



YMCA RIGHT HERE

Young people promoting health and wellbeing through education, campaigning and influencing

YOU & YOUR NHS: A Case Study

01 December 2017

Engaging young people in Brighton & Hove with their CCG, and the Sussex & East Surrey Sustainability & Transformation Partnership



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BACKGROUND

YMCA Right Here is a young people's health and wellbeing project based in Brighton & Hove. Right Here delivers a number of health promotion projects, campaigns, and community consultations under the banner of Young Healthwatch, and as a member of the Brighton & Hove CCG's ECHO (Engagement Council Health Organisations) group.

On a quarterly basis, YMCA Right Here will carry out a community consultation with local young people around an agreed issue, and submit a report and recommendations to the CCG and other relevant organisations and professionals.

This quarter (winter 2017), rather than deliver one of our traditional consultations, we were asked by the CCG to focus on delivering **an engagement event around the Sustainability and Transformation Partnership (STP)**.

We set out to **ensure that the event delivered information in a youth friendly and meaningful way**, by addressing the priorities of young people within the local and national context of health and social care provision.

Our event took place on December 14th at The Friends Meeting House in Brighton. **66 young people & professionals signed up for free tickets, and we achieved an attendance rate of 72%.**

This report details the steps we took in order to prepare for and deliver a successful engagement event in partnership with Brighton & Hove CCG as part of the 'Big Health and Care Conversation'.



The Flash Consultation

The YMCA Right Here Young Healthwatch team consists of 7 young people trained in consultation and communication skills, facilitation, and health promotion, among other skills.

These young people were tasked with **conducting a flash consultation within their peer networks over 10 days.**



FUTURE WORRIES CHALLENGE

YOUR MISSION:

RIGHT HERE ARE PLANNING AN EXCITING EVENT ON **DECEMBER 14TH** (SO KEEP IT FREE!) WHERE DOCTORS, NURSES, & COMMISSIONERS WILL COME TOGETHER TO ANSWER YOUR QUESTIONS ABOUT THE FUTURE OF THE NHS.

YOUR MISSION, OVER THE NEXT 7 DAYS, IS TO ASK AS MANY **YOUNG PEOPLE** AS YOU CAN ONE SIMPLE QUESTION:

"WHAT ARE YOU WORRIED ABOUT WHEN IT COMES TO THE FUTURE OF OUR NHS?"

WRITE A LIST, COLLECT POST-IT NOTES, KEEP A LOG, OR RECORD IT ON YOUR PHONE.

NEXT WEEK **WE WILL DECIDE** WHICH WORRIES AND QUESTIONS ARE ADDRESSED AT THIS EVENT.

