

Members of the Board are asked to:

1. Note the contents of the report
2. Agree next steps for the dental service report

The Healthwatch Newcastle (HWN) Board has agreed that children and young people's views of, and involvement in, social care and health services that affect them is key. The Board decided to set up a young people's Healthwatch Newcastle group to support its work in this area.

In June 2014, Children North East was successful in securing the contract to set up, develop and run the young people's group and four outcomes were agreed:

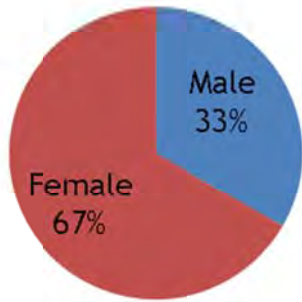
1. The views and opinions of children and young people on health and social care issues are gathered by HWN
2. A mechanism is established for children and young people to engage with HWN
3. Seldom heard children and young people are engaged by HWN
4. Children and young people know of and use HWN

Involvement of young people

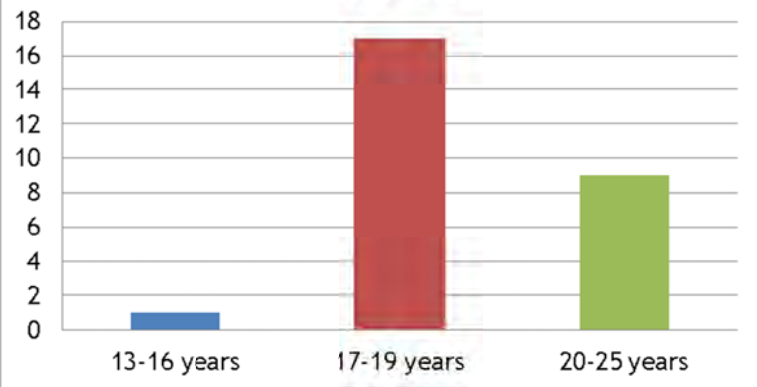
The group has involved young people at two levels. There is a core participation group that plans and carries out the work of young people's HWN and there is a wider number of children and young people whose views have been gathered to inform this work. The group meets on a weekly basis as this has been found to be best to maintain engagement and focus.

The membership of the core participation group has changed over the nine months it has been running. This is mainly due to external pressures and interests of group members. Recruitment to the group is, therefore, ongoing. To date a total of 27 young people have been involved in the participation group and their demographic information is shown below.

