



## Young Peoples Experiences of Health & Social Care





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## 1. Background

The population of Blackburn with Darwen is over 147,000. Blackburn with Darwen has the one of the highest proportions of young people aged 0-19 years compared to England and Wales local authorities. 42,500 residents fall into this age group, which represents 30% of all residents, compared with the national average of 24%.

With such a large young population accessing local Health and Social Care Services it is important to find out their views, opinions and any issues they may have.

Due to the success of the pilot research last year, it was agreed to continue the joint work with Blackburn College, as they have over 15,000 students from all backgrounds to engage with.

## 2. Methodology

Overall six students volunteered to take part in the research - four from Further Education who are studying Health & Social Care, and two students studying Business at the University Centre.

The four further education students chose to evaluate GP services and Sexual Health Services within Blackburn with Darwen. The researchers chose to collect the data by setting up an online questionnaire and paper based surveys- these were handed out to individuals between the ages of 16-24.

The two Business Students chose to research Social and Emotional Well-Being Awareness within the Student Population and how mental health issues affect their education. They chose to complete two different research aspects one from students perspectives and the second from Blackburn College Tutors perspective. All the research was completed using paper based questionnaires and one to one interviews.

The students were encouraged to develop their own methodology and questionnaire in their individual groups. After they have drafted these, support and guidance was offered by College Tutors, Healthwatch BwD, and professionals working in the relevant fields. This was done to ensure the right questions were being asked.

The students conducted the research within the Blackburn College campus, in Blackburn Town Centre, and ensured the questionnaire was available in services young people access. This was done to encourage a representative sample of young people, as oppose to only those in higher education.



# 3. G.P. Services Findings



There were 141 responses received, of these all the respondents were registered with a G.P. On average it takes 1 day to get an emergency appointment.