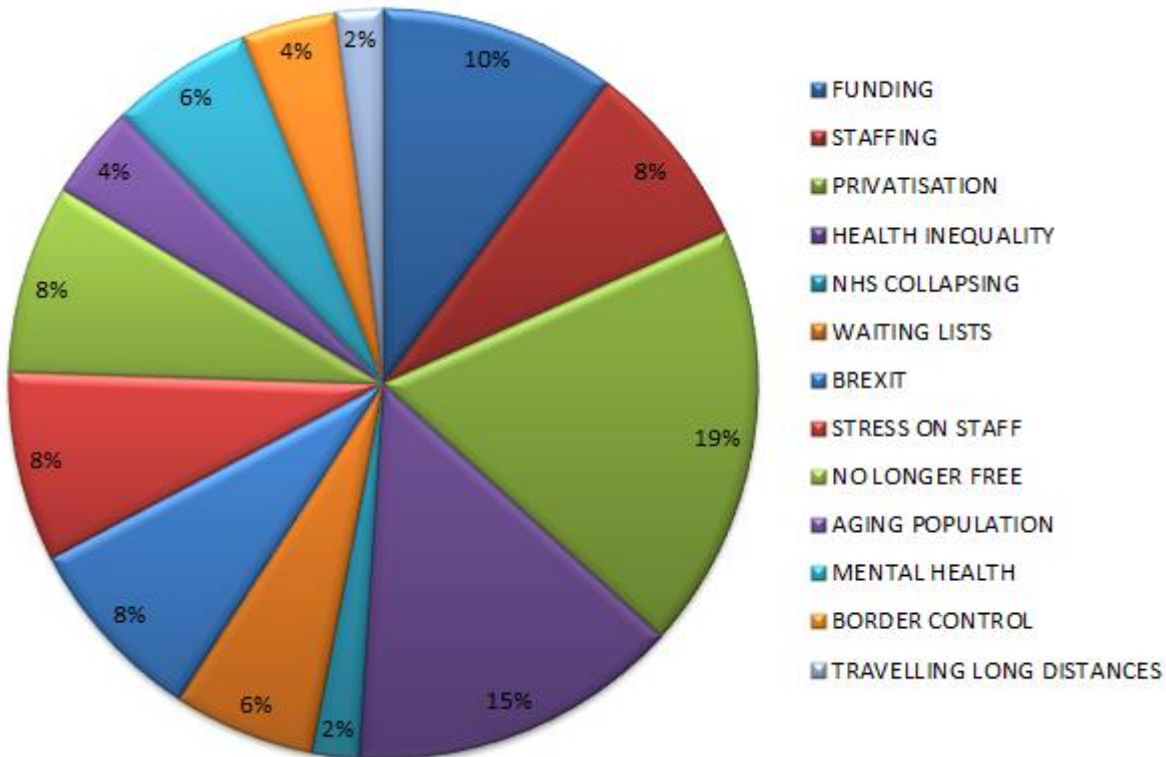
BRING ALL YOUR FINDINGS TO SHARE AT OUR NEXT MEETING!!! 

"WHAT ARE YOU WORRIED ABOUT WHEN IT COMES TO THE FUTURE OF OUR NHS?"

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-
-



Through this method, we managed to gather **170 unique responses** from young people across Brighton & Hove.



Ambassadors used the consultation worksheet to order issues by priority; we then weighted all responses and **identified the 4 biggest issues local young people had identified.**

These were:

- 1. GP's & primary care** (getting an appointment, service capacity, youth friendliness)
- 2. Mental Health** (service structures, waiting lists, overall provision, stigma)
- 3. Privatisation, funding, and stability** (NHS funding, staff shortages free healthcare, longevity of the NHS, private contracts)
- 4. Health Inequalities**

Additionally, our ambassadors were able to use the flash consultation to begin inviting young people in their networks to our event. This meant that the **young people were able to voice their concerns and see these reflected directly in the event design.**

Young people who spoke about their worries were keen to attend an event where the appropriate professionals were present to address them. Many of the young people who contributed to our flash consultation were at the event, and many more signed up to our event round-up email.

All of the YMCA Right Here Ambassadors are trained in spotting safeguarding concerns and communicating around confidentiality. This meant that should they speak with a young person who was struggling with mental health, or another issue causing them distress, they were prepared to signpost others to further support.



Through our health consultations, we often find that perceptions are challenged around young people engaging with difficult issues such as the future of health and social care and the STP. We find that young people are overwhelmingly open, passionate, and thoughtful when we ask for their opinions.

Our Ambassador's unique status as peers, trained facilitators and communicators, and passionate advocates for health and wellbeing means that they achieve levels of engagement and honesty that other professionals may not.

PLANNING & PREPARATION

The Right Here team worked closely with Engagement & Equalities Manager Meg Lewis and Head of Engagement Jane Lodge at Brighton & Hove CCG in order to prepare for a youth friendly Big Health and Care Conversation event.

The event was **planned around the key issues** that emerged from the flash consultation, **specific commissioners and managers from the CCG were targeted** to attend in order to address the specific areas of concern.

These were:

Gill Brookes (Commissioning Manager, Children's Mental Health & Wellbeing)

Ann Foster (Head of Commissioning – Mental Health & Children's Services)

Jane Lodge (Head of Engagement)

Dr David Supple (Clinical Chair)

Jimmy Burke (Deputy Head of Primary & Community Commissioning)

Tom Gurney (Director of Communications)

Alan Beasley (Chief Finance Officer)

We planned to keep the event as **informal and conversational** as possible, by limiting speakers and focusing on small group work.