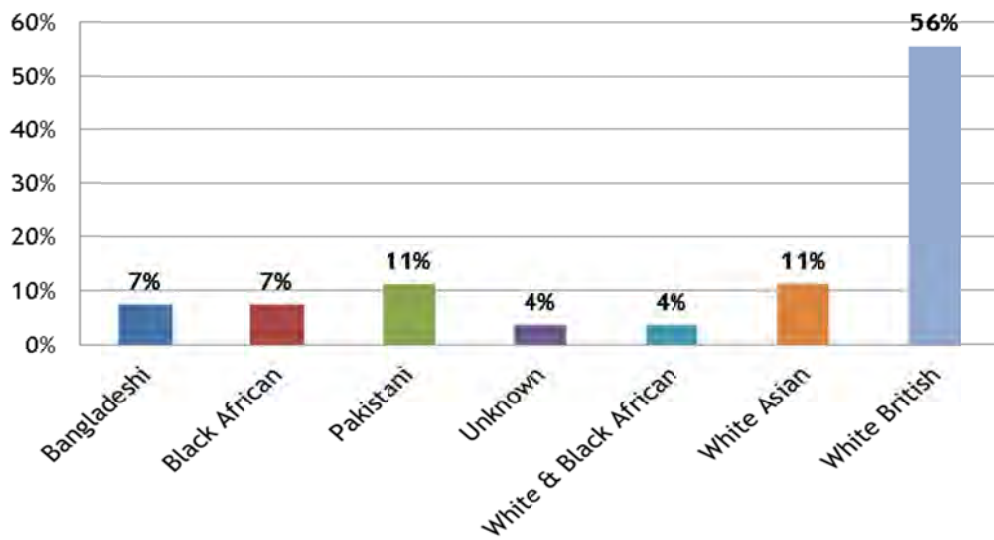
Gender



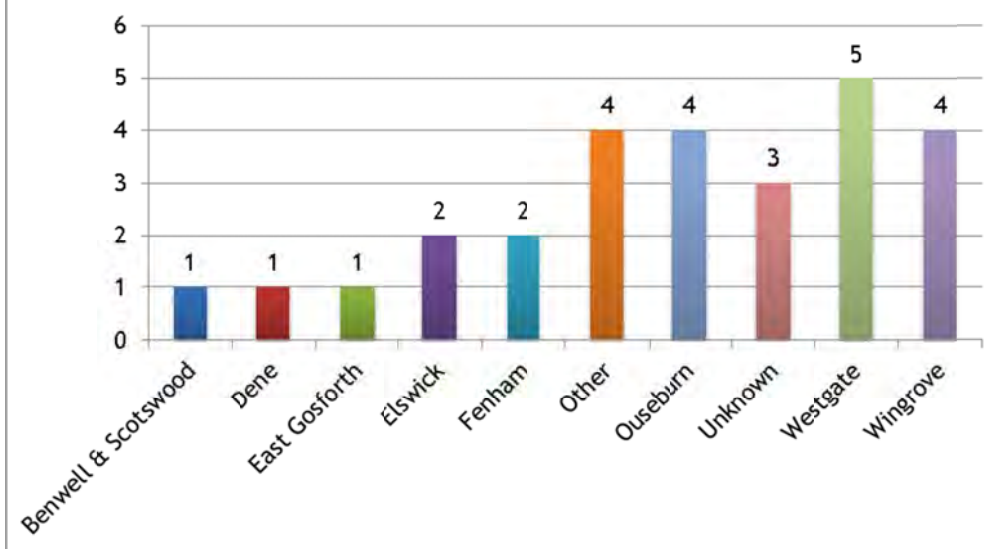
Age profile



Ethnicity



Ward of residence



Young people attending the participation group activities are from a wide variety of backgrounds which include seldom heard groups such as:

- Young people from a black, minority ethnic background
- Those who identify as lesbian, gay, bisexual and transgender
- Young people living in supported accommodation
- Those with special educational needs
- Those currently supported by mental health services and projects

Work of young people's HWN

Establishing priorities

An initial health survey questionnaire was undertaken to establish the possible priority areas for the group. A total of 154 young people took part in this survey and a number of issues were highlighted. They are listed below in order of popularity:

- Waiting times at GPs (doctors) and other health services
- GPs (doctors) and other health services should be easier to access
- Advice and information is needed for young people, aimed at young people
- Doctors and other health professionals, including reception staff, to be more approachable, welcoming and friendly
- Raise awareness of mental health services for young people
- Dental services can be inaccessible and expensive. Information, advice and support needed for young people to access
- More information and easier to access sexual health services needed

The young people's participation group considered the questionnaire results, recognising that many of the issues are interconnected. They chose to focus their attention on dental and mental health services during the first phase of the project.

Dental services

The participation group undertook a questionnaire with their peers to establish knowledge and experiences of dental services in the city. A total of 274 young people completed the questionnaire and these have now been analysed and a report compiled. The full dental service report is attached as appendix one.

The group aims to send a copy of the report to every dental practice in Newcastle, to existing networks and to the contacts that they have made during their research including:

- Your Homes Newcastle
- Walker Technology College
- Excelsior Academy
- Newcastle College Sixth Form
- Newcastle University - School of Dental Sciences
- Newcastle Young Carers

The young people would like to produce some information on dental care for a wider audience of young people.

Mental health

The young people have continued to develop their awareness of mental health issues and the current review of services with a view to choosing a specific focus for their activities. Group members have also been involved in interviews regarding Improving Access to Psychological Therapies (IAPT) and have submitted views to the national child and adolescent mental health service (CAMHS) review via Young Minds. Four young people took part in an external consultation about the mental health services offered by West End Youth Enquiry Service.

