Young people's involvement in the development of Redcar & Cleveland School Nursing Service

Background

In 2016 we carried out a Young People's Survey to find out what is important to them with regards to their health, their general awareness of what services are available and if they are able to access them. In June 2016 we published the results of the survey in our Report on the findings from the Healthwatch Young People's Survey on Health Services.

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 and 28% of 13-15 years also expressed that this service could be improved. We recommended that a greater awareness of the role of the school nurse is implemented within schools and feedback sought from young people to ensure that the service is meeting their needs.

Working for you, across South Tees

Following on from this recommendation, we received the following response from Redcar & Cleveland Borough Council:

'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.'

Only 10%
of young people aged 13-15 would seek help or advice from a school nurse

We met with the Health Visiting and School Nursing Service Manager and the School Nurse Professional Lead to take up the invitation to discuss the best ways of involving young people in the development of the service. As the extended age range service is still in its infancy we decided to primarily focus on this as we recognised that there would offer a greater opportunity for young people to actually influence how a service would be delivered.

It was decided that the first stage would be to hold a workshop within Redcar & Cleveland College to gather student feedback on the provision of the service.

School Nursing Workshop

We held a workshop at Redcar & Cleveland College on 22 May 2017. The workshop consisted of 26 first year students on the Health and Social Care programme.

The School Nurse Professional Lead was invited to the workshop and gave a presentation to the students on what the service hopes to deliver. The students were then split into groups to discuss:

- 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

Findings

The feedback from the groups has been compiled below. It was encouraging that the groups had very similar comments and very clear ideas on how they would like to see the service delivered.

What support do young people want from the service?

1:1 appointments
Abuse
Advice for accessing GPs
Advice/Guidance
Alcohol, drugs,
Awareness of domestic violence
Bullying support
Confidence
Confidentiality
Consistency (in relationship) – buid trust
Contraception
Counselling
Depression & anxiety
Diet & healthy eating advice
Doctors
Drug/alcohol support
Eating disorders
Emotional support
Environment related health
Exam stress
Family issues
Home life
Loneliness, bullying
Making sure you get to see the right person at the right time

Mental health; self harm, gender, depression, anxiety, sexual orientation, bereavement, stress

Pregnancy/miscarriage

Relationship advice

Seeking help for someone else so they can be seen to

Self esteem (support groups)

Sexual health

Sexual orientation help

Smoking

Someone that can listen to us

Someone that we can speak to confidently

Support with teenage pregnancies

Support with testing

How would young people like to be informed about the service?

1:1

Advert on the radio

Advertise in snapchat

Adverts

An app that allows you to see appointments and to speak to someone online (live chat).

College website/Blackboard

Drop in service

Email/text

Facebook page

Instagram page

Internet

Links to the web page from social media pages (facebook, instagram)

Notices (posters, college tv's)

Posters around college

Presentation/talks to students

Promoting service on college TVs

Reminders for your own appointments via text

Social media advertisements

Social media advertisements – group pages (multiple people may want the same help)

Social media; facebook, instagram, twitter

Talks in schools/college

Text message kept short with contact details so we know who it is.

Text message to notify when the nurse is in

Twitter page

We aren't currently aware of services that come into college. It is important to keep students up to date with things happening in college

Website

Word of mouth, lectures, classroom presentation

Young people would respond to text messages instead of letters and phone calls.

How would young people like to contact the service?

App

Drop in appointments

Drop in days (specific hours)

Drop in to arrange a time

Email

Facebook

Facebook message/ social media private message

Helplines

Instagram
Livechat
Notice boards
On-line chats
Over phone
Phone call
Snapchat
Social media
Text messages – save on embarrassment (keeping it confidential). The reason we like text messages is because they can be easily deleted and also because some phone calls are recorded.
Through Tutor
Twitter
Web page

What would young people like to call the service?

Drop in nurse and advisor
Drop-in nurse
Health Advisor
Health and Wellbeing Advisor
Health Nurse
Student Health Advisor
Student Health Care
Student Nurse
Support & Guidance Nurse
Young Adult Advice/Help/Nurse ....
Young People's Nurse
Youth Advice
Youth Health Advice
We feel that School Nurse applies to school children, the 'nit nurse' and its quite childish

Any further suggestions?

Area to type in question and related responses pop up
Dates and times when in area
Have links to NHS, CAMHS, EVA, etc
Helpful numbers, eg Childline, Lifeline
Give name when they call
Private and confidential envelope if mail is necessary
Promoting the service more
Search bars
Telephone numbers
Web links to certain things to do with health, for example
Website including dates and times when in area

The students had the opportunity on the day to present their feedback. For how they would like to be informed about the service and to contact it the students overwhelming favoured a dedicated website supported by social media links.

Moving forward

The students were asked if they would like to be involved in a working group to develop some of the ideas highlighted within the workshop. The working group is to be led by a previous Healthwatch Champion and will firstly look at what information should be provided on a website. Several students came forth to offer their services and their time dedicated to this work will form part of their work placement.

your voice counts

healthwatch
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