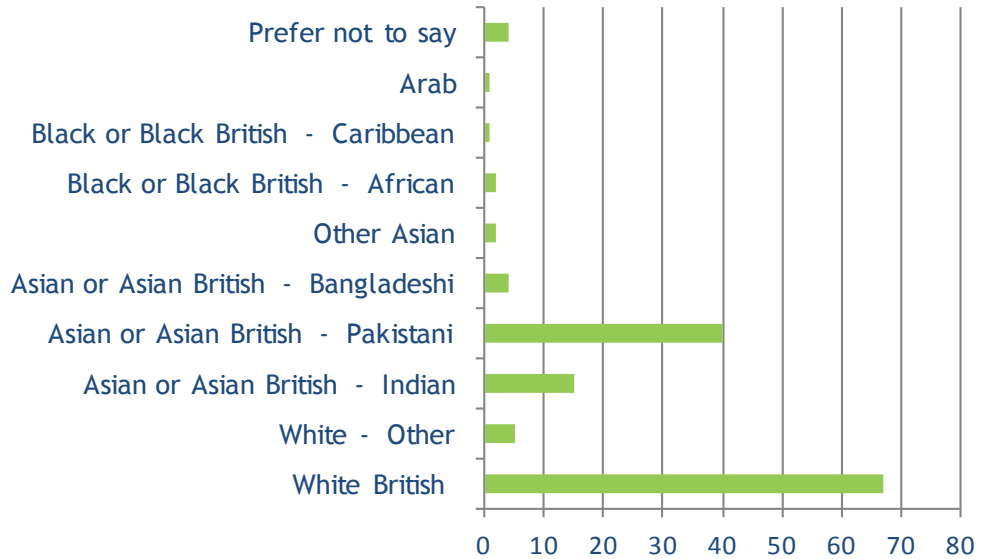
## 3.1 Respondent Demographics



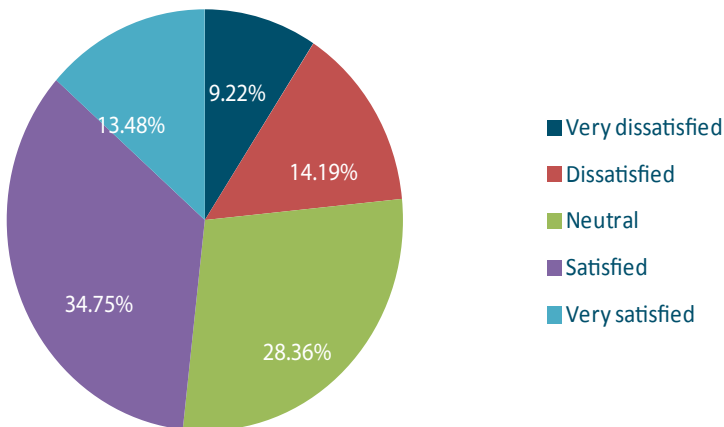
57%



43%



## 3.2 Satisfaction with time it takes to see G.P.

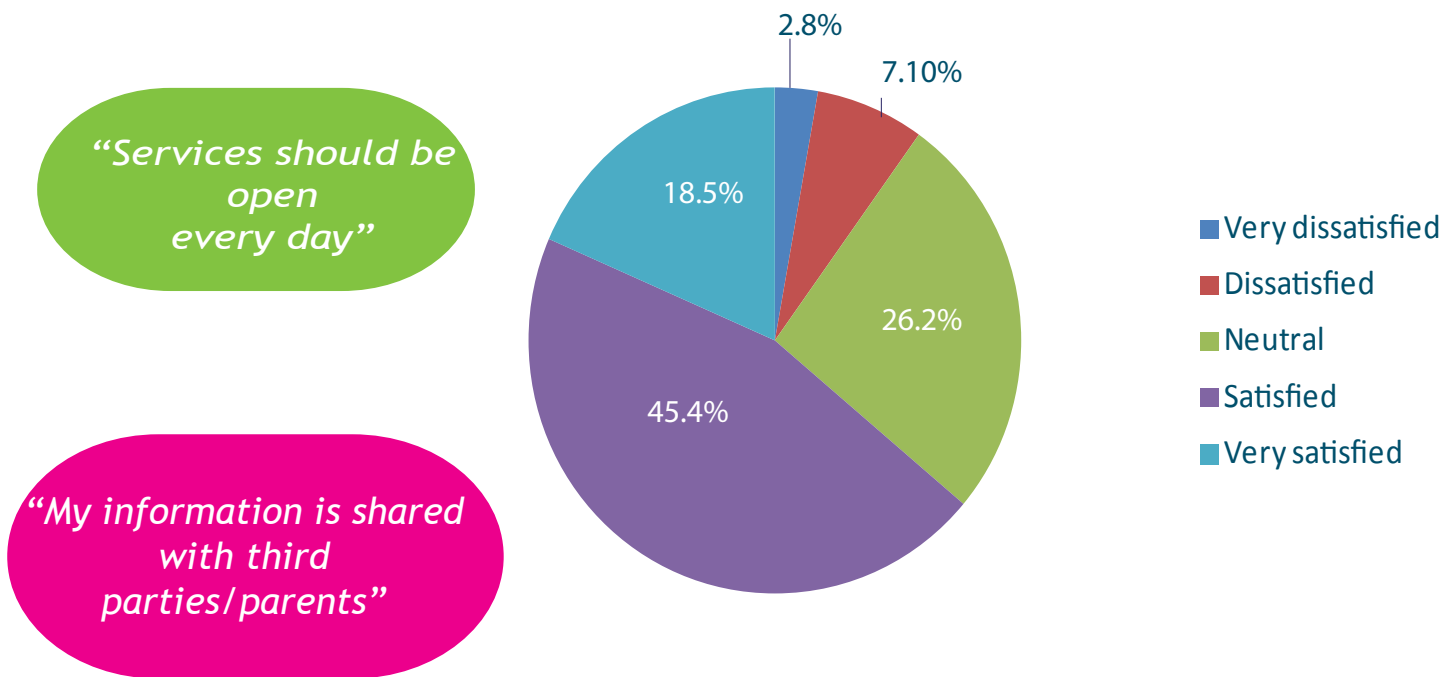


*“Can only make appointments in mornings. It should be changed to any time of day”*

The majority of respondents were satisfied with their GP waiting times with 48.23% being satisfied/very satisfied with the time it takes to see their GP.



### 3.3 Satisfaction with service provided by G.P.



The majority of respondents were satisfied with the service provided by their GP with 63.9% being satisfied/very satisfied.

