



Children's Commissioner Takeover challenge 2016

Healthwatch Isles of Scilly
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Children's Takeover challenge 2016 notes

Five pupil representatives from the Five Islands School Student Council took part in the Children's Commissioner Takeover Challenge day on 18th November 2016. The students were from year 7 to year 10 and were from St. Mary's and the off islands.

Activity 1 – information provision for young people

The group explored the Healthwatch Isles of Scilly office and the library to look at information provision available for young people. Linda Thomas, Librarian, showed the group around the library and explained the different sections of the library.

Comments from the worksheets given to the group:

- Young adult books: good – a nice selection
- Young women: good – lots of books
- Books for girls: neutral – good for girls
- Young men: neutral – not much support
- Wellbeing books for kids: not good – they are all for girls and none for boys
- Wellbeing books: neutral – most of them are for parents – more for parents than children about health.

Suggestions from the group:

- More books for boys
- Include a section for kids in wellbeing books
- Could have more from a child's point of view.

Activity 2 – Healthwatch Board meeting

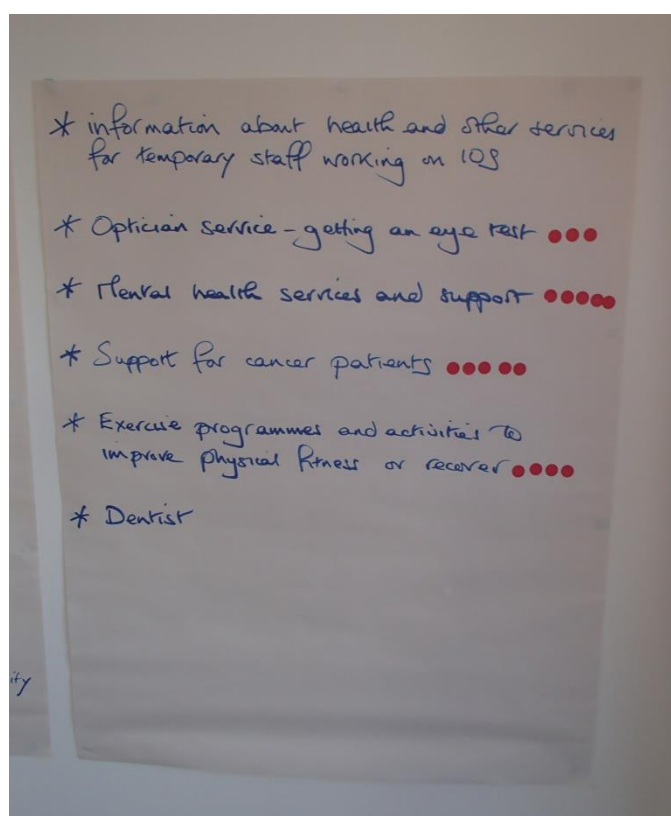
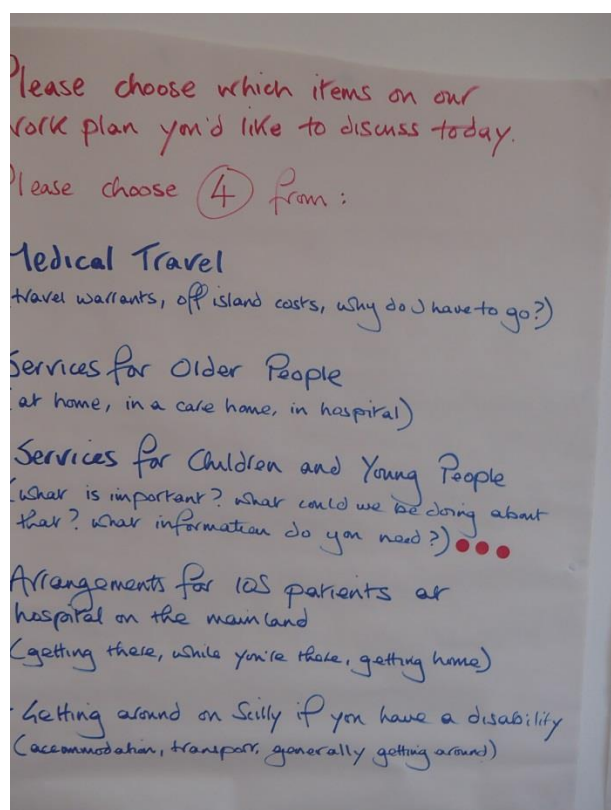
The students nominated a chair, a secretary, and a time keeper.