Young people from the group are to be invited to be trained as young people's commissioners as part of the Transforming Services' Children Young People's IAPT agenda. Alongside this, young people will also carry out a mapping exercise of what services exist across the spectrum of emotional wellbeing and mental health services provision to promote easier access as part of the IAPT plan.

Other work

Eight of the group's young people have undertaken training to enable them to take part in You're Welcome assessments, a NHS quality mark for young people friendly health services. They will be offered the opportunity to take part in future verification visits in Newcastle.

Next steps

The proposed work to share the dental services report and develop relevant information for young people associated with this is outlined above.

Young people's HWN, and Children North East as the organisation that hosts and supports the group, would like to develop their work on peer research. This will need adequate time and capacity and Children North East is currently exploring means to undertake this work.

If additional funding is available, the young people would like to extend their ability to reach other communities such as disabled young people, young people in the care system and other under-represented groups across the city.



Young Person's Dental Health Project

A Healthwatch Newcastle report 2015



What is Healthwatch?

Healthwatch is the national independent champion in health and social care established throughout England on 1 April 2013 under the provisions of the Health and Social Care Act 2012. Healthwatch has statutory powers to ensure the voice of the community is strengthened and heard by those who commission, deliver and regulate health and care services. Healthwatch exists in two distinct forms - local Healthwatch and Healthwatch England at national level.

Healthwatch Newcastle

Healthwatch Newcastle is one of 152 local Healthwatch organisations with a dual role to champion the rights of users of health and social care services and to hold the system to account for how well it engages with the public. The remit of local Healthwatch covers all publicly funded health and social care services for both adults and children.

Healthwatch Newcastle collects feedback on services from people of all ages and from all parts of the community, through our network of voluntary and community sector organisations, comments cards at events, monthly drop-in sessions at Newcastle City Library, online through the website and social media and from callers to our "Just ask" helpline. As part of the remit to gather views Healthwatch Newcastle also has the power to "enter and view" services and undertake announced and unannounced visits.

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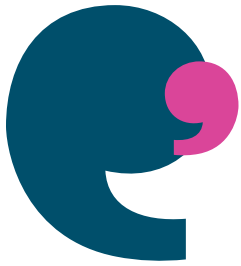
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3 Questions

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 - 4 What stops you going to the dentist?
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 - 6 Would you like some more information about your dentist?
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8 Healthwatch Newcastle Young Researchers





Introduction

This project began in the late half of 2014. It sprang from a questionnaire that was handed out at National Citizen Service and Newcastle Pride events, where we asked young people what they thought were the most important healthcare issues affecting their age group (13-25). The answers given were many and varied, raising issues from mental health to GP waiting times. However one that stuck out to the group was dental care, in particular the lack of information for young people regarding eligibility for dental services. This was a subject the Healthwatch group deemed unexplored by any current focus groups, especially voluntary ones, and so decided upon this as their first project focus.

