



Your Youth Health Day Report

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Who are Sefton Young Advisors?

Young Advisors are young people aged between 15-22 who work in partnership with community leaders and decision makers to enable the voices of young people to be heard in community life.

Young Advisors are trained and employed agents of social action. Their role is to guide and support local organisations – local authorities, housing associations, CCGs, the voluntary, community and faith sector and other local partners on what it is like for a young person to live, work, learn and play in their neighbourhood. They speak out for young people, making sure their thoughts and feelings are considered in decisions that affect them and work closely with adults to support them on how best to engage with young people. Young Advisor teams across the UK are commissioned by organisations to support them to better engage with, and involve young people. We make sure young people are being given the chance to be involved in decision making and influencing change.

The Sefton Young Advisor team is made up of 13 young people from across the Sefton borough. The team has won local and national awards and has worked in partnership with many organisations including; LSCB (Local Safeguarding Children's Board), Sefton Council, NHS, E-ON, Edge Hill University and NCS. To view examples of our work please visit our website — <https://youngadvisors.org.uk/sefton>



South Sefton Clinical Commissioning Group
Southport and Formby Clinical Commissioning Group

The Purpose of the Day

The event was organised by Sefton Young Advisors on behalf of NHS South Sefton Clinical Commissioning Group (CCG) and NHS Southport and Formby CCGs' joint Engagement and Patient Experience Group which brings together representatives from organisations including Sefton Council, Healthwatch Sefton and Sefton Council for Voluntary Service to look at how the CCGs can better involve residents and partners in their work.

Your Youth Health Day saw pupils from Sefton schools taken through everyday health scenarios, how to lead a healthier lifestyle, which NHS service to consider for a range of medical issues, when to get advice from local pharmacists and the NHS 111 phone service for minor conditions, and when to call 999.

Health commissioners were joined at the event by staff from Sefton Council to hear young people's views about health care.

Aims included:

- Engage young people in conversations about their own health
- Introducing young people to the health services they might have accessed or may access in the future
- Looking at young people's current knowledge; with an aim to hopefully, improve it by looking at health scenarios which may affect them in the future
- Gaining feedback on young people's experiences of healthcare they have received or accessed
- Encouraging young people to be more proactive and to take ownership towards their own health



South Sefton Clinical Commissioning Group
Southport and Formby Clinical Commissioning Group

Intro & baseline questions

Following this introduction, Young Advisors asked young people to complete a short questionnaire, to assess their knowledge on health services and general health scenarios. The purpose of this activity was to understand the prior knowledge and feelings of young people when discussing health both as a broad topic as well as their own personal health.

Questions asked in this activity were as follows:

1. How satisfied are you with your health?

2. Do you currently make any health appointments on your own? (GP/Dentist/Orthodontist/Sexual Health/Opticians etc)

3. When would you call NHS 111?

- a) If you're worried about an urgent medical concern
- b) If you would like advice on treatments for cuts and grazes
- c) If there is a medical emergency

4. You have severe chest pains and you are short of breath which is making it too difficult to speak, eat or sleep. What would you do?

- a) Go to my local walk-in centre
- b) Call 999
- c) Go to my local pharmacy

5. You have a sore throat and it hurts to swallow and cough. Your temperature is also high. What would you do?

- a) Leave it and go to sleep; it will go away
- b) Visit my GP/Doctors
- c) Attend the walk-in centre

6. You have a nosebleed. Which three of the following should you do?

- a) Sit or stand upright
- b) Pinch your nose just above your nostrils
- c) Blow your nose
- d) Put tissue up your nose to absorb the blood
- e) Lean forward and breathe out of your mouth
- f) Pinch your nose close to the bottom to stop it bleeding

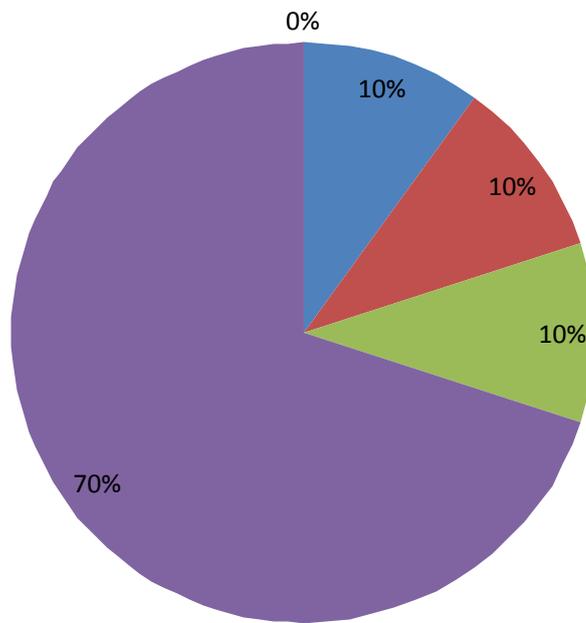
7. You have shoulder pain. Which 3 of the following should you not do?