Due to the scope of the Healthwatch Isles of Scilly work plan the students were each asked to put a sticker next to the 4 topics that interested them the most. The topics with the most stickers were discussed, with 10 minutes allowed for each topic.

The topics chosen were:

- Mental Health services and support
- Support for cancer patients
- Exercise programmes to improve/regain physical fitness
- Children's services and Optician service tied in 4th place and were put to a vote. Children's services were chosen.

Students worked from the current Healthwatch work plan, see Appendix 2.



Present:

Students - Libby, William, Remy, Mila, Jack

Healthwatch Isles of Scilly - Paul Charnock, Julia Day (Directors), Carol Clarke, Julie Love (staff)

Observing - Helen McGuinness (Children's Services, Council of the Isles of Scilly)

1. Mental Health Services: Provision to islanders

Status on Healthwatch work plan: Monitor

Led by: Carol Clarke

Carol gave the background and an update on this topic. Healthwatch had organised a focus group with five people with experience of mental ill health, and services. The outcome was that the Council had earmarked funding for on-island adult mental health support. However there is no information at this point about the form this will take.

Healthwatch has not received much general feedback about children's mental health needs and services.

Students said that information about mental health is given at school, and students know who they can go to, to discuss their concerns. However, they thought that there could be more information about mental health issues so they could develop a better understanding of the facts, and awareness of signs and symptoms. They said mental ill health is often invisible. It is difficult for individuals and others to recognise they have a problem, and embarrassment is a barrier to getting help.

Students favoured whole school presentations, i.e. assemblies and use of the digital screens in school. This way, students have to listen and are not singled out.

There was some disagreement about the usefulness of literature, i.e. leaflets. Some thought it would be good if everyone was given the same information, but there would still be an element of embarrassment in being seen to take, or keep, it.

Students would like more information about services available and how to access them, and felt that it's important that support should be available on-island.

Recommendations:

- A presentation in assembly by a mental health professional, i.e. Children and Adolescent Mental Health Services (CAMHS).
- Information about mental health issues and sources of support, i.e. on digital screens at school.
- Information about mental health issues and sources of support in literature format/online.

2. Support for cancer patients

Status on Healthwatch work plan: Active

Led by: Carol Clarke

Carol gave an update and background on this topic. Healthwatch has heard from people who are travelling days before their treatment in order to make sure they are there in time, and about the difficulties of finding suitable, affordable accommodation.

Students asked what would happen if someone missed a treatment. Feedback to Healthwatch indicates that cancer services are very good at supporting patients and ensuring they receive the treatment they need. Paul said that cancer is no longer as feared as it was, due to improvements in knowledge and treatments available.

The students asked about accommodation for cancer patients at Treliske. Carol explained the work of the cancer patient support group for Cornwall and the Isles of Scilly, which has taken up this issue, but that there is no funding to provide accommodation. It may need Charity involvement. Work on the issue of accommodation will continue and will include other patients who need accommodation at or near Treliske.

Students said that off islanders sometimes had to find accommodation on St Marys prior to their trip to the mainland. The issue of off island travel costs was raised. Carol reported that funding for off island medical travel costs has been agreed but there is ongoing discussion about how the cost will be met.

Julia spoke about those who are caring for people with cancer, or other conditions, who also need support. She referred to the Young Carers group and how to get in touch. The definition of 'carer' was also discussed. The students asked if there was an adult carers group. Julia told the students about this group and that it was mainly women who attended, and that men may be going unsupported.