### 3.4 What changes would you like to see?

- “Have emergency hours during the day for patients to see a doctor instead of waiting and using vital NHS Emergency Services”
- “Need to be quicker seeing patients in an emergency”
- “Less time to get an appointment”
- “Have them open longer and also on the weekend”
- “More time to make appointments”
- “Not confidential, bad receptionist and feel brushed off constantly”
- “I should get appointments within 4-5 days rather than waiting 2-3 weeks”
- “Would like to get an appointment quicker”
- “My information is shared out to third parties/parents”



## 4. Sexual Health Survey Findings

### 4.1 Respondent Demographics

There were 132 responses to the sexual health survey.

The majority of respondents have either used the services or would consider using them in the future.

78.8% of respondents were made aware of sexual health services by either their school or college.

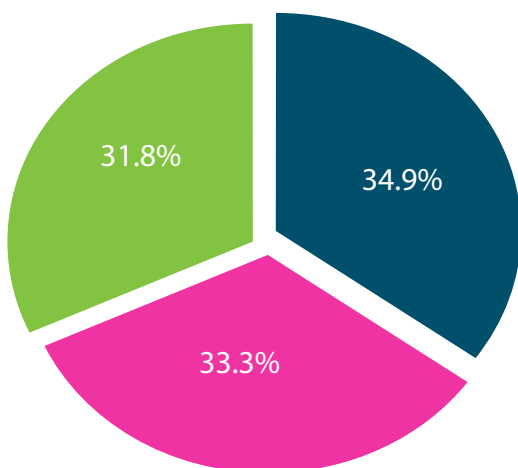
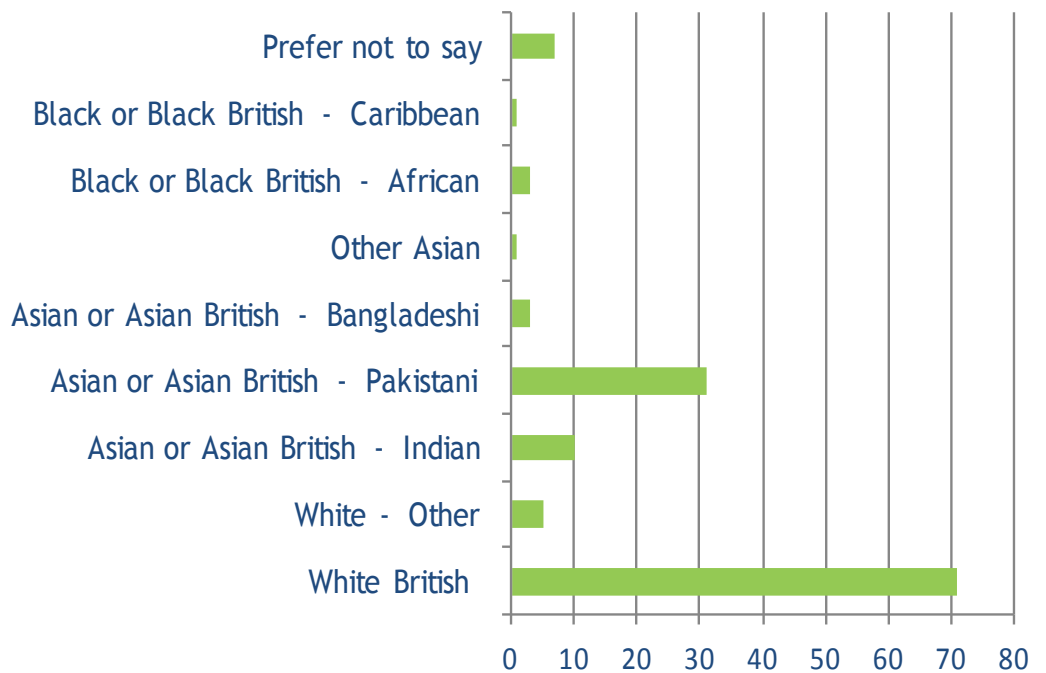
In general those surveyed were satisfied with the services provided.