- a) Stand up straight with your shoulders back
- b) Slouch when sitting to ease the pain
- c) Use pain relief
- d) Use heat/cold packs on your shoulder
- e) Completely stop using your shoulder
- f) Roll your shoulders and bring your neck forward to ease pain

Baseline Question

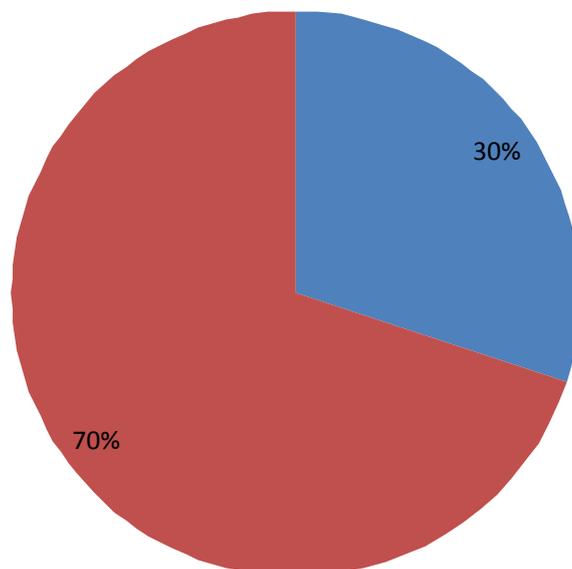
How satisfied are you with your health?

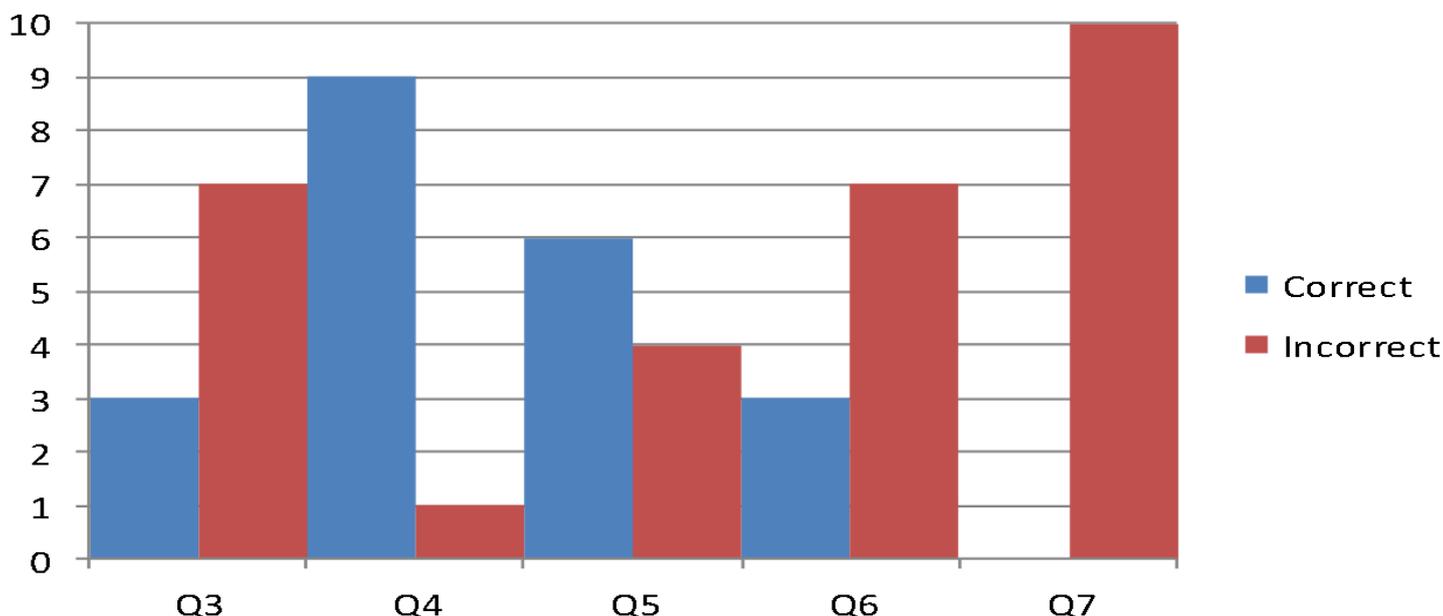
- Unsatisfied
- Mostly Unsatisfied
- Satisfied
- Mostly Satisfied
- Completely Satisfied



Do you currently make any health appointments on your own?