Recommendations:

- Healthwatch will continue to look at provision of accommodation at or near Treliske.
- Share information about Young Carers and how to get in touch, i.e. through Rudy Plummer at school.

3. Supported exercise programmes to improve/regain physical fitness

Status on Healthwatch work plan: Active

Led by: Chris Douglas

Carol gave the background on this topic and the work that has been carried out.

Students were asked why they had chosen this topic, as Healthwatch work has been mainly concerned with adults who need support for prevention of ill health, or recovery from ill health. Students said it was about preventing obesity, improving lifestyles by raising awareness of why you should keep fit, how to begin, and how to stay fit.

The students explained that if you are sporty it is easier but motivation is an issue. Many activities are suitable for those who are already fit, but that is a barrier to getting started if you're not. The students discussed activities that they can get involved with. These are mostly lunchtime and after school activities. They raised concerns that activities are for sporty people and are 'tough stuff', so not suitable for all. Many activities are for 13 year olds and over, and

there are some primary age activity sessions. Students would like more clubs to be held on off islands sometimes.

The students said that the football team is held at the weekend, and off island students cannot attend due to the cost of boating. The girls' football team did not have enough members for it to continue, but the students commented that if it was held at a suitable time for off islanders to attend then there would have been enough. There was a discussion about a mixed sex football activity and all thought that it would work, although there may be some reservations amongst the students to begin with. There was a suggestion that football training could sometimes visit the off islands so that off island students could be involved.

Helen McGuinness was asked by the students about funding for off islanders to attend sporting activities at the weekend and in school holidays. Helen replied that she would speak to the off island treasurers to see if there are any spare funds.

Recommendations:

- More non-team activities, i.e. gym or running.
- More activities for 11 and 12 year olds.
- Look at mixed sex football.
- Talk to Active Scilly about activities for children, including 'getting started'.
- Look at off island inclusion in activity clubs - timing of clubs on St Marys and more sessions on off islands.
- Look at funding for off islanders to attend activities at weekends and in holidays.



4. Children's Services

Status on Healthwatch work plan: Active

Led by: Julia Day

Julia Day gave the background to this topic. Julia is the Healthwatch representative on the Council's Children's Committee. She explained what the Children's Committee does; for instance it produces a Children and Young People's Plan and works with services to deliver this. Julia commented that the plan is written by adults and she is keen to represent the children's voice.

Students reported that the Youth Parliament held a ballot to identify children and young people's priorities and concerns. Healthwatch recently met with the Isles of Scilly Youth MPs to ask about local children and young people's priorities.

Julie Love showed students the NHS children's rights toolkit and reported that Healthwatch plans to hold sessions in school in the future. The toolkit aims to provide information and also can be useful in opening up a wider discussion.

The students discussed how to get young people's feedback. This could be through presentations and activities with year groups; surveys; talking to children more and creating opportunities for children to talk to Healthwatch. Healthwatch explained how they collect and present evidence from feedback. All feedback is reported but in summary form; they take care to protect people's anonymity which is especially important in a small community.

Healthwatch has a responsibility for information provision. They need to hear from young people about their concerns in order to be able to see what information would be most useful. There was a discussion about the best format for information. Students felt that whole school presentations make everyone aware, whereas picking up a leaflet is left to choice and peer pressure may prevent this.

Students talked about the information they need before going to college on the mainland. They suggested that it would be useful to meet and talk with the post-16 support officer before they go. Students could also be given a whistle stop tour of the college and the area where they will be living, during open day or during induction to college.

Recommendations:

- Run a ballot in school about priority issues.
- Healthwatch presentations and activities in school, to create opportunities to give feedback.
- Whole school information about available services.
- More preparation for going to college, i.e. tour of college and local area.

5. Other Business

- a) Optician services: Carol explained the service provided to the islands and how you can book an appointment.
- b) Advocacy: The students wanted to ensure that children and young people knew about the Advocacy services that they could use, for example Barnardo's.
- c) Healthwatch Board: The students asked the Healthwatch Board to consider appointing a young person's representative. The board members present were very positive about this

and will discuss further. There was some discussion about how this position could represent the Student Council.