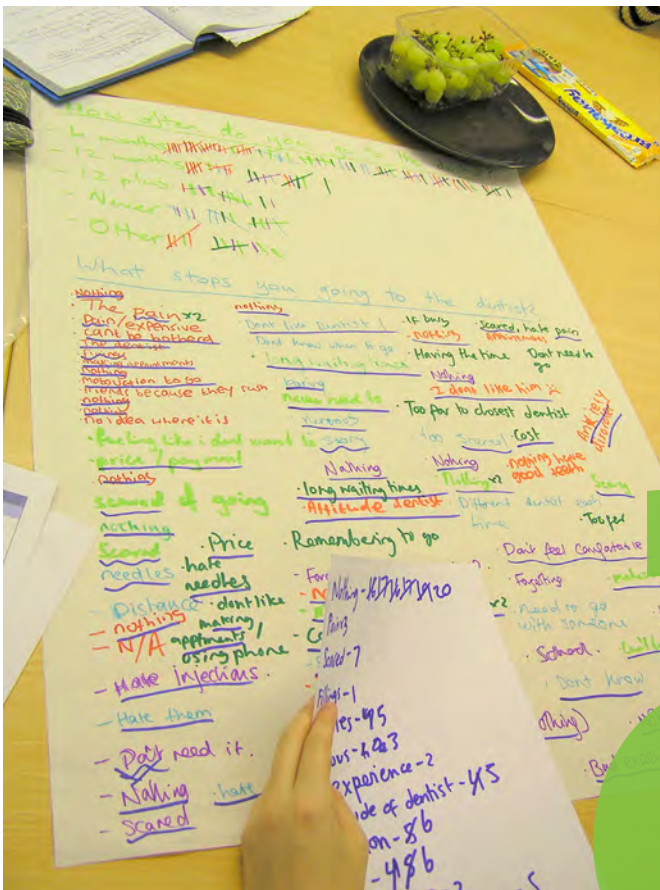
the group discussed viewpoints and ideas until it was decided the best way to get valid data from young people was some form of survey. The question then arose as to what to ask. The individual questions were discussed and eventually a small, single page leaflet was created. The reasons for going with a paper leaflet, rather than an internet based one for example, lay mainly in the convenience and practicality afforded by this format. Along side this it gave us the opportunity to speak to the young people one to one and gain individual, verbal feedback. The questions focused primarily on young peoples' awareness of dental care and their eligibility for said care. The first step was to perform a street survey at selected spots in Newcastle

Over the course of three months





city centre, hoping to capitalise on the number and diversity of young people there. Following this other venues were chosen such as Walker Technology College and Newcastle College to ensure that a diverse group of young people was contacted. Once data was collected the group sat down to analyse it. This took place over several weeks where the young people looked for trends and correlations in the data and ventured their thoughts on the reasons, if any, for these trends.





Questions

The young peoples' answers to the questions asked are displayed below and any traits or correlations the group found are expanded and discussed in the following.

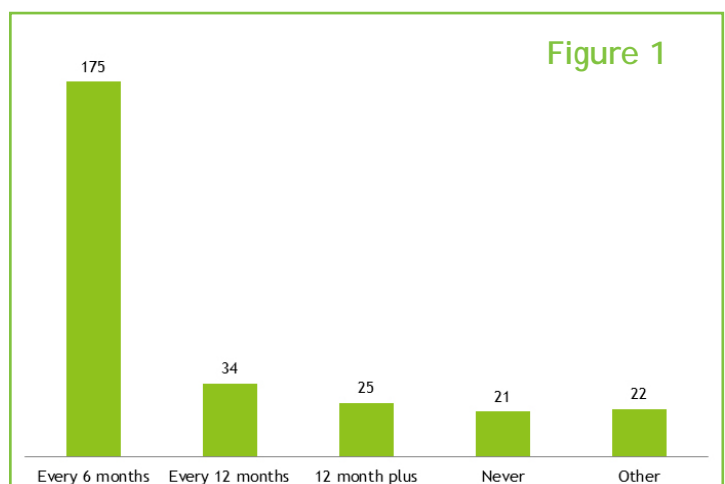
1) How often do you go to the dentist?