- Yes
- No





Positively, 70% of those who completed the questionnaire said that they felt “mostly satisfied” with their own health. A further 10% stated that they felt “unsatisfied” with none of the participants saying that they felt “completely satisfied” with their own health.

Only 30% of participants stated that they have been involved in arranging health appointments for themselves. Of the 70% that said that they had never made health appointments on their own, all said that parents and carers took responsibility for this.

As the table above shows, young people had some basic understanding of services available and which to use in certain situations. 70% of those who completed the questionnaire did not know that NHS 111 was used for advice on urgent medical concerns that are not emergencies (Q3). The majority of young people believed that NHS 111 would be used for advice on cuts and grazes.

Young people generally did not know what steps to take with common health concerns such as nose bleeds or shoulder pain with 85% of answers being incorrect across these two questions (Q6 and Q7).

Interestingly 90% of young people answered the 999 scenario correctly; “You have severe chest pains and are short of breath which is making it too difficult to speak, eat or sleep. What would you do?” (Q4).



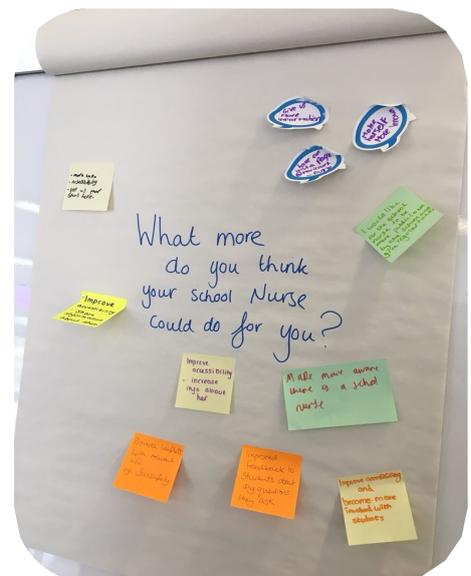
Experiences of health services

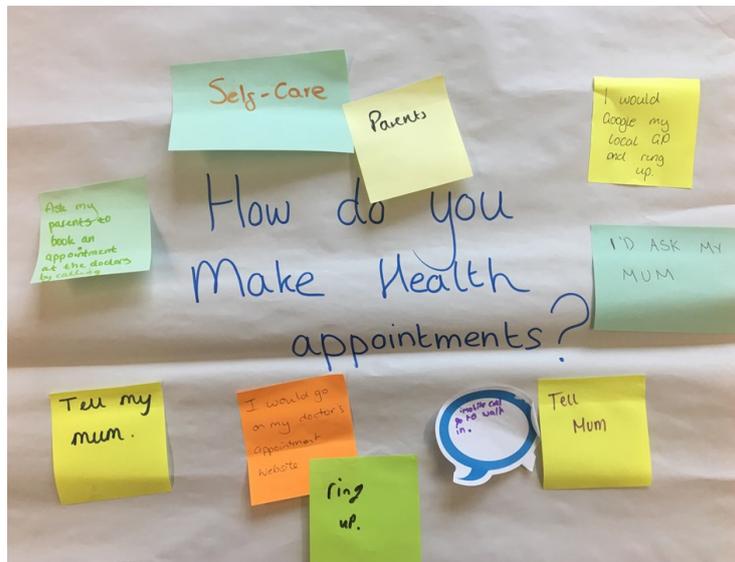
Following the baseline questionnaire, Young Advisors facilitated a short discussion based workshop. Young Advisors presented a group of questions for the young people to discuss.

These questions had a focus on past experiences of health services, positives and negatives of these and suggestions on how to improve services in the future.

Questions asked included:

- How do you make your own health appointments?
- Have you seen any of the Examine Your Options artwork/information?
- Where did you see it?
- What is the best way that we (NHS) can get this information to you?
- What does your school nurse do for you?
- What more could your school nurse do for you?