Recommendations:

- Look at availability and information about children's advocacy services.
- Healthwatch to invite school representatives to address the full Healthwatch Board about priority issues.
- Healthwatch and the Student Council to discuss the appointment of a young people's representative to the Board.

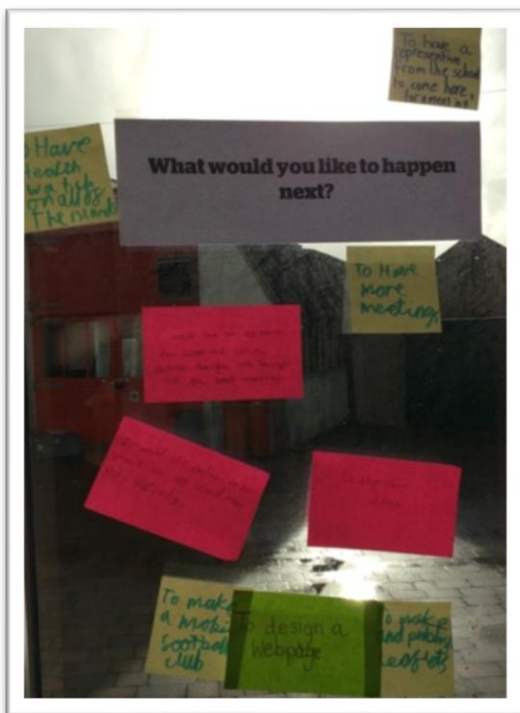
Activity 3 – Debrief

'Words to describe Healthwatch'

- Organised
- Important
- Orange peel Jenga
- Lots of meetings
- Happy
- Helpful
- Healthwatchy

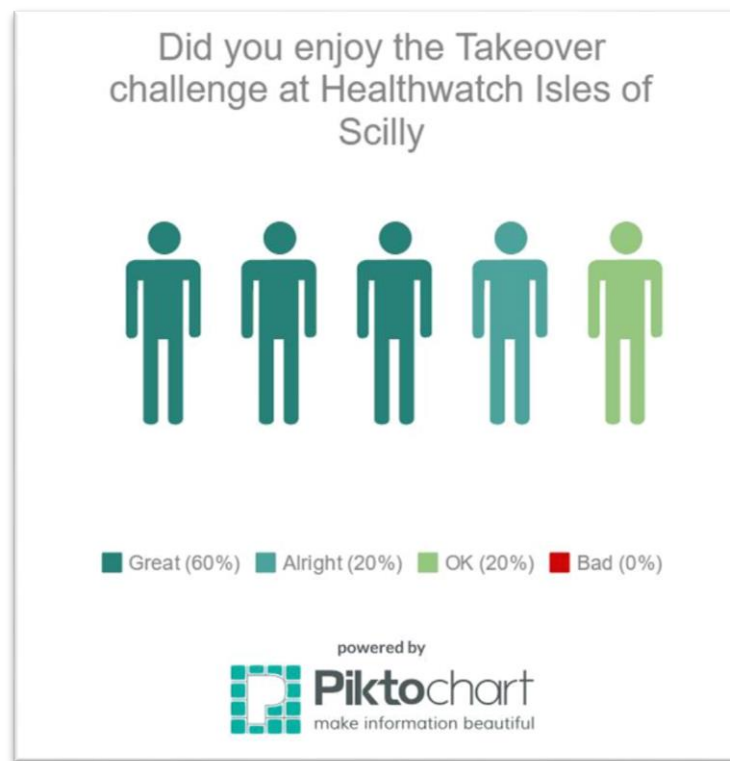


'What would you like to happen next?'