57%



43%



■ I have previously used the services

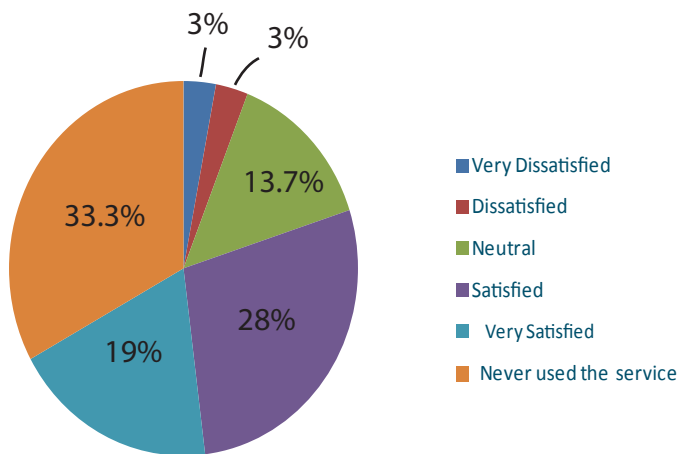
■ I have not used the services but would consider using them in the future

■ I haven't used the services and wouldn't consider using them in the future

45% of those surveyed have either accessed or would have access to contraception via sexual health services



## 4.2 Satisfaction with sexual health services



The respondents were asked to indicate how satisfied they were with the sexual health services in the area. Whilst the majority (47%) were satisfied/very satisfied, 6% were Very dissatisfied/dissatisfied with sexual health services.

## 4.3 What changes would you like to see?

- “Less waiting time”
- “The Blackburn GUM Clinic has moved to Burnley so it is hard for Blackburn residents to get to”
- “Have more drop in sessions”
- “More polite people; they are rude and not very nice”
- “To have more lessons or advice on sexual health in Colleges. have it on a regular basis to keep aware at all times”
- “Better communication”
- “They should advertise their services more”
- “I feel that people need to be given more information about what services they provide especially to people of my age group (age 16)”
- “Staff do not care and communicate well enough”
- “Bigger car park”



## 5. Mental Health Survey Findings

### 5.1 Social and Emotional Well-being Awareness within the Student Population

The research looked into how mental health issues affect education and the illnesses, coping mechanisms and how to improve awareness.

The study aimed to find out:

- The social and emotional issues affecting young people within the Blackburn College/University campus
- How aware young people are of themselves or others around them suffering from these issues
- Do they know where to go or who to speak to should they need help
- Views on why young people take drugs
- Views on reducing suicide and self-harm within the Borough

The study involved a random sample of 118 respondents, 1 of these took part in a 1 to 1 interview.





## 5.2 Respondent Demographics

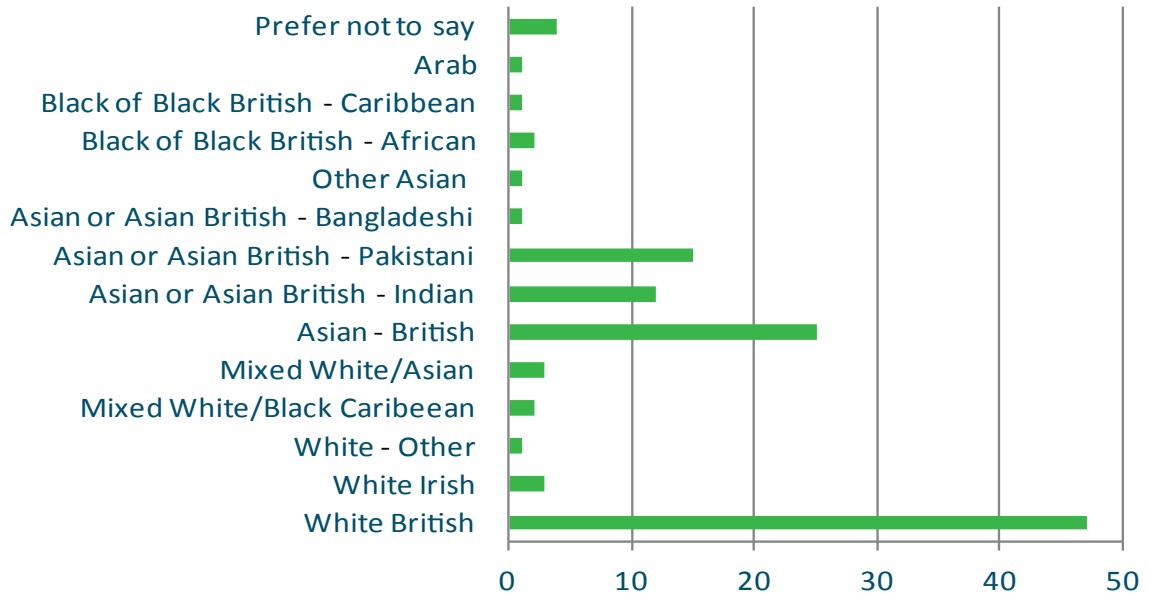
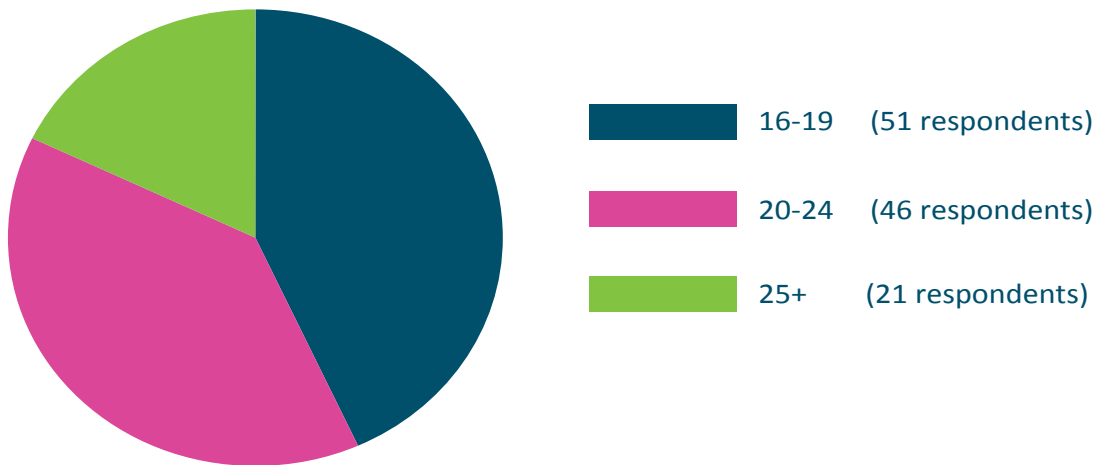