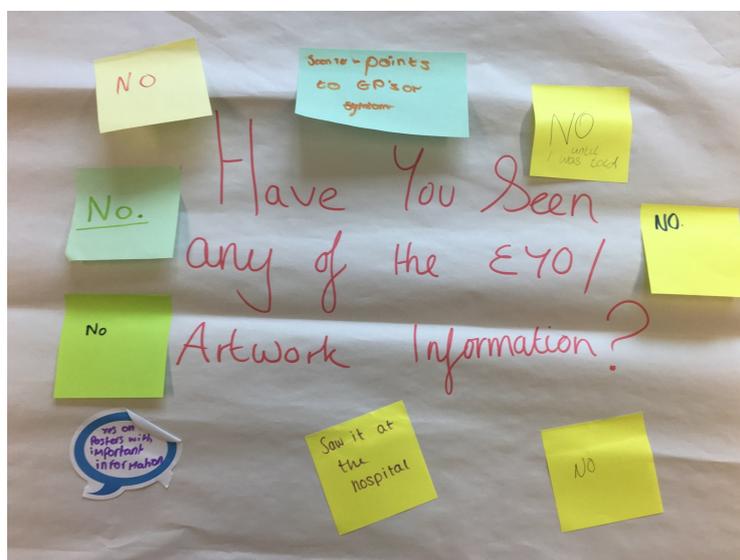
How do you make health appointments?

Young people said that they wouldn't usually make health appointments with a high number saying that they would 'self-care' or 'wait for symptoms to go away on their own'.

Another common theme discussed by young people was that they would not wait for an appointment with their doctor so would attend the walk-in centre instead.

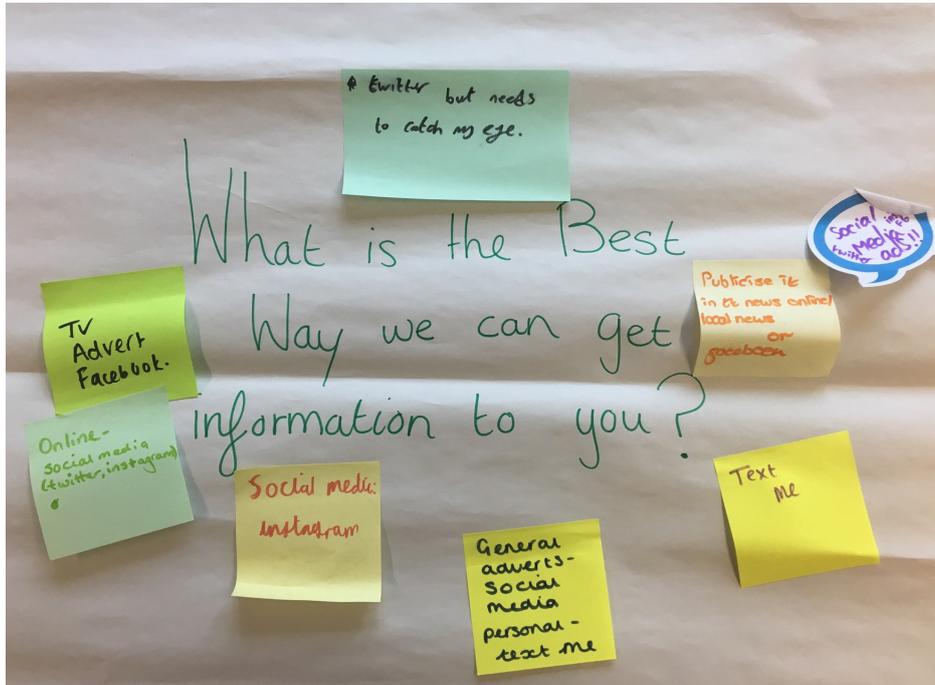
The majority of young people said that they would rely on their parents or carers to both decide when relevant health appointments were needed and book them.

One young person said that they would access appointments on their GP's online e-booking system. While another would ring up themselves and try to arrange an appointment.



Have you seen any of the Examine Your Options artwork/information?

The majority of young people had never seen any of the Examine Your Options artwork or information before the event. Those that had come across it previously had seen it in the hospital or in their GP practice.



What is the best way we (the NHS) can get information to you?

Young people discussed how they would most like to receive information from the NHS or other health services. Their responses included:

- TV advertisements
- Social media (Instagram, Facebook and Twitter)
- Text me information (SMS)
- General advertisements in more places: buses/back of toilet doors
- School

This is interesting as often we think that the best way to get in touch with young people is via social media but throughout discussions young people continued to say how social media promotion is not always the most eye-catching to them.

Healthy Changes Exercise

Young Advisors led a short drama based session focused on small changes young people can make that will have a large impact on their health. This was done in the style of “A day in the life of a Young Advisor”. A Young Advisor acted out her day from start to finish.

The first day involved things like going to bed late, being on a mobile phone all day, not being apart of social activities and eating unhealthy meals.

These unhealthy behaviours were to be spotted by the groups of young people present. Groups had the chance to feedback directly to the Young Advisor and suggest healthier choices for her to make.

The Young Advisor acted her day out again and implemented changes suggested by the group. Young Advisors also recommended some other healthy changes that can easily be implemented that nobody had mentioned, for example: showering and brushing teeth.