- To have Healthwatch on all of the islands.
- To have more meetings.
- To make a mobile football club.
- To make and publish leaflets.
- To design a webpage.
- To have a representative from the school to come here (Healthwatch office) for a meeting.
- I would like to represent the school and convey students thoughts and feelings at the board meetings.
- Develop our ideas.
- I would like funding for off island boats for secondary pupils to access weekend activities.

Evaluation of Takeover challenge by students



What was the best thing?

- The snacks
- Sharing our ideas with the board
- The board meeting where we gave our ideas
- The food
- Having our ideas taken forward by Healthwatch

What could have been better?

- I could have asked more questions
- Nothing
- To have more time
- Having more time in the meeting
- Having more time

What have you learnt today?

- About Healthwatch
- I have learnt about funding and some issues I have been wondering about
- Nothing
- About the issues Healthwatch tackles and how they deal with them
- To take notes on a subject under time pressure

Summary of recommendations

- A presentation in assembly by a mental health professional, i.e. Children and Adolescent Mental Health Services (CAMHS).
- Information about mental health issues and sources of support, i.e. on digital screens at school.
- Information about mental health issues and sources of support in literature format/online.
- Healthwatch will continue to look at provision of accommodation at or near Treliske.
- Share information about Young Carers and how to get in touch, i.e. through Rudy Plummer at school.
- More non-team activities, i.e. gym or running.
- More activities for 11 and 12 year olds.
- Look at mixed sex football.
- Talk to Active Scilly about activities for children, including 'getting started'.
- Look at off island inclusion in activity clubs - timing of clubs on St Marys and more sessions on off islands.
- Look at funding for off islanders to attend activities at weekends and in holidays.
- Run a ballot in school about priority issues.
- Healthwatch presentations and activities in school, to create opportunities to give feedback.
- Whole school information about available services.
- More preparation for going to college, i.e. tour of college and local area.
- Look at availability and information about children's advocacy services.
- Healthwatch to invite school representatives to address the full Healthwatch Board about priority issues.
- Healthwatch and the Student Council to discuss the appointment of a young people's representative to the Board.

Next steps for Healthwatch Isles of Scilly

- Publish report and recommendations, and send to:
 - Five Islands School Student Council, copied to Head teacher
 - Children's Services
- Arrange NHS 'Get your rights' toolkit sessions at school.
- Request meeting with Student Council to discuss how Healthwatch Isles of Scilly can support or take forward their recommendations from the Takeover Challenge day.
- Discuss future representation from Student Council on Healthwatch Isles of Scilly board.
- Discuss how to support information provision and involve young people in this.

Appendix 1

Children's Commissioner Takeover Challenge – Timetable 18/11/2016

9.30 Students arrive

- Welcome
- House keeping
- What is a takeover day, who is the Children's Commissioner – background
- What is Healthwatch?

JL
CC

ACTIVITY - Information provision for young people

Explain that we wish to provide an information point for young people but not sure where is best to place this and whether it is a physical space or virtual. What do they want to be provided?

Have a look at the Healthwatch office and library - fill in form - suggestions (e.g. what is missing, where information is best placed).

JL

- 10.10** Explain the outline for the board meeting, and ask students to select topics for discussion during the break - 4 only due to time available.
Will need a Chair, time keeper and secretary.

10.15 Rest break

10.25 Directors arrive

10.30 Board meeting

ACTIVITY - Student's takeover of the board meeting

- Give overview: this is an opportunity for students to 'have their say', we are listening.
- Directors and students - introduce themselves and include ice breaker – e.g. food I like/ food I do not like
- Go through - main topics of work plan – finalise the 4 topics – choose Chair, time keeper and secretary
- 10 mins for each activity – time keeper to alert Chair when 3 mins left, to round up topic.
- Work plan summary – go through each task on the work plan, explaining the background to each and what it is – DISCUSSION led by Children.

Alternative activity If discussion is lacking then go through a few scenarios and brainstorm those.