We did this by organising a **carousel style conference**, giving young people the opportunity to **visit 2 topical areas** and speak in a **small group** with the relevant professionals and other young people. More details will follow in the next chapter.

In order to structure our discussions and make them more interactive and accessible we decided to focus them around **a simple activity** we named 'Building a Bridge'.

The Activity: Building a Bridge

This activity is designed to **get young people thinking about solutions to problems with NHS services they have experienced or know about.**

We begin with 2 islands on the table, and sea in-between.

First, we are going to think about the problems – The Sharks!

Everyone gets a shark (they can have more than 1 if they want) and we want them to write down problems they can think of on the sharks and stick them in the sea. Once the sharks are on you can discuss some of the things you can see.

Secondly, we want to think about building a bridge of ideas and solutions over the shark-infested water. On post-it notes the group will try and imagine what the answer might be to some of these problems. Remind them that there are no wrong answers and to write anything they can think of down.

Once people have stuck up their post-it notes discuss as a group some of the ideas on show. **The professionals in the group can use these discussions to explain a bit more about their future plans, and take away ideas!**



We asked a talented young person at YMCA Right Here to design a board for the activity to take place. You will find images further on in the report.

As well as promoting the event through our flash consultation, we **pushed out email invitations** to our partners and other youth groups in the community such as Allsorts, Amaze, AudioActive, BMEYPP, Hangleton & Knoll Project, The Youth Council, Friends & Families of Gypsies & Travellers, Mind, Healthwatch, and Extratime.

We also asked local schools to spread the word and left **flyers** across YMCA DLG venues.

Lastly we pushed out details of our event **online**, to our 400-person strong youth voice mailing list, and our 2,600 followers online.

We incentivised the event with a prize draw, and a selection of **festive foods** with healthy, sugar-free, and vegan options, as well as registering any allergies and catering for those.

While interest in the event was high, we acknowledged that not every young person would be able to come on the night. We gave those unable to attend the **option to subscribe to a round up email** instead – this was a very popular option for those unable to commit to the conference.

66 young people signed up to attend.

As we were met with such a positive response, we asked several of the Right Here ambassadors to form a film crew for the evening and take some **short clips of consenting attendees discussing their impressions of the event and issues being discussed.**

**INTERACTIVE ENGAGEMENT & INFORMATION EVENT
FOR ANYONE AGED 25 OR UNDER.**



YOUR 

**FIND OUT MORE
HAVE YOUR SAY
SHAPE THE FUTURE**

*Join the youth conference on December 14th, 6pm at
The Friends Meeting House, Brighton.*

*Enjoy free food, drink, freebies, and be in with a chance
to win some great prizes. All in the name of improving
our great NHS.*

IT'S FREE!

REGISTER NOW: YOURNHS.EVENTBRITE.CO.UK

*By registering you are automatically entered into our
grand **prize draw for a £20 voucher** of your choice!!!*