Following these two acting scenes, it was explained to the groups that small changes to their day to day routine can provide a huge positive change in their health, especially looking at sleeping schedules and use of technology.



See Appendix I for an overview of the feedback and suggestions received.

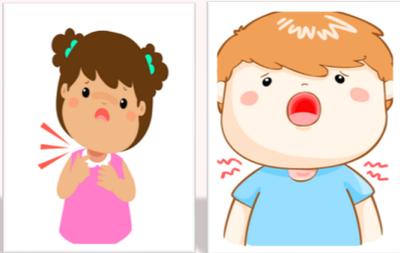
Examine your Options

To ensure that the young people present would improve their knowledge on the different healthcare options available to them, we created a series of health scenarios.

Young Advisors asked participants to work in group to decide what actions they would take and what NHS service they would contact or access based on the scenario they were faced with.

These scenarios were created so the groups of young people could discuss all the new options they were shown in the previous workshops. They also had the option to give multiple answers with some scenarios, adding more to their decisions and discussions. The scenarios used are as follow:

Scenario One



“You’ve had a sore throat for around a week with no sign of improvement. You struggle to swallow and it hurts to cough.”

Scenario Two



“You’ve had a severe headache and your jaw hurts when eating, however it has not been happening for more than 2 hours.”

Scenario Three



“You’re sat with your friends in the local park. It is a really hot day and you get a sunburn. It hurts however not to the point where you cannot continue staying out.”

Scenario Four



“Your friend has told you that they have had sex with their partner 2 days ago. She says that they did not use a condom and that she does not use any other form of contraception. She is worried that she might be pregnant”

Scenario Five



“You’ve twisted your ankle whilst playing football on a Sunday evening and it’s really swollen and painful?”

Scenario Six



“Your chest feels tight and you feel breathless to the point where you struggle to speak, eat or sleep. You do not have an inhaler.”

See Appendix 2 for more information on Examine Your Options.

Examine your Options - feedback

“You’re sat with your friends in the local park. It is a really hot day and you get a sunburn. It hurts however not to the point where you cannot continue staying out.”

“You’ve had a sore throat for around a week with no sign of improvement. You struggle to swallow and it hurts to cough.”

“You’ve had a severe headache and your jaw hurts when eating, however it has not been happening for more than 2 hours.”

“You’ve twisted your ankle whilst playing football on a Sunday evening and it’s really swollen and painful?”

When discussing the above scenarios, we observed young people using their existing knowledge of health services to determine their personal response to each situation.

Young people recognised the scenarios describing signs or symptoms they had initially thought were insignificant or minor but could have more serious health implications linked to them.

This meant the group fully understood that symptoms they may think are small or can be ignored should still be checked by a healthcare professional.

The groups also discussed the different health services available to deal with these scenarios which were shown to them prior to this workshop. This illustrates they are able to identify the most appropriate health care option based on the situation.

See Appendix 2 for more information on Examine Your Options.

Examine your Options - feedback

Scenario Four



"Your friend has told you that they have had sex with their partner 2 days ago. She says that they did not use a condom and that she does not use any other form of contraception. She is worried that she might be pregnant"

However, it was these two scenarios which instigated the most discussions and varying answers from the groups. Scenario four gave young people the best opportunity to share information that they had learnt in school prior to our event. The young people were able to talk in detail about precautions and steps they would take should this scenario occur.

Groups discussed, emergency contraception, making an appointment with their local GP to discuss options for contraception, speaking to the School Nurse for advice and visiting a clinic appointment or drop-in.

Scenario six served as an indication to show that the understanding of health and awareness of services was improving throughout the day. Each of the groups appropriately questioned how serious the situation was and young people were observed weighing up the different options.

All groups also suggested that severe chest pains were cause for concern and could be linked to something fatal. For this reason, young people decided that they should seek help immediately.

Scenario Six



"Your chest feels tight and you feel breathless to the point where you struggle to speak, eat or sleep. You do not have an inhaler."

Overall, the discussions suggest that young people's knowledge and awareness was improved and strengthened after exploring the Examine Your Options information.

Young people were able to apply their learning on this to this activity well.

See Appendix 2 for my information on Examine your Options.

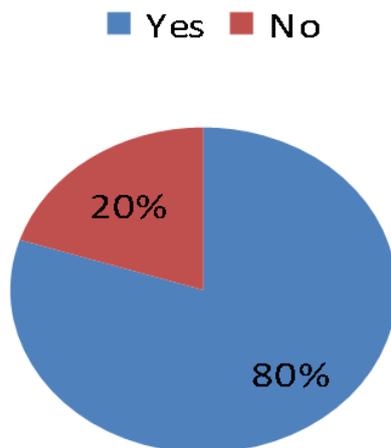
Distance travelled questions

Following all of the activities, Young Advisors finally asked young people to complete another questionnaire. The purpose of this activity was to gauge if the group have learnt anything new or if their feelings towards being involved in their own health and care had changed throughout the day.