57 Female

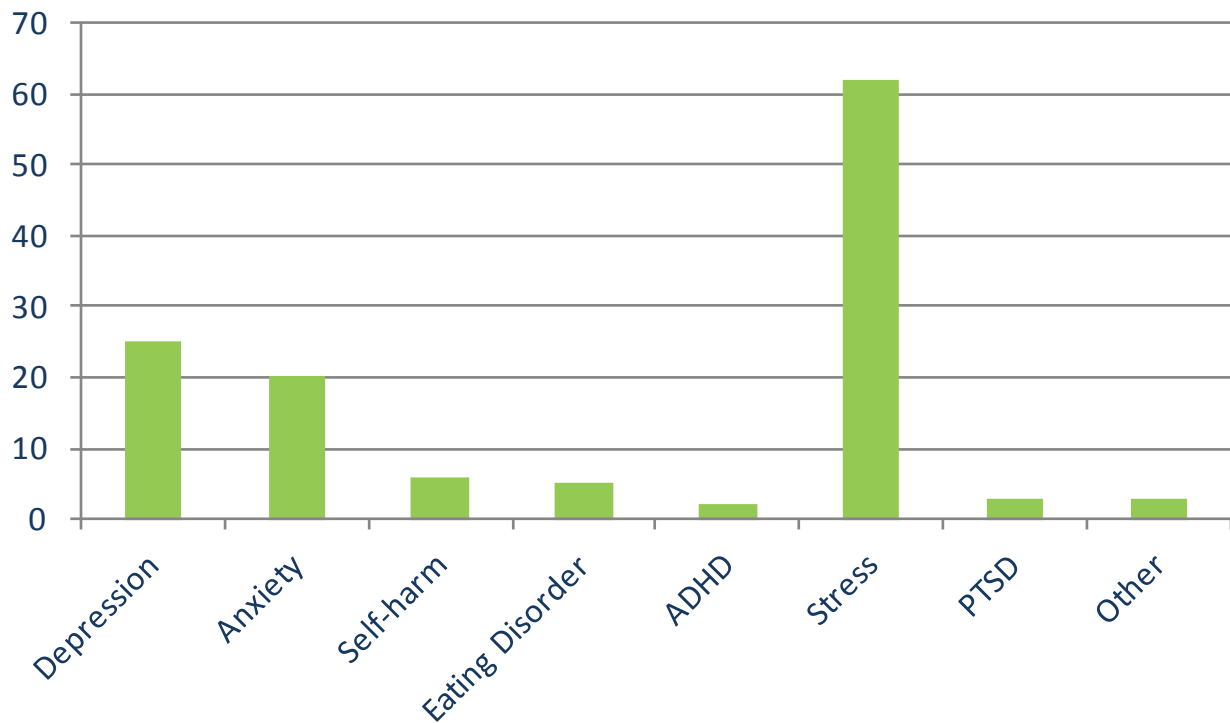


61 Male

### Age



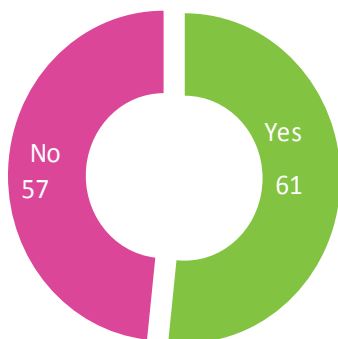
## 5.3 Stresses related to Social & Emotional Wellbeing



Often respondents have more than 1 disorder at once. The most common is stress affecting 62 of the respondents

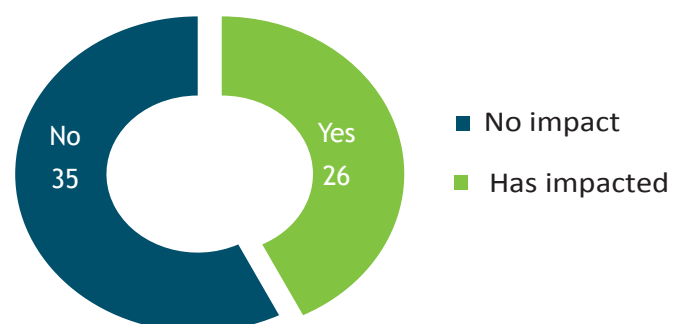
5.4 Do you have any friends/family that have or are suffering with any of these issues and has this impacted on your education in any way?

### Friend/family with issues



### Impact on Education

Of the 61 respondents that answered yes to having friends or family that have suffered with any of the issues, 26 stated that this has impacted their education in some way



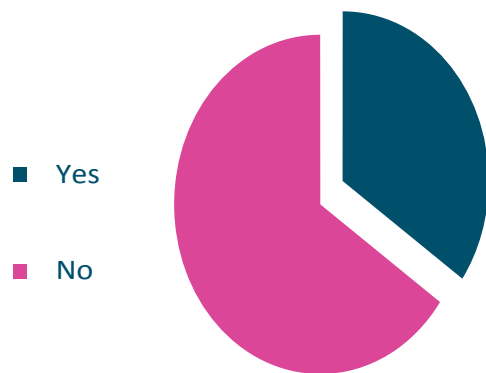
## 5.5 Do you feel there is enough information or support readily available?



84 of the 118 respondents feel that there is not enough information or support readily available should they need it or ever come to need it

## 5.6 Do you know where to go or who to contact within college?

Out of the 118 respondents, 77 said that they did not know who to speak to or where to go should they need help.



## 5.7 How would you reduce the levels of suicide and self-harm in young people in the Borough?

*“Tell a responsible adult about the problems I see in friends and other people, I wouldn’t know how to help them to be honest so best they see a professional”*

*“Have more obvious help within the community such as counselling”*

