

Health & Wellbeing Engagement - 31 October 2024 – East Riding College:

Representatives re Quality agenda item.

Feedback from the tabletop discussions:

How do you feel young people can be involved to ensure good quality of access and services for healthcare in Hull & East Riding? How would/do they want to be involved?

- CYP want to be able to review what has not gone well – proof of change
- Want to be able to provide feedback on services utilising QR codes
- Utilise CYP as mystery shoppers
- Send out surveys for young people to understand their thoughts and opinions
- A before and after survey for evaluation

How could they/would they be interested in being champions in particular areas to support other young people to have their voice heard?

- Keen to be champions to support others

Would they want to be involved in quality improvement training so they can actively work with us when we are redesigning services?

- Keen to engage in quality improvement training

How best to connect with you – what they don't want from services/us?

- Social media to promote services – Tik Tok/Instagram
- Parent/carer engagement/promotion for adults to share with CYP
- Do quizzes with CYP
- Youth Clubs
- Events

HAVE YOU ANY VIEWS ON THE NHS SERVICES YOU ACCESS CURRENTLY?

- Clinicians speaking to parents and not the Young Person
- Appointments with GPs – some come across as not caring
- Policies – prejudices – misogyny – gender bias
- NHS services – some good – some bad
- GP – misdiagnosis – stigma
- Need transparency
- Dentist – no places
- Being listened to being understood, being believed. Nowhere to turn to for support
- Being told to go elsewhere in the country for an assessment
- Pre-conceived – misconceptions
- Just get to know someone and treatment package ends
- Sometimes professionals can use puberty and development as the reason however can be other mental condition
- No prioritising
- A cup of tea solves nothing
- Prevent escalation to the threshold
- Reactive vs proactive
- Do not treat people equally
- Long waiting lists with no support/lack of communication
- CAMHS at Driffield not a nice environment

BURNING ISSUES

All services should be

- neurodivergent friendly

- everywhere should be accessible for all
- being referred to autistic services when they do not exist
- Inequity in access to Local Authority led services – requested similar workshop with LA