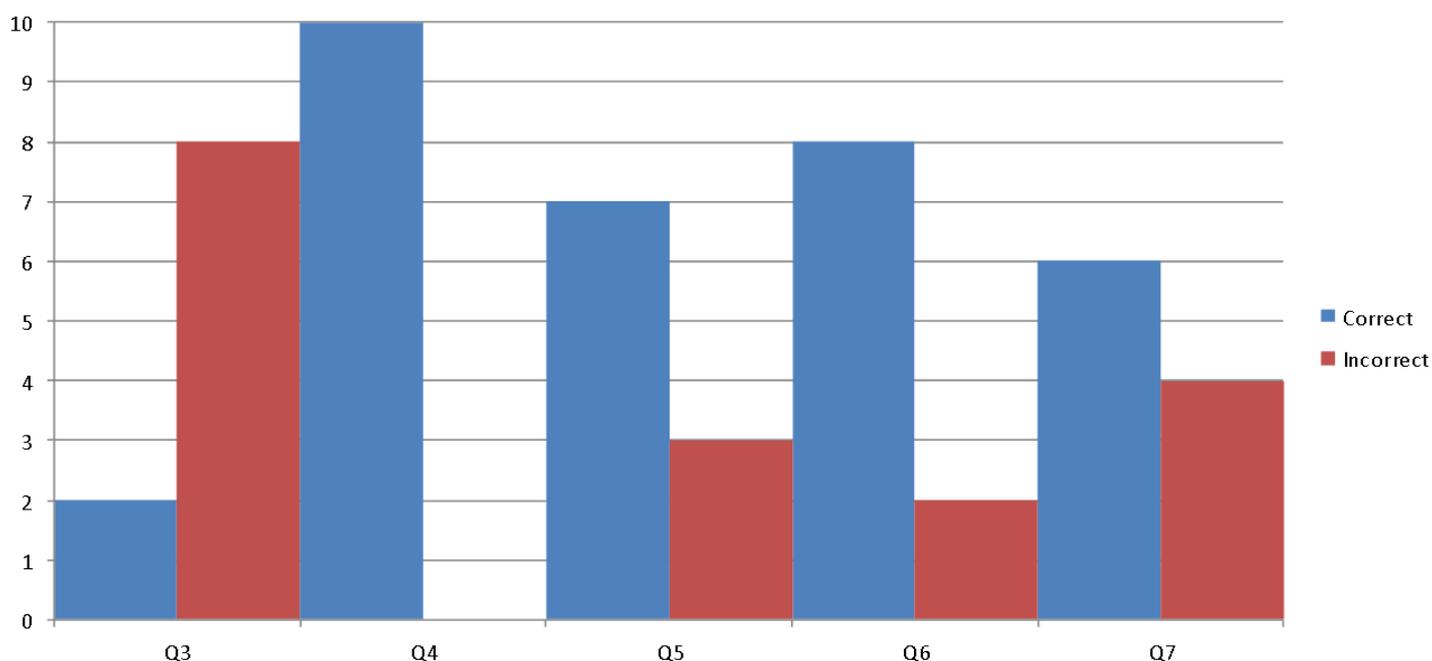
Questions asked in this activity were as follows:

- 1. Would you now feel comfortable to make any health appointments on your own?
(GP/Dentist/Orthodontist/Sexual Health/Opticians etc)**
- 2. When would you call NHS 111?**
 - a) If you're worried about an urgent medical concern
 - b) If you would like advice on treatments for cuts and grazes
 - c) If there is a medical emergency
- 3. You have severe chest pains and you are short of breath which is making it too difficult to speak, eat or sleep. What would you do?**
 - a) Go to my local walk-in centre
 - b) Call 999
 - c) Go to my local pharmacy
- 4. Your temperature is high. You also have a sore throat and it hurts to swallow and cough. What would you do?**
 - a) Leave it and go to sleep; it will go away
 - b) Visit my GP/Doctors
 - c) Attend the walk-in centre
- 5. You have a nosebleed. Which three of the following should you do?**
 - a) Sit or stand upright
 - b) Pinch your nose just above your nostrils
 - c) Blow your nose
 - d) Put tissue up your nose to absorb the blood
 - e) Lean forward and breathe out of your mouth
 - f) Pinch your nose close to the bottom to stop it bleeding
- 6. You have shoulder pain. Which three of the following should you not do?**
 - a) Stand up straight with your shoulders back
 - b) Slouch when sitting to ease the pain
 - c) Use pain relief
 - d) Use heat/cold packs on your shoulder
 - e) Completely stop using your shoulder
 - f) Roll your shoulders and bring your neck forward to ease pain
- 7. Do you now feel you know more about your health options?**
- 8. Would you now feel more comfortable when choosing which option is most relevant if you had a health concern?**
- 9. Do you think that today's event has been beneficial and if so why?**

Would you now feel comfortable to make any health appointments on your own?