*“By making young people more aware and knowing how to recognise the symptoms and triggers which are making them feel like they want to commit suicide or harm themselves”*

*“Have more youth zones and sports centres - young people have nowhere to go in Blackburn, also courses on mental health awareness should be offered to young people when they are at college”*

*“Need to inform people who they can turn to should they feel the need, more leafleted information, phone numbers in toilets and other discreet places. Reduce the stigma involved around social and emotional well-being issues that are causing young people to want to harm themselves or even worse kill themselves ”*

## 5.8 What would you say are the main reasons for young people taking drugs?

*“They think it makes them look cool and it feels good”*

Asian/Asian British - Pakistani  
Age 16-19

*“They enjoy them and aren’t completely aware of the risks”*

White British Male  
Age 16-19

*“Peer pressure and also when they are feeling bad a high might help them escape”*

White British Male  
Age 20-24

*“Peer pressure, makes them look hard”*

White British male  
Age 16-19

*“They have nothing better to do and think it makes them look good around friends”*

Asian/Mixed Female  
Age 20-24

*“Because their friends are doing it and they enjoy them”*

Asian British Female  
Age 16-19

*“Makes them feel good, Peer pressure”*

Other, Male  
Age 16-19

## Tutors Perspective on students Social and Emotional Well-being

The second part of the research looked into students social and emotional well-being from a Tutors perspective.