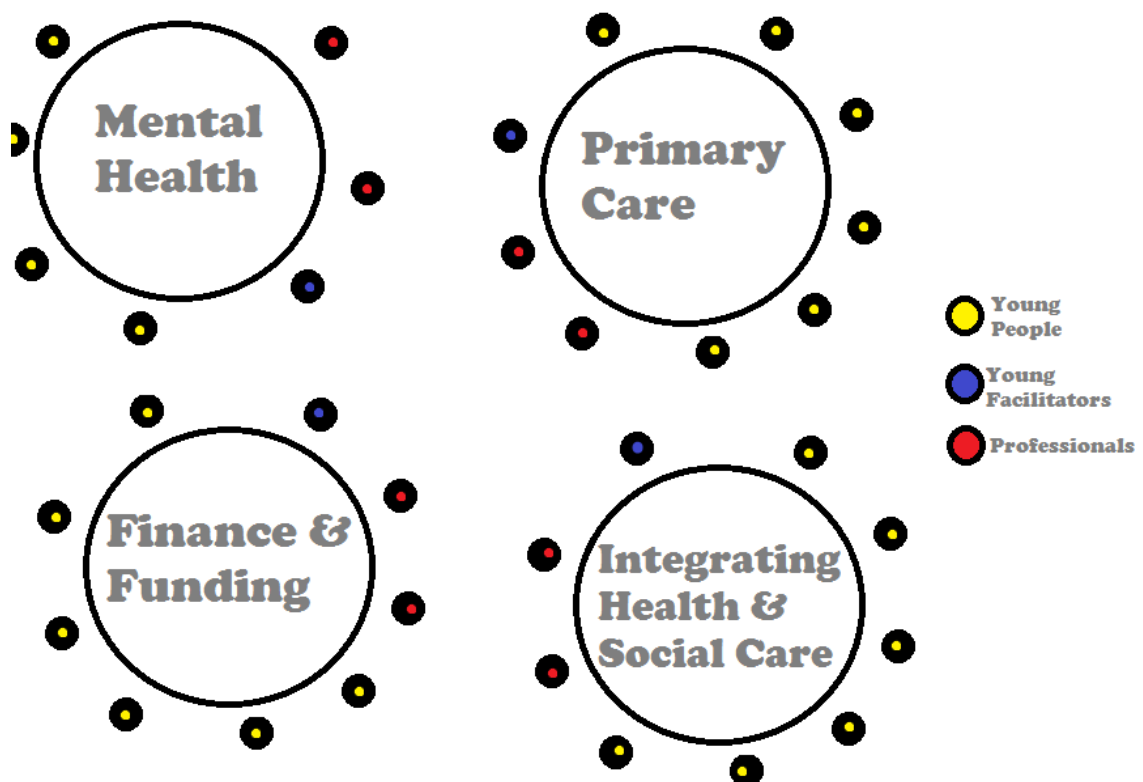
THE EVENT

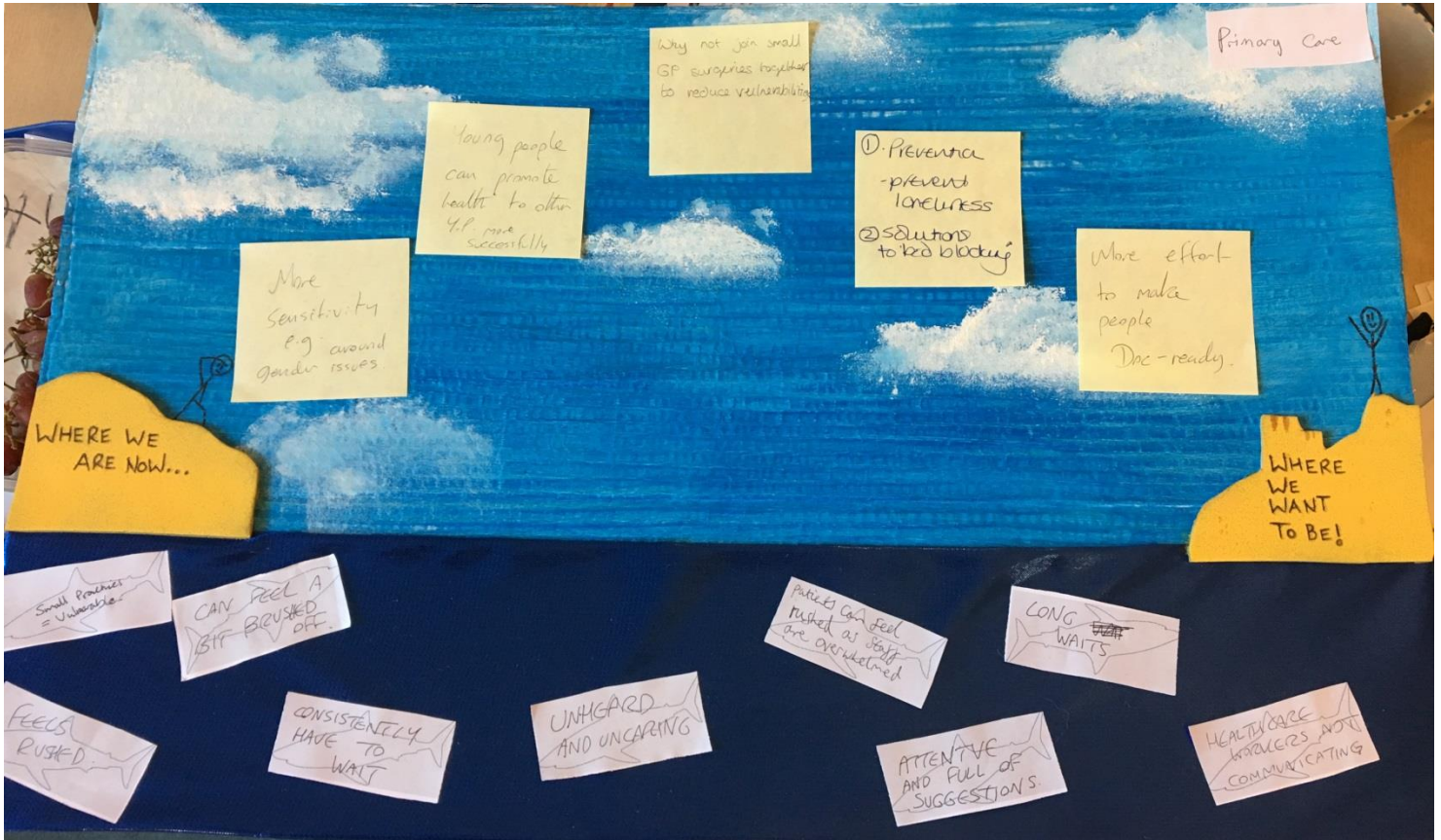
We began the event with an introduction from YMCA Right Here where the **fun and informal tone** was set for the evening. We highlighted the importance of young voices, and explained how the event would work.