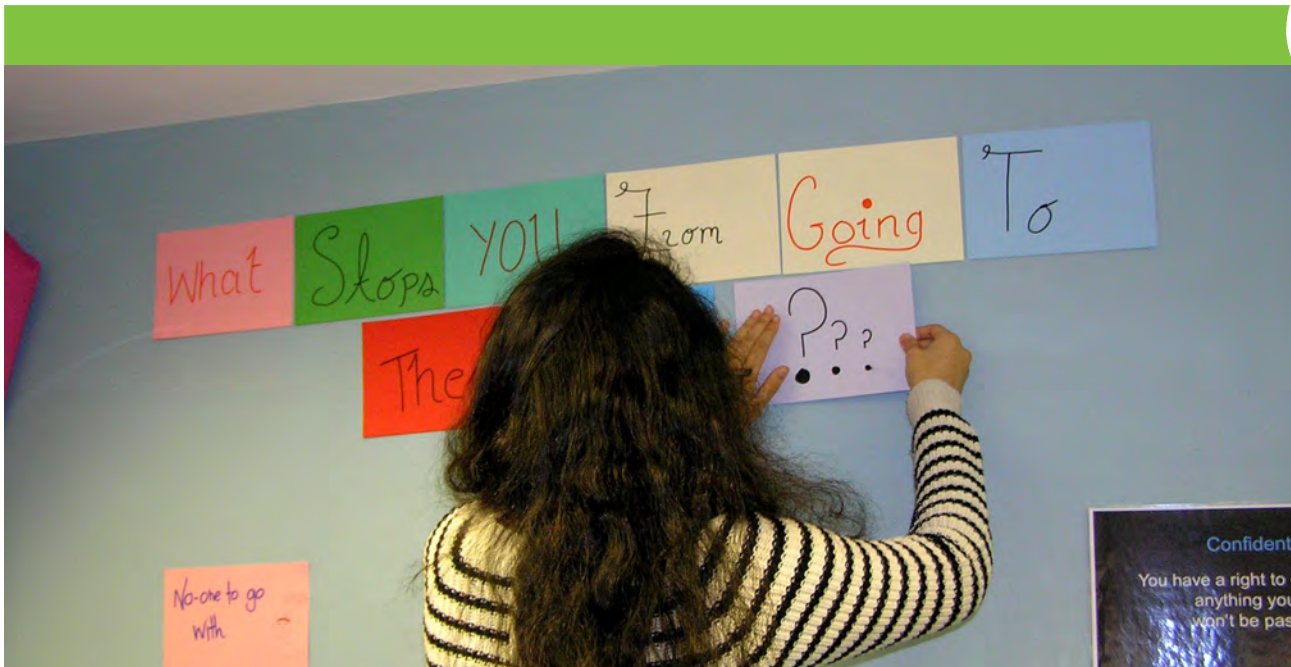
This was the first question on the survey. The young people were asked to tick the box that best reflected how often they went to the dentist, the options were:

- Every 6 months
- Every 12 months
- 12 months plus
- Never
- Other (please specify)

Figure 1 to the right is a graph showing the number of responders for each time point.

The biggest peak was generated at "every 6 months". The possible reasons for this were discussed by the group at length. One feeling was that the young people believed this is what we, as survey conductors, wanted to hear and therefore put this down purely to satisfy that notion. Others were that the young people believed this was the right answer even if it didn't apply to them and so chose this answer as a result. However, it can be safely assumed that most of the young people answered honestly and that





this graph is a true representation of how often young people go to the dentist. 6-12 months is the current guideline time and so the results are promising, showing that the majority of young people do go to the dentist within the recommended time frame.

