the survey was that only 10% of young people aged 13-15 would seek help or advice from a school nurse.

This report was shared with Redcar & Cleveland Borough Council who expressed that they would like to work with and involve young people to better understand their thoughts and how the service could be improved. They also informed us that they were planning to extend the age range of the school nursing service and would like further feedback regarding this provision.

In May 2017 we held a workshop at Redcar & Cleveland College with 26 first year students enrolled on the Health and Social Care programme. They gave feedback on the following questions about the extended age range service.

- What support do young people want from this service?
- How would young people like to be informed about the service?
- How would young people like to contact the service?
- What would young people like to call the service?
- Any further suggestions for the service

Again, the feedback from the workshop and discussions were shared with Redcar & Cleveland Borough Council. Although the findings provided many suggestions for the service, it was thought that further consultation on some of the points raised and some wider issues would be beneficial.

On 28 March 2018 we carried out a further workshop at Redcar & Cleveland College, attended by 75 students. In groups, the students discussed the following questions:

- What do you think the main challenges are for young people today?
- How do you think the role of the School Nursing Service could support young people to overcome these challenges?
- The School Nursing Service is in the process of developing a website for young people to access. What should this website look like?
- The following issues were highlighted as issues for young people in a recent consultation; what information about the topics do young people want? Emotional health and wellbeing, drugs and alcohol, relationships and sexual health, smoking.

Findings

What do you think the main challenges are for young people today?

- Finding the right services
    - Times they are in
    - Where they are
    - Not consistent with information
    - Not aware of where to go for help

- Judgement
    - Peer pressure
    - Doctors & GP's
    - Confidence, no self-esteem, self-image
    - Fitting in with social groups, not having any friends, bullying
    - Lifestyle-making the right decisions
    - Social media- look and act a certain way

- Mental health, Stress, depression

- Sex, drop ins aren't confidential

- Limited resources
    - Drug & alcohol abuse
    - Smoking

- Make money- pay bills, buy clothes

- Working, lack of jobs

- Get good grades- college and university
    - Making deadlines
    - Exam stress
    - Pressure to keep attendance up
    - Balancing college life, routine

- Health needs not being met

- Worry about future
    - Moving out/independence

- Young carers/home pressures

- Violence, domestic

- Have own voice

What could prevent people from finding the right services?

- Young carers
  - Can't leave house for long periods of time

- Disability

- Culture

- Age
  - Not taken seriously
  - Lying
  - Practical jokes
  - Behaviour problems
  - Stigma
  - Social norms- not usually volunteering

- Organisation of work load- too many in short space of time

- School nurse sat in front of all students- uncomfortable to approach when people can see. Open door, small room, anyone can look in

- Counsellor difficult to access

- Drop in services can get filled up quickly

How do you think the role of the school nursing service could support young people to overcome these challenges?

- Time schedules
- Text service, phone calls
- Posters, show times available, and who can go/ how to contact SN
- Leaflets/cards
- Be visible
- Stands in college with leaflets and info
- Sending letters out
- Confidentiality
- Offer drop in services for stress
    - Coping mechanisms
- Make counselling office more hidden
    - Not near lots of classrooms, people/friends could see and ask questions
- Find the right people to talk to
    - Work in conjunction with mind, lifeline, CAHMS, the junction (counselling groups), young carers.
- School nurses could make themselves familiar with students.
- School nurse can explain eating disorders due to looking a certain way.
- Promotions of the service that is available- social media
    - Tip of the day
- Go to a counsellor about university worries, directed by SN
- Families of students to be involved in decisions made, with permission.
- Aiding organisation to meet deadlines.
- Set days for different genders
- 1-2-1
- Support for exams
- Offer family support
- Emails and updates
- See you in college every 2 weeks

The school nursing service is in the process of developing a website for young people to access. What should this website look like?