The carousel style enabled young people to pick two tables to join during the 2 hour event, and professionals at each table then took turns to stand up, introduce their table and the theme of the discussion.

Before the discussions began, the conference heard a few words from David Supple, explaining more about the role of the CCG and placing the evening's discussions into the wider context of the STP. This **information was pitched carefully at an easy to understand level** and David spoke for no more than 5 minutes.

We decided to ask **our trained peer facilitators to sit at each table** in order to begin each session with a **group agreement and an explanation of the activity** we used to structure each discussion. This was in order **to ensure the space was youth focussed and participants saw young people's voices were on equal footing with professionals.**





Participants engaged well with the activity through both writing and speaking. Commissioners were able to ask further questions where necessary and young people were able to hear about the planned and ongoing work happening around the issues they identified. **Young people spoke freely and comfortably with professionals and each other.**

Each group had their own board upon which to stick their thoughts. YMCA Right Here collected these at the end and transcribed them – you can find the contributions in our 'Findings' section.

There was a 15 minute comfort break, and young people were free to approach the camera crew throughout the evening. The final 20 minutes were spent summarising what each table had discussed and what would be done with the information. Right Here also distributed resources, and explained how else young people might have their voices heard when it came to health and social care.

WHAT DO YOU THINK?

It isn't too late to **make your voice heard!**
There are loads of ways you can feed back:

- **FINDGETGIVE.COM**
(a website to find support, and leave reviews)
- **BRIGHTON PULSE**
(feed back on any health or social care service in the city)
- **PPG's or Patient Participation Groups**
(ask your at your GP surgery)
- **IHCAS (Independent Health Complaints & Advocacy Service)**
- **PALS (Patient Advice & Liaison Service)**

YOU are the expert in your experience. Ideas big & small are what make things better!

These were displayed as posters throughout the event, taken from upcoming resource 'You Said, We Did': A young person's guide to the JSNA & LTP, commissioned by Brighton & Hove CCG.

FINDINGS

Mental Health

Identified Issues:

- Gender Stereotypes.
- Lack of diversity among services [not enough variety in treatment plans].
- Mental health not prioritised.
- Substance abuse issues – dual diagnosis.
- Too much medication from GPs – not enough other help.
- Waiting times for counselling services are too long.
- Boys struggling to speak to each other.
- It's easy to feel misunderstood to judged.
- Limited number of sessions with CAMHS.
- Health problems affect ability to attend appointments.
- Inequity in psychiatric urgent care, too expensive to go into inpatient treatment.
- Formal settings.
- Stigma and emotional literacy.
- Not being taken seriously – 'just look at this website'.
- Lack of resources.