80% of young people said that they would feel comfortable making appointments for themselves with health services.



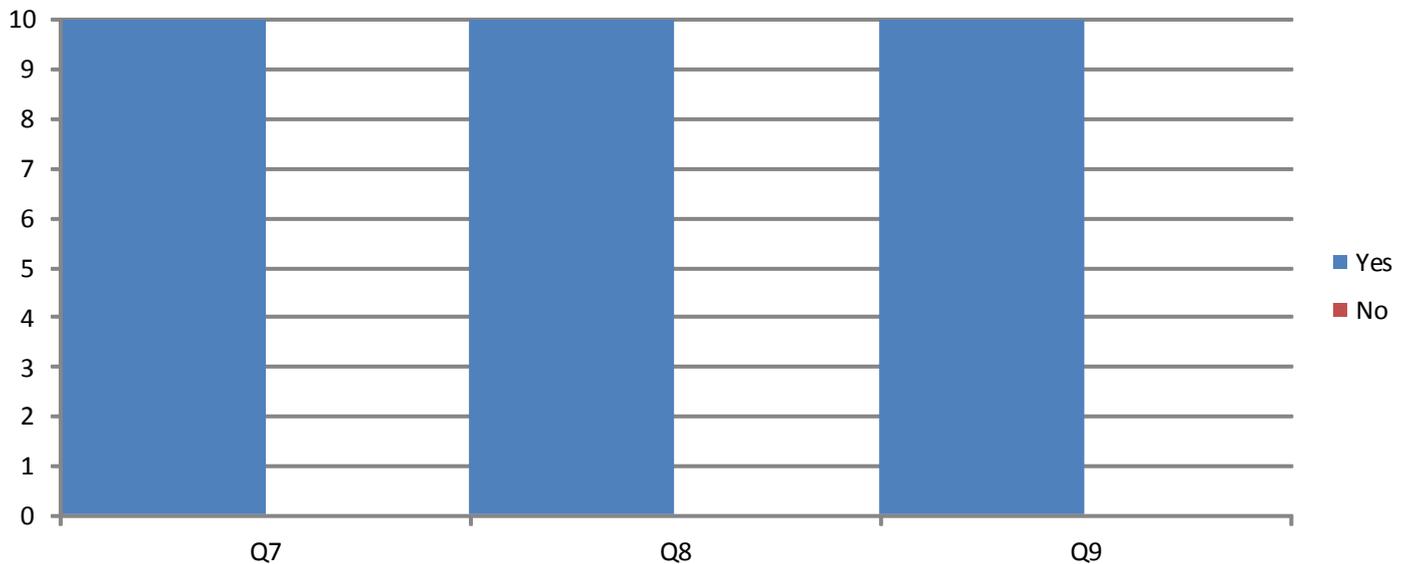
In general young people answered better in the second set of questions.

80% young people knew that NHS 111 should be contacted if they were worried about an urgent medical concern that was not an emergency (Q2). This is a 50% increase from the baseline questionnaire.

100% of young people answered the 999 scenario correctly (Q3) compared to a previous 90%.

All other scenario questions saw an increase in correct answers when completed by the young people the second time around. The scenario questions relating to a nose bleed and shoulder pain (Q5 and Q6) saw the greatest increase with 70% of the group answering correctly compared to only 15% in the initial baseline questionnaire.

These trends would suggest that young people have learnt something new from the event and have a



Young Advisors asked young people:

(Q1) Do you now feel you know more about your health care options?

100% of young people said that they felt that they knew more about their health options after the event.

(Q2) Would you now feel more comfortable when choosing which option is most relevant if you had a health concern?

Again, 100% of young people answered yes to this question meaning that they understand the Examine Your Options campaign and feel they can better assess their health concerns and needs to choose the most relevant service to access.

(Q3) Do you think that today's event has been beneficial? And why?

Finally, 100% of young people answered yes to this question stating that they felt the event had been beneficial to them. Comments included:

- I have learnt about I I I which I never knew about before
- I definitely can say that I can make some healthier changes to my day including using my phone less before bed
- I have learnt a lot about what to do in different situations
- I have had fun and learnt some things that I have never thought of before, like going to my local pharmacy for advice
- I have learnt that you shouldn't put a tampon up your nose like in the movies for a nose bleed

Summary of Next Steps

Following the event, the Young Advisors and CCGs met to discuss the outcomes and how together they can continue to take this work forward and support young people to manage their own health.