Often students go to their Tutors for support, so it is vital that they feel confident and comfortable with supporting young people, and know how to help them and where to signpost them to.

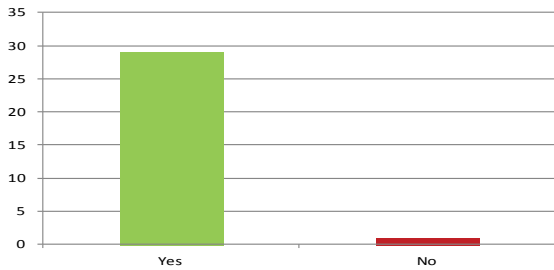
The research was again conducted by a combination of questionnaires and 1 to 1 interviews.

30 Tutors completed the questionnaire, 3 of these Tutors also took part in 1 to 1 interviews.



# 5.9 Tutors perspective Findings

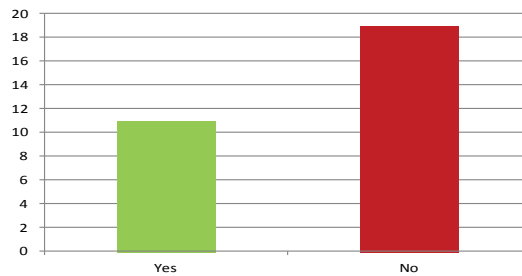
Would Mental Health training be helpful in the work place?



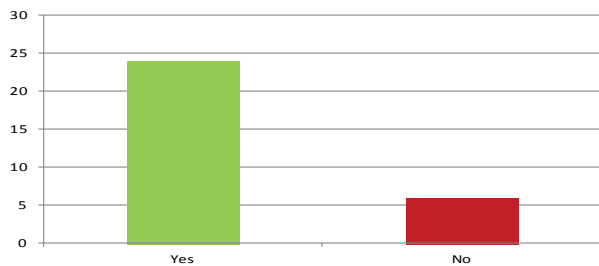
29 out of 30 tutors stated that Mental Health training would be helpful in the workplace

Would you feel as though you are a case worker as opposed to a tutor?

The majority (19 out of 30) stated they would not feel like a case worker as opposed to being a tutor



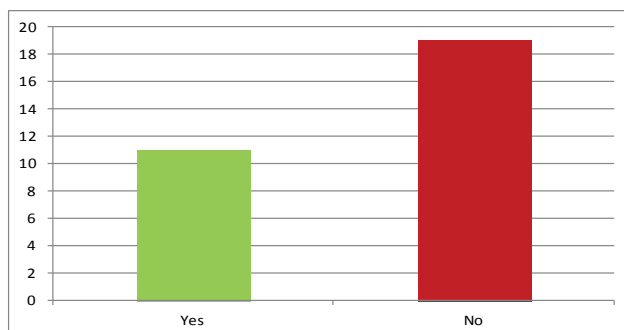
Do you think Blackburn College safeguarding have a good structure in place?



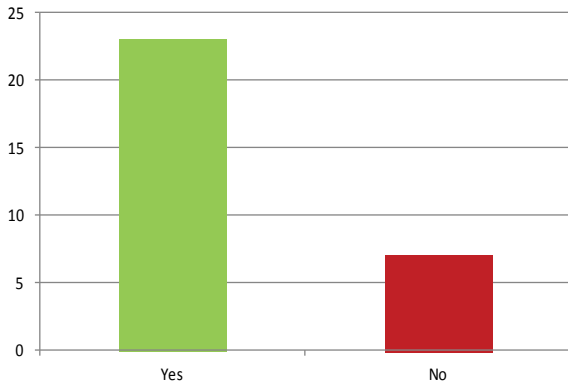
24 out of 30 tutors thought that the safeguarding structure currently in place is good

Do you have available support when under stress?