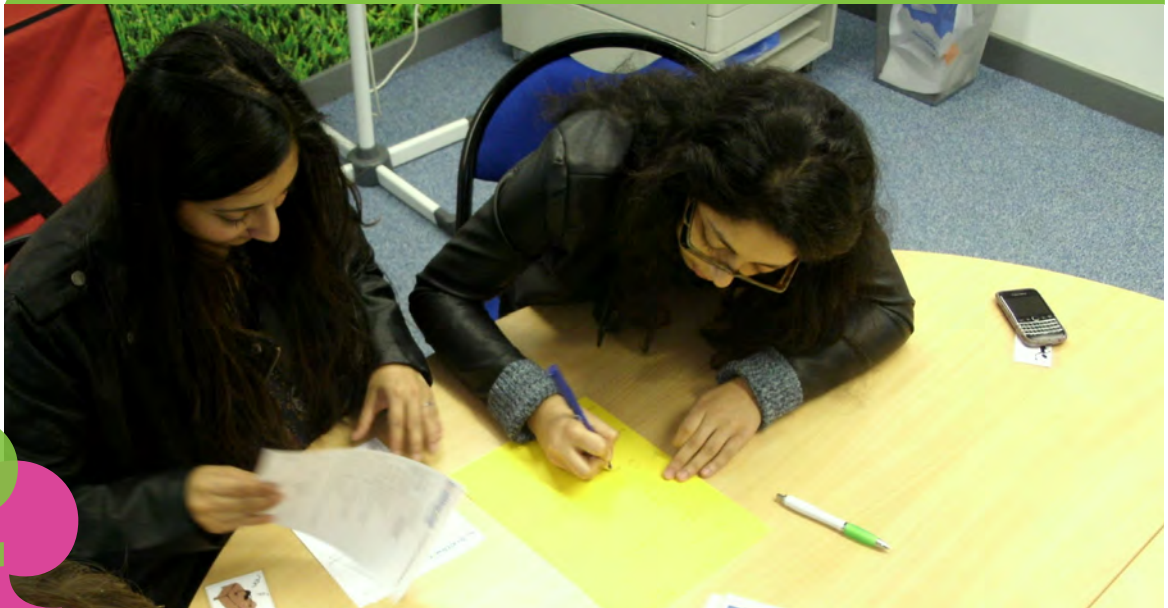
2) What stops you going?

This was the second question posed to the young people who took part in the survey. The question was deliberately open ended in order to obtain a broad range of issues that young people might face when going to the dentist. The answers are listed below.

We received over 20 different reasons about what prevents young people from visiting the dentist (Figure 2). Examples included motivation, no time, scared, bad experiences, price and making appointments. A lot of these reasons relate to one another, and could be improved if there was better education about how important it is to visit a dentist regularly and if there was more information on how to make appointments. The largest response was from 71 young people who said that nothing stops them from going to the dentist.

Figure 2

What stops you going to the dentist?
Nothing (71)
Motivation (15)
No time (13)
Scared (9)
Making appointments (9)
Needles (8)
Price (7)
Bad Experience (6)
Attitude of dentist (5)
Pain (5)
Don't know where to go/too far (5)
No one to go with (3)
Nervous (3)
Forgetting to go (3)
Waiting times (2)
Don't need to (2)
Different dentist every time
Busy/ill
Fillings
Smell

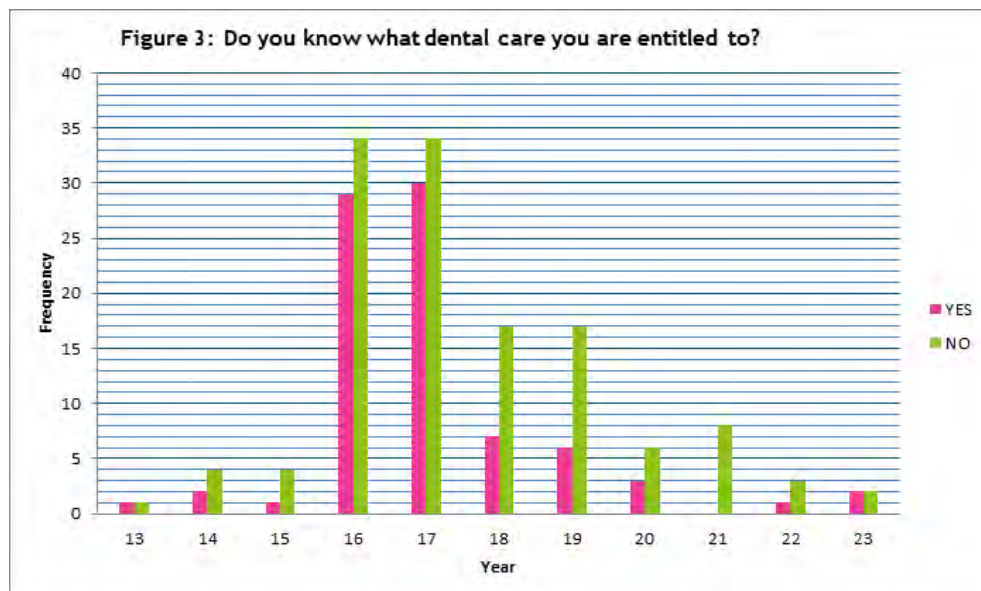


3) Do you know what dental care you are entitled to?

