



DEVELOPING LOCAL HEALTHWATCH

The views of young people

November 2011

Bucks Youth Cabinet & Survey

In November 2011, a meeting was held with Buckinghamshire County Council's Youth Cabinet. The aim of the meeting was to gain the views of young people about the development of Local HealthWatch. The slides that follow provide a summary of what young people said.

This information was then used to design an email survey and the result of this are also displayed in these slides. 24 young people responded to the survey.

The key themes that emerged from young people were that they wanted a service that would be confidential and that it should have some knowledge about health and social care issues of particular relevance to young people.

Despite the importance of social media, both the Youth Cabinet and the survey results indicate that in fact schools are the best route for advertising the role and remit of Local HealthWatch. Young people also felt that it was most important that the new service is able 'to direct people to important places for information' – therefore it needs to have close relationships with other organisations that have knowledge and expertise in helping young people.

Young people wanted a response from Local HealthWatch that is polite and that treats them with care and respect. Being non-judgemental was also important.

What would be the best ways of letting young people know about HealthWatch?

- Posters
- Facebook/social networking ✓
- TV
- Youth clubs/community centres
- School ✓ ✓ ✓ ✓
- Library
- Leaflets – in Matrons room
- Website
- Hospitals/surgeries ✓
- GPs
- Present to schools
- Leisure centre
- Church
- Radio
- BBMs
- Bus stop adverts
- Youth bus

How do you think HealthWatch could be useful to young people?

- Directing people to important places and websites, to help a problem they are having or a family member to the information that is necessary ✓
- Give them the confidence to tell someone they have a problem and know it will be confidential ✓ ✓ ✓ ✓
- Improve young people's health through increased awareness of the problem
- Stop discrimination about certain illnesses
- Helps make people more aware of health problems
- To get advice from a knowledgeable source
- Awareness

How might young people contact HealthWatch – what would be the best ways of ensuring easy access?

- Facebook/twitter ✓
- Texts and calling BBM
- Email ✓
- Schools ✓ ✓ ✓
- Concerts
- Blogs
- Hospitals
- Centres/buildings
- Posters
- Advertisements
- Freepost reply to mail outs

If you contacted HealthWatch how would you want to be treated?

- Nicely ✓
- Politely
- Considerately
- Not patronising ✓
- Understanding
- Respected
- Not too informal, and not too formal
- Friendly
- Interested
- Caring ✓
- Calmly/not shouting
- Not panicking ✓
- Be patient ✓ ✓
- Knowledgeable
- Like a human being
- Civilised
- Non-judgemental
- Helpful
- That you felt listened to

How can this service be made relevant to young people?

- How its presented
 - slang
 - layout
 - logos
 - informal
 - think audience
- Issues that affect young people directly ✓ ✓ ✓ ✓
- To know of all health problems
- Non-judgemental
- Young and friendly
- STDs
- Pregnancy ✓
- Drugs/alcohol
- Smoking/under age ✓
- Awareness – AIDS
- Young people and mental health
- Rare illnesses
- Foreign illnesses

Email Survey Results

I believe the best way of letting young people know about the Local HealthWatch is through:

Schools	13111111212123 12
Facebook/social networking	221121312111
Hospitals/surgeries	2222122
Leisure centre	233313
Church	33
Radio	311232221233
BBM	13
Bus stop adverts	2233333

I think HealthWatch could be useful to young people if it:

Directs people to important places and websites, to help a problem they are having or a family member to get the information that is necessary	1311111 1111111 3311
Gives young people the confidence to tell someone they have a problem and know it will be confidential	3212222 2232313 122
Improves young people's health through increased awareness of the problem	2223233 2
Stops discrimination about certain illnesses	2333322
Helps make people more aware of health problems	1333332 22133

Email Survey Results

I believe the best ways of ensuring easy access to HealthWatch are:

Facebook/twitter	211122111112
Text &BBM	132323
Email	112111223311321
Schools	1222222231221
Hospitals	333311332323313
Centres/buildings	333332

If I contacted HealthWatch I would want to be treated:

Politely	13111111112211
Considerately	122322
Not patronisingly	222231
Patiently	1123
With care	222232232
With respect	1223333313
Not too informal, and not too formal	331
Helpfully	333322
So I felt listened to	2331133

Email Survey Results

I believe this service can be made relevant to young people through:

Considering how its presented	112121311
It dealing with issues that affect young people directly, eg, smoking, drugs etc	2211231 1213321 11111
Being non-judgemental	313222123 2223
Being young and friendly	332133113 32232
It considering young people and mental health	23333223 332