What our youth facilitators said:

This station was the most popular at the event. People had a lot to say and lots of people had personal experience of everything from being an in-patient to using community services. I felt the most pressing issues overall were waiting times and gender stereotypes. Gill and Anne were really good, they listened to everyone and took a lot in and explained things in a really young person friendly way. They didn't seem stuffy and they handled criticism well and gave good answers.

Mental Health

Identified Solutions:

- Educate the general population about how mental health issues are real and not just being attention seeking. E.g. how depression is different to just being sad.
- Provide a place in education/the curriculum for developing a frame of reference for mental health and emotional literacy.
- Extra-curricular 'meet up' type thing organised for young people – to meet people from other schools, separate from home and school.
- NHS should provide a factual basis to a wider conversation in society about mental health.
- Mental health should be a frequent feature of PHSE across the country.
- Educate young people about how to spot the early signs of mental health issues and how/where to seek help.
- Encourage regular communication about how we feel in a casual setting – build emotional literacy and normalise talking about mental health,
- Do meet and greets with mental health staff in schools.
- Better inter-service communication.
- No problems too small – don't let it become a crisis before helping
- An online system that flags up cancelled appointments to improve efficiency.
- Art Therapy.
- Artistic expression in school, mindfulness or meditation, drawing, etc. if talking is difficult.
- Pre-natal advice around parenting with mental health issues as well as how to parent someone who is struggling.

- More training for medical professionals on mental health and surrounding issues.
- Have things that people can do while they're on a waiting list so they're not just alone during a crisis and they can start helping themselves.
- GP's should have knowledge of different services.
- Look into people's individual needs and accommodate. E.g. someone with agoraphobia might not attend an appointment an hour bus ride away.
- Recognition that mental health issues will affect ability to follow treatment.
- Specialised training for all kinds of professionals.
- If you can't help long waiting times, let the patient know about this beforehand and suggest different support groups or coping mechanisms that they can attend in the meantime – make sure they don't feel forgotten and can get some help until counselling is available.
- Increase funding for counselling and make mental health patients feel like their problems are being listened to and taken seriously.
- Key Issues: The role of schools, waiting times, stigma/language, children to adult transition, early intervention, individual needs.

What our youth facilitators said:

We were really impressed with the idea of a meet and greet at school for individual counsellors and mental health workers to actually sit and introduce themselves so they are a recognise member of the school community and not somebody scary. This would be a good time to really explain confidentiality as well. Training for medical professionals came up a lot, as did general stigma-busting.

Finance

Identified Issues:

- When we (rightly) subsidise medical training, we should be safeguarding against a mass exodus to the private sector. A kind of compulsory NHS national service for newly qualified doctors and nurses.
- Takes 10 years to become a GP – it's going to take ages to fix the GP problem.
- There isn't enough GP & nurse recruitment, Brexit will make it worse.
- Bursaries being taken away from nursing training.
- Locum doctors and GP's can cost 3 – 4x more than salaried staff, isn't this incentivising becoming a locum rather than staying in one place?

Finance

Identified Solutions:

- When we (rightly) subsidise medical training, we should be safeguarding against a mass exodus to the private sector. A kind of compulsory NHS national service for newly qualified doctors and nurses.
- If we increase GP funding and recruit more GPs, it will reduce pressure on hospitals and GP services.

What our youth facilitators Said:

This was a quieter table but David, Alan, and Tom were all really friendly and open. In our consultation people were really worried about privatisation, but staffing came through most strongly at the event. People are worried about shortages of doctors and nurses now and in the future.

Health & Social Care Integration

Identified Issues:

- Inequity – do those who pay get higher quality?
- Finding the workers.
- Time delay between NHS care and social care.
- Losing out on childhood due to looking after people.
- People getting stuck in hospital.
- A&E waiting times because of full hospitals.
- Communication between health and social care and young carers is lacking.
- Respecting patient's wishes for care after hospital.
- Social care for people post mental-health crisis when released from hospital.
- Loneliness.
- People lose their independence and become depressed if they stay in hospital.