- Use colours and pictures
  - System option to change to preferred colour
  - Images to how type of work SN does instead of explanations
- Bold
- Make it the same colours as the brand
- Let teens design it
- Open and easy to understand
- Easy to read
  - Not big words and sentences
  - Simple wording
  - Not too much information on one page, won't read it
- Different tab for each problem
- Use drop down to see your school
  - Name of school nurse
  - Open times
  - How to contact
- Social media
  - Twitter
  - Facebook
  - Instagram
- Apps
  - Information in one place
  - Easy to access
  - Have to know about it to download it (advertise on social medias)
- Make it accessible for all ages
- Summary of what the company is
  - Live chats
  - Links to other sites/phone numbers
  - Make appointments
  - 24/7 chat line email, text, phone
  - Who to go to, where to go for different situations/additional services.
- "Student support and advisory" or "student support services". School nurse sounds childish
- "public health nursing", "health and well-being nursing"
- Advertise on blackboard
  - where login is
  - bright colours
  - catch attention
- meet your school nurse page
  - like a social media profile- about me

- school nurse go around the college and meet students
  - Have meetings/presentation in class.
  - Include SN in introductory assembly.
  - Go around every course so that everyone is aware
  - More inclusive talks (men's services, not just women)
- Always women portrayed as victim in ads, never men.
  - Services should include all men's support
  - Stereotype that men should be strong, don't share

Info on site

- Mental health
- Sexual health, contraception
- Personal hygiene
- Abuse (mental, physical, sexual, financial, neglect)
- Cancer awareness (what to look for and how to find services)
- Vaccinations
- How to prepare for later life (university, financial, mock interview and applications- what to say, how to act and what to bring)
- Links to services
- Section on bullying, coping techniques
- Drugs and alcohol, long term affects, drink driving, side effects
- Smoking advice, how to quit, pictures
- Stress management
- Little amount of detail but option to look at more information if wanted to
- Order condoms online
- Booking appointments
- Visual information

How to contact you

- Text message services
- Advertise appointments on social media
- Take appointments via social media

The following issues were highlighted as issues for young people in a recent consultation; what information about the topics do young people want?

- **Emotional health and wellbeing**
  Beginning of college introduce services so everyone knows the full information (don't assume)
  Normality statistics to show you're not alone. Show that most people go through issues.
  Show what the different types are.
  Where to go for help, more than one service.
  Signs/symptoms, coping strategies, self-help.
  Educate adults, parents and carers on understanding.
  Mental health, self-harm
  Support groups

- **Drugs and alcohol**
  Statistics of number of rapes and sexual abuse under the influence.
  Long term effects of all substances
  Unit information on alcohol
  Consequences
  Cost of both drugs and alcohol
  How much NHS spends on rehab and other services (case study)
  Legal issues (underage, drink driving, drinking after 1 pint?)
  How do you know if you have an addiction, signs and symptoms
  Fake ID, effects on staff, workplace and person using ID
  Impact on health
  Addiction effect on families
  Services that can help- talk to frank, lifeline, support groups, AA
  Age to be given advice and awareness should be 13
  Information given in schools through workshops
  Drama/pantomime to show what can happen
  How long it takes to sober up depending on units
  Cheaper than drinking
  Why is it legal if it's so bad
  How does addiction happen
  Laws
  Implications of taking legal medications
  Recovery position
  Speak to someone if you are worried about someone's drink/drug use.

- **Relationships and sexual health**
  Red flags to spot in a relationship
  Signs and symptoms of bad sexual health/STI
  Who to go to about it- men for men and women for women
  How to prevent it
  More sexual health for gay men and women LGBTQ+
  LGBTQ+ support groups, people who know what they are talking about from community, parents have lack of knowledge and don't know how to approach the subject
  Make 'the talk' more casual
  More sexual health groups in schools
  Platonic relationships- how to help a friend, bad/controlling friendships
  Live chats on website and 1-2-1 confidential sessions.
  Include more personal hygiene
  Be able to go into detail about the situation
  Information on grooming, how to spot it, report it and what to look for?
  Private letters so parents won't open them
  Social media chats
  Text messages are private
  Password protected/fingerprint apps so that parents/abusers can't see
  Codes in bars/restaurants if you don't feel safe so that they can call the police or get you home safely
  Domestic abuse/open houses for people who aren't safe at home
  When can a relationship turn into stalking?

- **Smoking**
  Start sex education in year 5 but should be learning about smoking
  Long term smoking causes different diseases
  What damage is caused?
  Drinking and smoking (social)
  Addicted to taste
  Believe stress addiction
  Peer pressure
  More information and support about smoking
  Vaping doesn't have the same effect
  Age to promote advantages and disadvantages to kids
  Age is lowering
  Images don't have an effect
  Can only buy 20 packs which is encouraging more smoking
  If tend to smoke less, then end up eating more
  Education, info and support age? Too early, put them off