The third question asked was one the group believed to be very important, and perhaps the crux of the survey. One of the main reasons for choosing dental health as a subject was that the group believed there was a lack of awareness amongst young people and so the data gathered would be very significant to the study as a whole.

The young people were asked whether they knew what dental care they

we're entitled to. 130 young people answered "no" while 82 answered "yes". We found the number who answered "yes" surprisingly high because our conversations with young people indicated that the majority of young people, due we believe to a lack of awareness, do not know what dental care is available to them. There is a peak in the ages who answered the question also, at 16 and 17. This is primarily due to the questionnaire taking place at venue's populated by this age group.





4) Would you like some more information about your dentist?

Out of the 225 people who answered the question 'Would you like some more information about your dentist?', 73.8% answered 'No', whilst, the remaining 26.2% answered 'Yes' to wanting additional information about their dentist.

The reason for the high proportion of people answering 'No' to this question may have been due to the misconception that by answering 'Yes', they would inadvertently receive this information via email, text message, letters or phone call directly from taking part in the survey. Another reason may have been due to people already having access to any information that they may need regarding their particular dentist through the Internet or mobile phone apps.

Between the ages of 12 and 15, we found that generally, more answered 'No' to not wanting further information about their dentist than 'Yes'. This may be due to decisions about dentists being made by parents or carers. We also found this trend with ages after the age of 18 (see Figure 4). This may be due to the reason that after the age of 18, people are expected to pay for their dental appointments and their dental treatments, therefore, less people attend their dentist.

A high proportion (approx. 56%) of our total sample was completed by 16 to 17 year olds. This was because the events that we attended mainly consisted of 16 to 17 year olds compared to other age groups. Therefore, our sample was not representative of all ages and, therefore, the general population.

Figure 4: Would you like more information about your dentist?

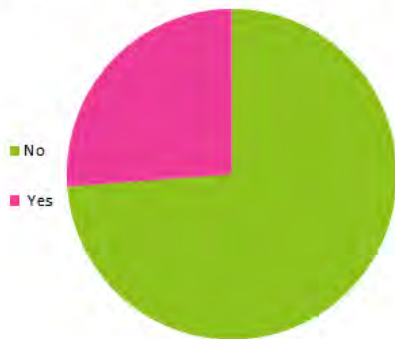


Figure 5: Young people wanting more information about their dentists

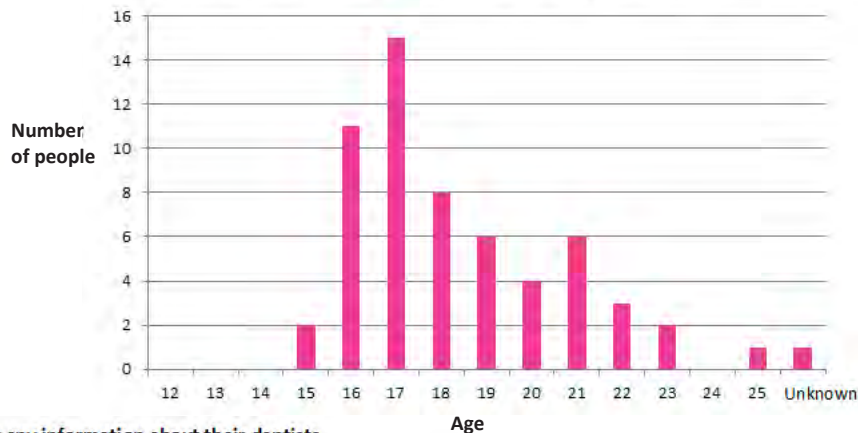
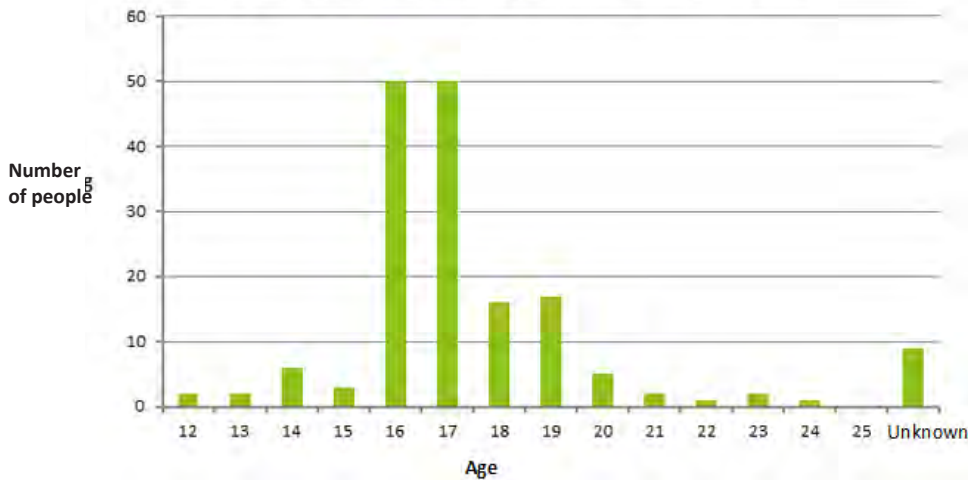


