



**young**  
**healthwatch**  
Kingston upon Hull

# **Healthwatch**

# **hub report**

**June & July**

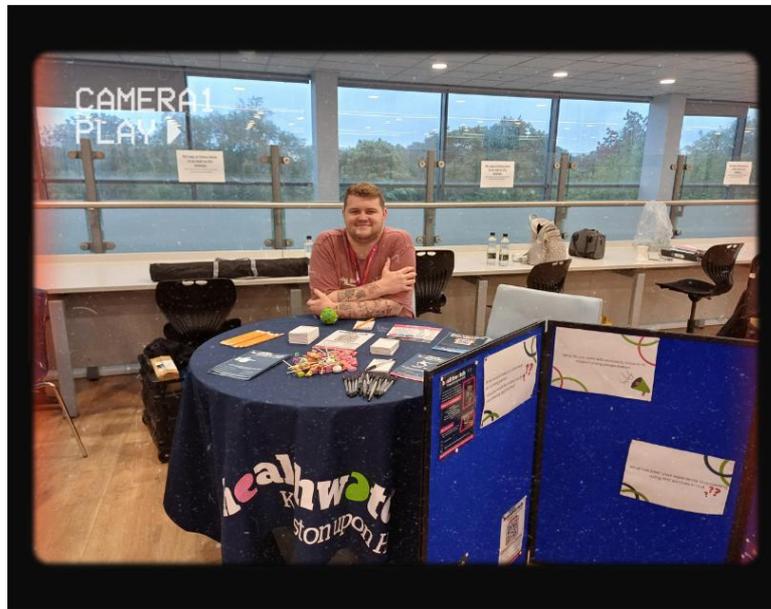


# Introductions

## 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.



## Partners

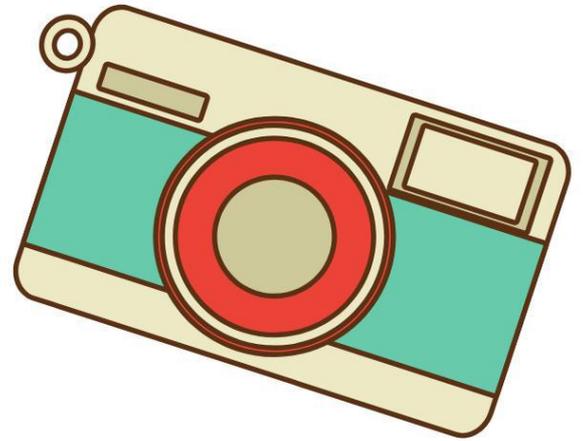
We work with partners across not only health and social care but the wider community and national charities to promote the many different opportunities which young people can take part in and also these "partners" help and support us in collecting feedback from children and young people using their services.

We hope to continue to build on this list of organisations to continue to share with young people what is available for them to take part in and access for support!

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- Hull food partnership
  - Hull CVS & Time2Volunteer
  - The warren
  - Citysafe & SaferHull
  - MIND
  - Diabetes UK
  - Epilepsy action
  - Life skills hub
  - Humber job hub
  - Asthma and Lung
  - Hull FC
  - Hull Kingston Rovers

# The snapshot

We worked with Goodwin Trust, Kids, St Mary's college, The Warren and Hull KR to speak to young people about accessing and using NHS services in Hull



During June & July we spoke to Children and young people



92

We have had the opportunity to speak to various professional organisation speaking to staff who support CYP in Hull



15

## Key themes



- 6 Mental health
- 6 Youth specific services
- 6 More spaces for CYP to access
- 6 Staff who are able to specifically support CYP



I think the NHS should focus on equally treating people, more faster help, more time spent on the people who are in need

Better advice & support for those with pre-existing medical conditions

I think the NHS should focus more on young people's wellbeing and mental health such as allowing people to walk into to clinics and talk about mental health

More focus on mental health with extra access

Lower the cost of services

Provide more experiences so young people can feel normal

**Becoming more actively involved with CYP in the community**

**Mental health support, offer more help and be more actively involved even after young person has gone through the service**

**Free first aid and training courses from a young age**

**Youth clubs with training and drop in sessions**

**Educating children on mental health and disabilities such as autism**

**Free sessions for my age group to attend to help mental health, keep active and meet new people and easier ways to contact services**

We engaged with a group for young people at the Kids charity and asked “what Barriers are you currently facing when accessing NHS services?” & “what you would you like to see the NHS focus on?” specifically for young people and this is what they had to say.....

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**Lights can be too bright which causes me headaches and stressful with overcrowding**



**Services don't understand learning disabilities**



**Services not talking to each and not reading notes prior to appointments**



**Over stimulation with loud noises when in a service**



**Some doctors have old fashioned views**



**Reception don't understand what you are saying**



**What barriers are you currently facing when accessing NHS services**

**Ageism & Sexism**



**More support and  
information for  
those currently on  
waiting lists**

**SEND**

**Easy read and simple leaflets  
(large font leaflets)**

**Explaining the diagnoses**

**Bedside manner & how we are spoken to**

**Avoiding Jargon when  
talking to young people**

**Learning disability support**

**What would you like to see the  
NHS focus on?**

**Speak to us and  
explain everything  
in a way that isn't  
patronising or like  
we are children**

**Simple and easy  
communication on  
test results**

**A service for us to ring up and be  
able to ask questions**

**Pre and post diagnosis support**

**understanding our communication needs  
including independent non-verbal people**

**More information on what to expect**



## What are the professionals saying?

We spoke to a variety of professionals from different organisations who actively work with and support young people in Hull and this is what they spoke about!



Becoming more involved in the community

More mental health services for young people i.e., counselling, therapy, waiting list improvement and offering more face to face visits from services such as CAHMS



Look further into LGBTQ+ issues i.e., puberty blockers, blocks with GP's around trans experience, school barriers around health care information and services

Entry points & accessing health care services



Mental health services with fast access

Less complicated language



Less Gendered language- asking preferred names- pronouns



Make services more accessible for CYP & offering more life skills training such as CRP and first aid from younger ages

Services don't feel accessible and that there is a disconnect between the young people and services



More holistic care



Better care and support for parents with neurodivergent or SEND children

Easier and clearer referral pathways for parents



Commissioning more 3rd sector services i.e., mental health support & walk ins or 1 stop shop areas offering a wide range of support

Shorter waiting times for mental health services





# Impact

Our engagement and volunteering with young people will continue throughout the year with our youth volunteers inspiring and designing our work and engagements to increase the impact we can make on young people's services in Hull

We will continue to raise young people's voices and challenge services to improve the quality of care and the access to care that young people have in Hull. The hubs and engagements will continue to show what young people are saying and what they need to be fully supported the NHS and the community

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**with the 'Lundy model of participation' underpinning all of the work we do with children and young people**