What our youth facilitators said:

There was loads of really interesting discussions on this table. Young people aren't just worried about themselves, but the aging population – the care their parents and grandparents are receiving. It also worries a lot of people how this is impacting resources in the NHS and if it just going to get worse. Inequality was discussed too – not just in health but also in social care.

Health & Social Care Integration

Identified Solutions:

- Pool all the money into one pot, not split between NHS & local councils. But who makes the decisions?
- Ensure that carers *(including young carers) are included in decisions.
- Expectation that people move into supported living is normalised!
- Social clubs for older people.
- Suggest visits to care homes if a health professional feels that it would be the best thing for a patient – ‘extra care housing’.
- Connecting/befriending community groups for older people.
- Emergency social solution available instead of using A&E.

What our youth facilitators said:

People felt that what was needed was more support in the community, and making the transition to supported living easier for anyone going through that. There was talk of having somewhere people can go with social care issues that isn't A&E, which might take the strain off. People felt that the council and the NHS should be more connected, including financially. Jane explained things really clearly and was really encouraging of our ideas.

Primary Care

Identified Issues:

- Long waits.
- Healthcare workers not communicating.
- Patients feeling rushed as staff are overwhelmed.
- Unheard and uncaring.
- Small practices are vulnerable.
- Online booking systems are always book up for 3 weeks.
- GP shortages mean often seeing a locum.

Primary Care

Identified Solutions:

- More sensitivity from doctors e.g. around gender issues.
- Young people can promote health to other young people more successfully.
- Why not join small GP surgeries together to reduce vulnerabilities?
- Prevent loneliness, and find solutions to bed blocking.
- More effort to make people doc-ready, targeted advice for young people.
- More stuff online.
- Make it easier to give feedback on services and GPs.
- Communication should improve – telling people about waits and explaining how things work.
- Online booking can be really helpful.
- It's important to look after little things yourself but not be scared of going to the GP.
- I don't mind video consultations but there needs to be an option for face to face.
- NHS choices.

What our youth facilitators said:

The primary care table talked a lot about the stress on GP's and how hard it can be to get an appointment. To get from where we are to where we want to be, lots has to change. People don't mind getting their care online or elsewhere as long as they don't feel forgotten, brushed off, or rushed. There should always be an option to go in and see someone if you really want to.

We talked about Doc-Ready.org and how this kind of targeted advice really helps.

REFLECTIONS

YOUTH FRIENDLY HEALTH ENGAGEMENT

WRITTEN BY THE YOUTH
AMBASSADORS AT YMCA RIGHT HERE



STEP OUT OF YOUR COMFORT ZONE & INTO OURS

There may be venues and settings you are used to holding events at. Why not try somewhere new, near or at schools, colleges, and other youth settings, and easy to reach by bus or train.



LEAVE YOUR SUIT AT HOME

A relaxed environment is important when you are sharing thoughts, so take off your tie and wear your trainers instead. We don't want you to impress us but to help us feel at ease.



ZERO TOLERANCE TO JARGON

It's easy to slip into using words you are used to hearing, so give us an easy way to let you know when we don't understand. A squeaky duck, for example!



INCENTIVISE!

A prize draw or vouchers are always great, but a certificate of attendance that we can use in a CV or academic statement is useful too.



LISTEN, LEARN, AND LET US KNOW

Come with an open mind and open ears. Young people have a unique perspective and we want that to be valued. Make sure we know what impact our words and ideas will have - let us know if you have results to show!

The YMCA Right Here Youth Ambassadors drew up an infographic which summarised the strengths of the engagement at the event.

The evening's event stoked further engagement with the project, with numerous requests to learn more about ambassadorship, to join the YMCA Right Here mailing list, and to be notified about future engagement events with the CCG.

Our short video offers further reflections from attendees, the key comments reflected on the value of having a direct conversation with senior managers and other young people.

Points for improvement were largely around only being able to engage with 2 of 4 topics. Attendees also felt there should be an online forum for discussion in tandem with the event.