11.15 Rest break

11.25 Debrief

JL

- Ask Students to come up with 1 – 3 words about what they think of Healthwatch and write them on a post it note and put on windows
- Ask students to write 3 things that they would like to happen next – put on post it note and put on windows.
- Ask students to put a smiley face, sad face or neutral face for those that they agree with and put next to post it note on windows
- Evaluation form
- What next - Discussion about what Healthwatch will do next with the information that they have given us. CC

12.00 END

Appendix 2 Work plan summary

ISSUE BASED TASKS

TASK	STATUS	LED BY	TARGET	COMMENTS
PRIORITY #1		MEDICAL TRAVEL		
1 IOS Medical Travel and Transport Group	Active & Ongoing	Jane Hurd	Administer and co-chair IOS Medical Travel and Transport Group (MTTG). Meets: every two months. Participants: NHS, Council, Steamship Group, Healthwatch	
2 Travel warrant system	Active	Jane Hurd	Look at guidelines about: who can have a travel warrant, which appointments are covered, who can have an escort, can patients appeal a decision?	
3 Off island travel costs	Active	Jane Hurd	Raise issue of high costs of 'specials' and make case for NHS funding under travel costs scheme	
4 Reducing the need to travel	Active	Jane Hurd	Standing item on MTTG action plan: more local tests/scans/X-rays; More use of telephone or video appointments; review of which clinics are held on Scilly.	

TASK	STATUS	LED BY	TARGET	COMMENTS
PRIORITY # 2			ADULT HEALTH AND SOCIAL CARE SERVICES	
5	Services for older people: suitable housing; care at home; residential care	Monitor/ liaise	Paul Charnock	Monitor services through feedback; participate in 'stakeholder' consultation about future planning; promote good community consultation about future planning.
6	System transformation: health and social care integration and Sustainability & Transformation Plan	Monitor	Board	Participate in 'stakeholder' consultation; promote good community consultation about future planning.
PRIORITY # 3			CHILDREN & YOUNG PEOPLE'S SERVICES	
7	Children's Services	Active	Julia Day	Establish more effective liaison with service providers. Use seat on Children's Committee

TASK	STATUS	LED BY	TARGET	COMMENTS
8 Finding out what matters to children and young people	Active	Julia Day Julie Love	Create opportunities to hear directly from children and young people about their concerns	
9 Improving information to children and young people	Active	Julia Day Julie Love	Find out what information children and young people need, and where and how it would be most useful for them to find it.	
PRIORITY # 4			ARRANGEMENTS FOR IOS PATIENTS AT RCHT HOSPITALS	
10 Improve awareness about unique circumstances of IOS patients	Follow up	Carol Clarke	Follow up recommendations in Royal Cornwall Hospital Trust IOS visit report: affordable accommodation travel and transport video-consultation earlier discharge for rehab discharge checklist treatments on-island support for IOS patients in hospital	
PRIORITY # 5			FACILITIES FOR PEOPLE WITH A PHYSICAL OR SENSORY DISABILITY	
11 Disability access	Active	Julie Love	Investigate accessible transport & accommodation (Isles of Scilly), plus obstacles to getting around, for visitors and residents	

TASK	STATUS	LED BY	TARGET	COMMENTS
PRIORITY # 6			ACCESSIBLE INFORMATION	
12 Signposting: accessible information	Active	Carol Clarke	Produce health and care information leaflet for seasonal workers, look into translation services (website and hard copy)	
OTHER ISSUE BASED TASKS				
13 Optician service	Monitor	Barbara Jones	Monitor provision of 'regular and reliable' eye testing service	
14 Mental Health Services -provision to islanders	Monitor	Carol	Follow up through regular liaison	
15 Support at Treliske for cancer patients from IOS	Active	Carol	Work with Cornwall and IOS Cancer Patient and Carer Group on improved accommodation options/support for cancer patients	
16 Supported exercise programmes to improve/regain physical fitness	Active	Chris Douglas	Discuss with NHS services and the Council; promote better 'pathways' of assessment and referral to organised activities	
17 Dental service	Monitor	Barbara Jones	Monitor current level of provision and discuss patient feedback and issues arising with PCH Dental	

