

February & March 2024

Healthwatch Hull Hub

In partnership with Hull college

For young people aged 16-25!

- Gathering their experiences from using and accessing health and social care
- Asking what they want from services for the future

Introductions

Healthwatch Kingston upon Hull

We are the independent champion for people who use health and social care services. We exist to make sure that people are at the heart of care. We listen to what people like about services and what could be improved. We share their views with those with the power to make change happen. We also help people find the information they need about services in their area.

We have the power to make sure that people's voices are heard by the Government and those running services. As well as seeking the public's views through regular engagement we also encourage services to involve people in decisions that affect them. Our sole purpose is to help make care better for people.



Hull college

Whether you are finishing school and wanting to continue in full-time education, keen to earn while you learn as an apprentice, or contemplating returning to college after time away from education, we have a course for you here at Hull College.

We deliver a wide range of qualifications - from entry-level all the way up to Higher Education - to suit all levels. Whatever study programme you choose, you will receive the highest level of training from our specialist tutors, benefiting from their knowledge and experience of working not just in education but also in industry. Combined with our specialist on-site facilities, we've got everything you need to set you up for success.

Partners

We work with partners across not only health and social care but the wider community and national charities to promote the many different opportunities which young people can take part in and also the different services which can be used to access support, guidance, volunteering and more!

We hope to continue to build on this list of organisations to continue to share the work of different organisations which are available for young people to access.

- Hull food partnership
- Hull CVS & Time2Volunteer
- The warren
- Citysafe & SaferHull
- MENCAP
- Diabetes UK
- The Warren

- CoppaFeel
- Epilepsy action
- Life skills hub
- Humber job hub
- Health Captains
- Age UK

The breakdown

Over a period of 6
engagement
sessions we spoke
to....

101 young people

10+ staff members

Key themes

“Let us talk!”

- 6 Mental health: access and support
- 6 Safe spaces for young people to talk about their concerns in services
- 6 Sexual health and activity
- 6 More inclusive staff i.e., on LGBTQ+ and disabilities
- 6 *Improved access to services for CYP across health and social care*

“Someone to talk to so
I dont feel lonely”



The breakdown continued

“Have more places for people to talk about child abuse”

More awareness from staff on issues CYP are facing

“Let me speak”

Drop in sessions by the NHS in colleges

More awareness of pathways and how to take them

“More posters”

Full engagement with young people and more understanding

Students and staff spoke on the need for more independent youth advice services that can be accessed independently (without referral). More advice and guidance on parenting and private calls for them to be able to make if they (young people) **“don't want others to know”**

More LGBTQIA+ awareness from a younger age i.e., primary school and first years of secondary school.

Lots of young people felt that services focused on the money and not the people accessing the services **“I think they should focus on the people rather than the money”** hubs/services such as “The Warren” were highlighted and it was mentioned how money should be used for services like these.

Core20Connectors Overview

CORE20 PLUS 5

Connect20 themes:

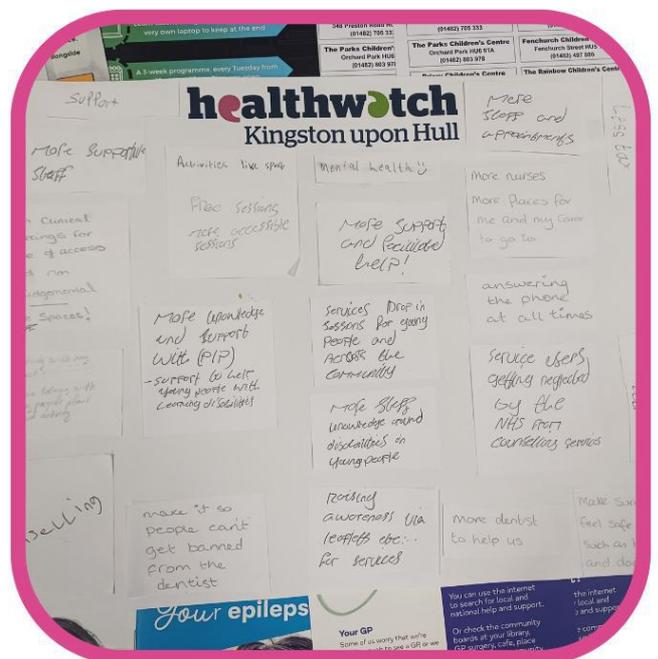
- o Asthma
- o Diabetes
- o Epilepsy

The Healthwatch Core 20+ Connectors project is modelled on the success of Young/Youth Healthwatch projects that are active across the Humber region, whereby young people are recruited as ambassadors/engagement volunteers for Healthwatch teams. Young people aged 16-25 years old will be recruited as connectors to engage with their peer groups who have experience of asthma, diabetes and/or epilepsy to explore the following:

- Experiences of services
- Barriers to accessing services, or wider support for chronic illnesses.
- Experiences of transition from children to adult services
- What the young people think the solutions will be.

"The feedback we received will be shared as part of the project with NHS England and will help to shape improvements for young people across Health and Social Care Services."

Ellie Whitfield Healthwatch hull



Impact

The impact of the hub and hubs that we will be running across the city in the university, secondary schools, colleges and sixth forms which will help improve the support given to young people and give them more of a voice within health and social care and providing more volunteering opportunities and activities across the wider community.

"Since we have began hosting Healthwatch Hub it has been great to see so many Young People being able to have the opportunity to engage in honest and rich discussions regarding Health and Social care within the City. Allowing them to have their views on what could be better to support them and be more in tune to what they want from their health care.

It is a fantastic programme that allows for the views and opinions of Young People to be heard, and also fed back into these services for short and long term amendments to be made to make the process of Young People accessing Health and Social Care services within the City. The opportunity for Young People within the City to also be kept informed of, and being actively encouraged to participate in volunteering programmes is absolutely fantastic"

Andrew McCartney Hull college

Moving forward

The hubs will continue throughout Hull in various different settings with the continued message of **"For young people by young people"**.

We are going to continue to feedback what young people are saying about NHS services and our hope for the future is young people will have more of a voice and be able to make more of a change.

