



**Report on  
Children and Young people's  
feedback on the South Yorkshire  
and Bassetlaw Sustainability and  
Transformation Plan**

## **Introduction**

### **About Healthwatch Barnsley**

Healthwatch Barnsley (HWB) is an independent, community led, community driven organisation with a Strategic Advisory Board, responsible for determining the direction of the organisation. We are also assisted by volunteers (Healthwatch Champions) whose role is to gather information and prioritise areas of work, ensuring engagement with all sections of the local population. This enables us to be representatives of as many health and social care service users as possible. We are part of a national network of Healthwatch organisations that involve people of all ages and from all sections of the community in local health and social care services.

We gather views from the community, report these views to the people responsible for providing and commissioning local services, engage people in decisions about services and monitor the service provision. As part of our work to gather views, we also can exercise our right to visit services through a process known as Enter and View. We also have a role in providing people with information about health and social care services available in the area.

In some areas, Healthwatch organisations provide advocacy for people making a complaint about NHS services. In Barnsley, this service is provided by DIAL and their details are at the end of this report. DIAL is not limited to dealing just with health service complaints and can also look at problems with social care services. Through our partnership with DIAL, we have been able to successfully close a number of complaints from our clients regarding their experiences of local services.

### **About this piece of work**

Following on from discussions with the Commissioners Working Together team, it was agreed that local conversations with local communities would be an ideal approach to gathering more information about perceptions of and feelings towards the South Yorkshire and Bassetlaw Sustainability and Transformation Plan.

The preferred vehicle for managed the local conversations was through local Healthwatch and Voluntary Action/ CVS organisations.

It was agreed with the Commissioners Working Together team that, due to time constraints and a need to focussed conversations, local Healthwatch and Voluntary

Action organisations would use their existing networks and links with communities and community groups to deliver a number of community conversations and focus group sessions. This work was undertaken, and the decision was made to gain some feedback on this from the young people.

### **Summary of the conversations**

Healthwatch Barnsley has worked with 51 young people to gain their views on the STP; the feedback was gained through small group sessions within a secondary school setting .

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## Children and young people feedback on STP

Healthwatch Barnsley has worked with 51 young people to gain their views on the STP; the feedback was gained through small group sessions,

- 1- All 51 young people worked with are members of the public,
2. Given the Challenges we've mentioned, do you agree there is need to change the way the NHS and social care work ?

39 young people said they agree

2 young people stated they disagree

10 young people was unsure and said they don't know

### 3- Do you think any changes have been missed?

“Not to put so much pressure on the workers, if we look after them they will look after us better”

“What if all the departments shared information better? My grandad had changed to his medication but his doctor was not made aware”

“They need more staff”

“Make all services more welcoming for young people”

“The waiting time needs to improve as we are always waiting forever - what is the point in having a time if we never get seen on it”

“Look at the way doctors/nurses speak to young people, it's scary as it is so when they are using long words it really scares me”

A large number of the young people expressed that their voices should be heard more. They believe they should engage more with young people on the services as they are the next generation of people who will be accessing a wider range of the health services.

Based on their knowledge and experience of working in the NHS and social care, the leaders involved have developed a big ambition and some ideas about what could be done differently.

**The ambition is:**

**For everyone in South Yorkshire and Bassetlaw to have a great start in life, supporting them to stay healthy and live longer.**

4-Do you think this is the right ambition for health and care organisations

Yes	27
No	2
Not sure	21

5. Do you think anything has been missed?

The young people expressed that more support through schools would benefit the young people. Early prevention is key even if this is information boards, or drop in session. They state that they have a school nurse or they think they do, but information on this is not available unless you ask.

**To support the ambition of improving health and care for everyone in South Yorkshire and Bassetlaw, we think we need to look at (in no specific order):**

1. Reducing inequalities for all, helping people to live well and stay well for longer
2. Joining up health and care services, so they respond better to people's needs
3. Spending more money on care in communities, focusing on local healthcare centres
4. Treating and caring for people's mental and physical health
5. Making hospital care the same for everyone, everywhere
6. Making the urgent and emergency care simpler so that it's easier for people to get care

7. Developing a workforce in the right place and with the right skills
8. Using technology to support people to be well at home, manage their own care and for staff to be connected better
9. Having health and care services that are funded long term
10. Working with people, staff and communities to make all this happen

**6. Do you think these ideas are the right ones?**

Yes 31

No 4

Some but not all 16

**7. Do you think anything has been missed?**

Listen to staff

Listen to patients just don't say you listen

Make services more young people friendly

Have a system in place where information is shared so each service we access no what is wrong with us

**8 what is important to you when it comes to health care for you and your loved ones?**

Getting the right care

Be looked after with passion

Professionals that know what they are doing

Information given to us and knowledge on illness

The treatment we need to be available

More doctors' appointments to be available

Waiting times to be better

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**9 What do you think people should do for themselves and their families to stay fit and healthy?**

Exercise more

Eat healthy

Don't smoke

Don't drink too much

Don't do drugs

Go for regular check ups

Take vitamins

**10 What do you think encourages people to do these things?**

Healthier lifestyle

Longer life

Mental health will improve

Improves health

Become fitter

**The young people then started to discussed what things would encourage people to stay fit and healthy**

Free exercise classes

Free gym membership

Healthy cooking classes

Cheaper healthy food

Information booklets

Family exercise sessions

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What do you think makes it difficult for people to do these things?

Confidence

Money

Health problems

Childcare

Transport

Depression

Motivation

Time

Work

Knowledge of keeping fit and healthy

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