It was agreed that the following next steps would help to promote and take forward the work with young people:

- Ask local schools and youth organisations for their ideas on how more schools and young people can be encouraged to attend future events, for example, how much advance notice would be preferred for this type of event, is there a preferred time of year, would it be better to hold the event in a school or college venue and are there specific health topics that would be welcomed?
- Speak to the schools involved about taking this work forward in their schools and what resources and support would they find useful. For example, if the event materials were packaged as a 20 minute lesson plan, would this be useful? What information and resources would be useful to promote health messages and self care?
- To support future development of local health services and promotional materials, share the event report and findings with all relevant organisations and partners that support young people
- Consider using the event format and materials in other young people's forums so that health messages can be shared more widely, and more feedback and views can be gathered about local health services.
- Involve the support and expertise of Sefton Young Advisors and Young Healthwatch to support and take forward this work.

Appendix I: Healthy Changes

Exercise Notes

'Unhealthy' Day	Suggestions of changes to make	'Healthy' Day
<p><u>Morning</u></p> <p>In bed on their phone Image of clock reading (3:00am) Wakes up at 9am Refuses Breakfast Calls Taxi to go to school</p>	<p>Go to bed earlier Wake up on time Eat breakfast Walk to school if possible Shower Clean teeth Cycle to school</p>	<p><u>Morning</u></p> <p>Image of clock reading (10:00pm) Wakes up at 8:00am Shower Cleans Teeth Eats Breakfast Walks to school</p>
<p><u>Lunch</u></p> <p>Drinks Energy Drink Eats Chocolate Bar Sits on their phone</p>	<p>Eat healthier Go outside on breaks Don't drink sugary drinks Have a balanced meal</p>	<p><u>Lunch</u></p> <p>Has hot school meal Drinks Water Plays football</p>
<p><u>After school</u></p> <p>Taxi Home Goes straight on his computer Has unhealthy snack Refuses cooked meal Orders Takeaway late at night Goes to bed on his phone(3:00am)</p>	<p>Walk home After school activities (Dance/ Sports/Chess) Have tea at a reasonable hour Don't eat fast food a lot Don't stay on your phone all night</p>	<p><u>After school</u></p> <p>Goes to after-school club Comes in from school and has healthy tea Goes on his computer Goes to bed (10:00pm)</p>

Appendix 2: Examine Your Options Information

If you do need to see a health professional for advice or treatment quickly, but it's not a life-threatening emergency, there are a range of different options available to you, including:

- **GP** - If you need medical attention your GP is your first point of contact for non-emergency illnesses which you can't treat yourself, and will offer a same day appointment when it's urgent.
- **GP Out of Hours** - Even if your GP surgery is closed, you can still see a local GP out of opening hours by calling your usual practice number or dialing NHS 111.
- **Pharmacist** - Get professional health advice on common illnesses, cuts, grazes, and the best medicines to treat them, right on the high street. They also offer advice on sexual health and dispense emergency contraception.
- **NHS Walk-in Centres** - Access treatment 365 days of the year for every day illnesses and minor injuries that you can't treat yourself at home. No need for an appointment – you can just walk in.
- **NHS 111** – Call if you need medical advice fast, but it's not a 999 emergency. NHS 111 is available 24 hours a day, 365 days a year. Calls are free from landlines and mobiles.
- **Visit [nhs.uk](https://www.nhs.uk)** – Visit the NHS online to check symptoms, get answers to common health questions, and find local health services.



EXAMINE YOUR OPTIONS

We would like to take the opportunity to thank the following for supporting the planning and/or delivery of the event, or for attending and taking part.

- Sefton CVS
- Sefton Council
- Sefton Carers Trust
- North West Boroughs Healthcare
- NHS Midlands and Lancashire Commissioning Support Unit
- Maricourt Catholic High School
- Stanley High School



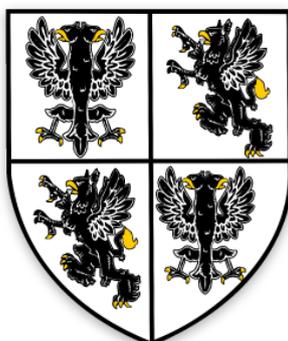
**North West
Boroughs Healthcare**
NHS Foundation Trust



Midlands and Lancashire
Commissioning Support Unit



Sefton CVS
Supporting Local Communities



South Sefton Clinical Commissioning Group
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