19 out of the 30 tutors thought that not enough support was available when they were under stress

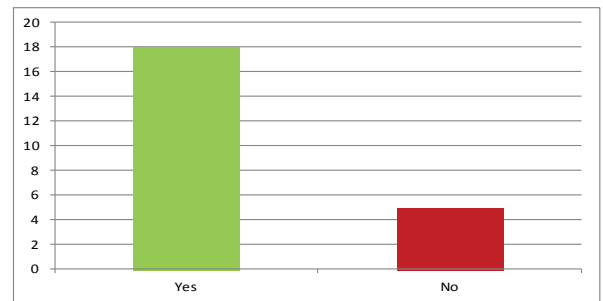


Have you dealt with Mental Health issues with a student before?

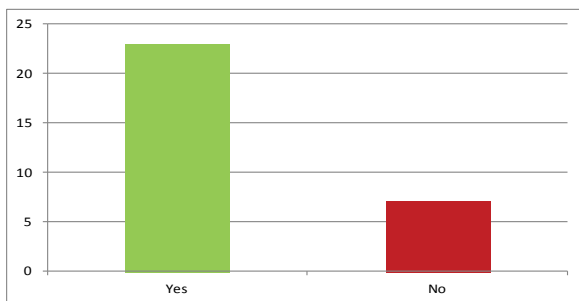


23 out of the 30 tutors had previously dealt with mental health issues with a student.

18 of these 23 stated that they did feel emotionally drained after providing this support



Would you like to see better facilities or a quiet room in Blackburn College?



23 out of 30 would like to see better facilities or a quiet room.



## 6.0 Conclusions

The research was conducted by 6 student volunteers from Blackburn College over an academic year. The research was split into 3 areas; GP services, Sexual Health Services, and Mental Health and Wellbeing.

In total 391 young people and 30 college tutors took part in the research, sharing their experience of services and improvements they'd like to see. Participants were recruited through random sampling both in the college setting, and within Blackburn town centre.

The research found that 45% of the young people engaged with were satisfied with the service provided by their GP. Those that were not satisfied informed us they were aware of their information being shared with third parties and their parents without their consent. This has led to issues around trust and confidentiality, and may result in young people not being open and honest with their GP for fear of personal information being shared.

Participants also informed us that they have felt reception staff had not treated them with respect, feeling they'd been dismissed confidently.

Some participants felt there were issues around accessibility, with some commenting they'd like longer opening time and services accessible everyday as they find it hard to attend during the day due to work and educational commitments.

68% of the young people engaged with have used, or would use, sexual health services. 47% of those that had accessed services were satisfied/ very satisfied with the service they received.

Participants informed us that they would benefit from having more accessible advice in the college, as well as drop-in sessions in the community and more advertisement of what services they offer. With the GUM clinic moving to Burnley, some felt they were unable to access the service anymore.

Some participants did feel that there is an issue waiting times, and with staff communication and some felt staff could be more polite.

53% of the young people said they had been affected by stress, 21% with depression, 17% being affected with anxiety and 4% informing us they had self-harmed.

71% feel there is not enough information or support about Mental Health available should they need it. 65% of the participants also informed us that they would not know who to speak to should they need any help.

Participants felt there was a need to have information of who they can turn to should they feel the need, with more leafleted information and promotion of phone numbers in toilets and other discreet places.

Participants also felt there should also be courses in mental health awareness offered to young people when they are at college, so they know the signs, symptoms, and support available for Mental Health issues and specifically suicide and self-harm.

77% of tutors informed us that they have had to deal with a student's mental health, with 78% of those feeling emotionally drained after providing support.

Overall, 97% of all tutors asked stated that mental health training would be helpful in the workplace to help support students that may come to them for help. 63% of the tutors did feel that there was not enough support available for when they were under stress.





## 7.0 Recommendations

1. It was highlighted that there was an issue with confidentiality between young people and their local GP with personal information had been shared with third parties and parents without consent. It is therefore recommended that this issue is highlighted to the BwD Clinical Commissioning Group, and a confidentiality review take place to ensure personal information is not shared with young people's parents without consent.

2. There should be more sexual health information available where young people access, with drop-in sessions and more accessible services. Services should also be available outside the usual 9-5 hours for these in work or educational commitments.

3. There should be more mental health and emotional wellbeing information in prominent and discreet locations where young people access to inform them what support is available.

4. Mental health training should be directly offered to young people, school teachers, and higher educational tutors, to ensure they know how to cope and services available if they, or a student, has a mental health or emotional wellbeing issue. These could include SAFEtalk and Mental Health First Aid.

5. There should be a review into the support front-line staff have in dealing with young people coming to them, and ensure they are supported to deal with various situations.