Figure 6: Young people not wanting any information about their dentists



Questions

4a) What information would you like?

The second part of this question was 'What information would you like?'. For those who answered this question, the most frequent answers included information about opening times, how to make appointments, cost and information about treatment. Other answers given included entitlements concerning dental treatment, pain relief, the dentists available in their area and appointment times (see below).

Figure 7

If you answered Yes to Question 4? What information would you like?
How to make appointments (12)
Opening times (10)
Cost (9)
Information about treatment (8)
What am I entitled to (6)
What dentists are available (5)
Pain Relief (2)
Appointment times (1)



4b) How would you like this information?

We gave the young people who answered the above questions options on how they would like to receive any information they requested. The options were leaflet, social media, text and email (Figure 8).

The group suggested that these would be the four most popular methods to provide information to young people. A leaflet was chosen by a similar amount as email. This is an interesting and unexpected result which prompted the group to think further on creating a purely young people targeted leaflet, which could be available at schools, community centres and dental practices themselves.

Figure 8: How would you like to get this information?	Leaflet	Social Media	Text	Email
	42	41	32	43



5) Which part of Newcastle do you live in?

One key issue in this survey was to get a valid spread of respondents from across the city of Newcastle. In order to do this the group decided to stage the street survey in the city centre on the basis that it has the most footfall from all areas as people from all corners of the city congregate. We asked the young people to tick the option, be it North, South, East, or West, that best reflects where they live. The question as it appeared on the survey is below with the number of young people who live in each area (Figure 9).

As you can see the group managed to obtain a cohort with an even spread, with similar numbers gathered from each specified area.

Figure 9: Which part of Newcastle do you live in?	Centre	North	West	East	Outside
	37	48	30	33	21

Figure 10: Age	13-16	17-18	19-25
	65	85	49

6) Age

We set out to involve young people aged between 13 and 25 years old. The group posed this as their penultimate question on the survey (Figure 10).

The group actively tried to obtain survey takers from all age groups in order to get a good spread. This was best achieved by staging the street survey in the city centre where the age range of people present would best reflect our target audience.

Healthwatch Newcastle Young Researchers

Aisha, Chris, Connor, Henna, Joeffry, Leo, Maxine, Michael, Rachel, Ryan.

WEYES is working with Healthwatch Newcastle to listen to and learn from the views and experiences of young people aged 13 - 25 who use health and social care services in the City. The Healthwatch young people's participation group aims to:

- Gather feedback from young people.
- Review and create publicity for young people.

- Design pieces of research about young people's experiences of health and social care services.
- Promote Healthwatch Newcastle to other young people.

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