

Young Persons Questionnaire 2016

Summary of Results

Pupils in years 9-11 at Tibshelf Community School were asked to complete the questionnaire during a PSHE session. We had a total of 202 usable responses although some students did not answer all questions and not all students were patients of Staffa Health. Responses from pupils who are not patients of Staffa Health have been discounted where appropriate e.g. when rating staff and services we offer.

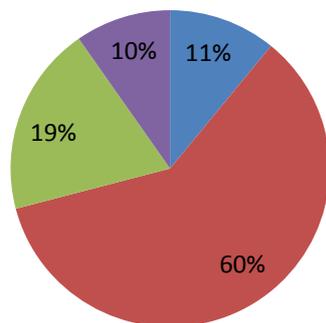
Of the responses we had, 113 students were female (56%) and 83 were male (41%). 6 students (3%) did not disclose their gender.

34 of the respondents (17%) did not indicate that they were Staffa Health patients. Some did not indicate which surgery they visited but some noted that they were patients of other surgeries (mainly Blackwell or North Wingfield).

Of the remaining respondents, the chart below details which surgery they usually visit (some respondents ticked more than one option).

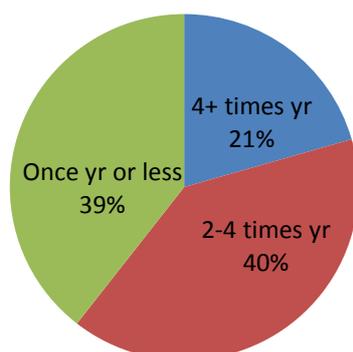
Usual Surgery Visited

■ Holmewood ■ Tibshelf ■ Pilsley ■ Stonebroom

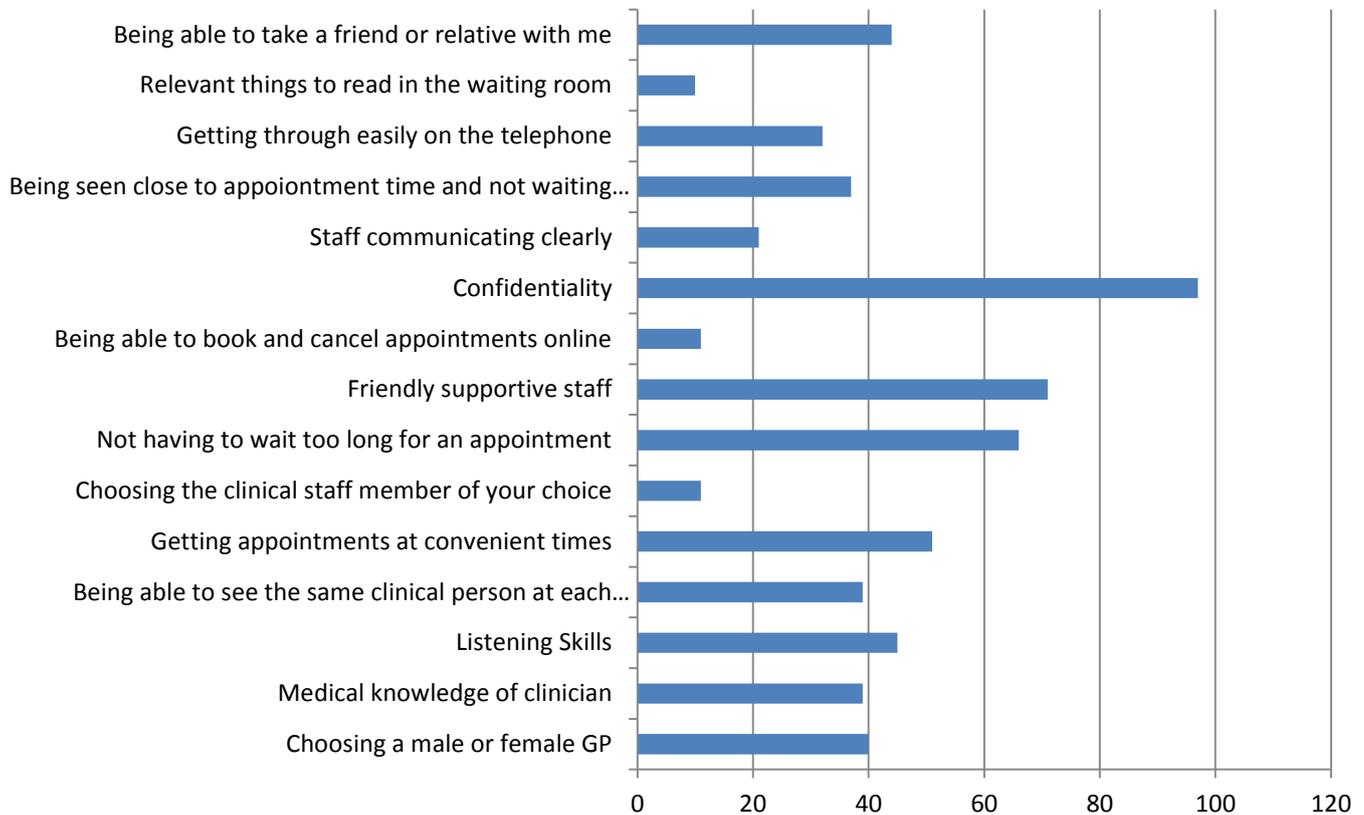


The students were also asked how frequently they visited their GP surgery. The chart below details this:

Visit Frequency



We asked the students to pick from a list the three things they felt were MOST important about a GP Practice. Some pupils picked more than three items but overall the responses were as asked. Confidentiality came out way ahead of all the other options but the availability of appointments, not waiting too long and friendly supportive staff were also areas important to them. The full results are shown on the bar chart below:

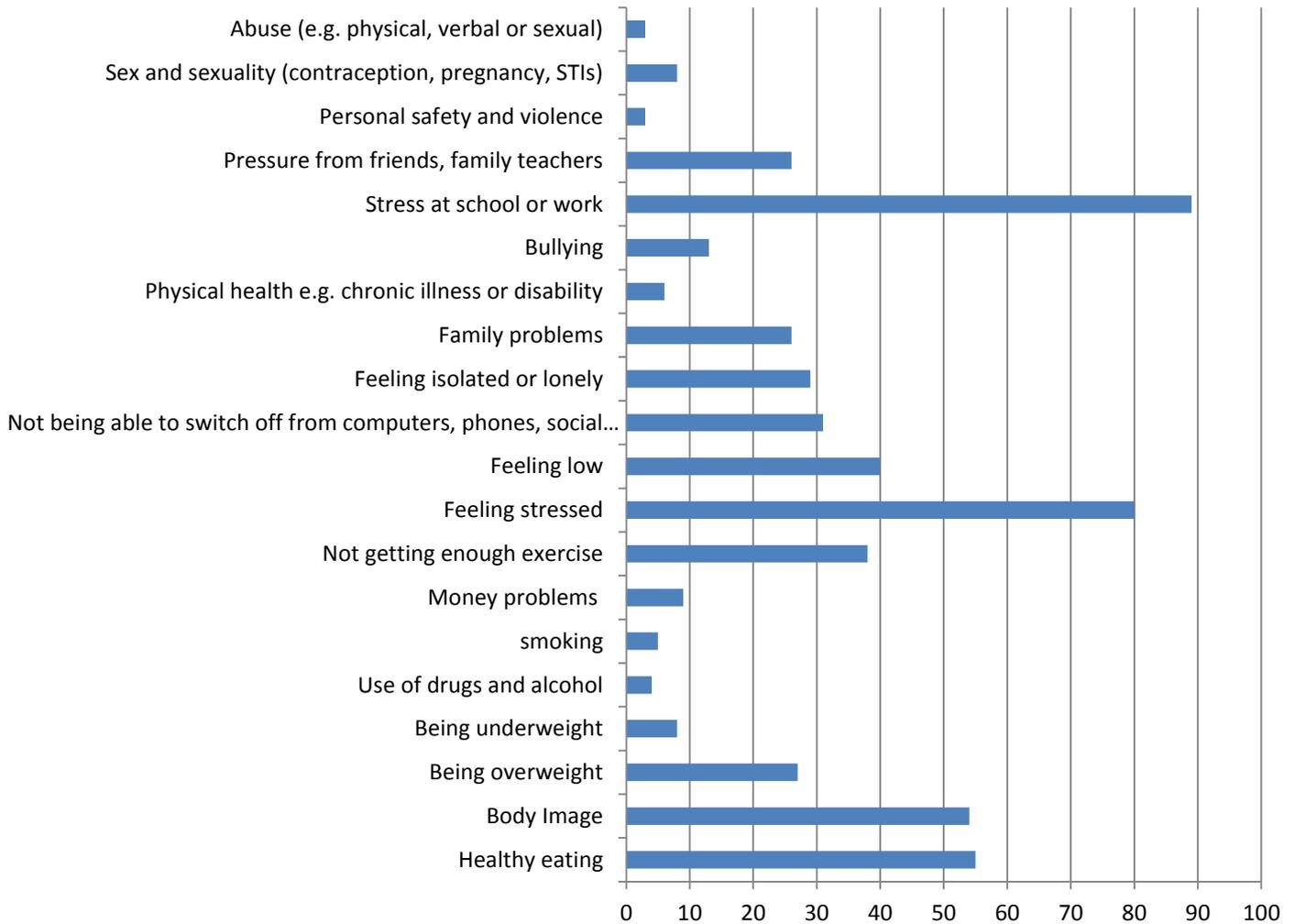


Students were then asked to identify from a list things that are sometimes a problem for them. We listed items that we thought may commonly affect young people and got some surprising responses. Stress was a factor for a lot of respondents with a total of 169 students (84%) saying that feeling stressed or stress at school was a problem for them. As expected, body image and weight issues featured quite heavily with a total of 54% of students saying that healthy eating and/or body image was sometimes a problem for them. On a positive note, we noticed that things such as smoking, bullying, abuse and use of drugs and alcohol were not often marked as a problem for the students.

Not getting enough exercise was a common problem as was feeling low. A lot of the students who ticked 'feeling stressed' as being an issue for them also ticked that they felt under pressure from family and teachers. Students who ticked that they felt isolated or lonely quite commonly also ticked that they felt low.

Some of the students responses really made you think about how these young people must be feeling and made you think about what kind of person they might be. Some seem to be very complex and have a lot of worries whereas others marked that they 'never get anxious' which was refreshing to see!

The full results table can be seen over the page:



Students were then asked to look at a range of phrases and say whether they agreed with them or not. They were given a scale from 1-5 with 1 being 'strongly agree' and 5 being 'strongly disagree'. There was also an option to tick 'don't know' for phrases they did not feel applied to them.

The 34 students who did not indicate that they were patients of Staffa Health have been excluded from these results so the opinions are just from students who visit our surgeries. The results are from a total of 168 student opinions. A breakdown of the responses to each phrase is given below:

“Staff are respectful”

- 77% of students either agreed or strongly agreed with the statement and felt that staff are respectful.
- 21 students (13%) could neither agree nor disagree with the statement.
- A total of 10 students either disagreed or strongly disagreed with the statement and 2 said they didn't know.

“Staff are friendly”

- 79% of students either agreed or strongly agreed that they felt staff are friendly.
- 24 students (14%) could neither agree nor disagree with the statement.
- Only 5 students disagreed with the statement and just 1 student strongly disagreed with another 1 student saying they didn't know.

“Staff listen to me”

- 77% of students felt that staff listened to them with 43 agreeing with the statement and 86 strongly agreeing.
- 21 students (13%) remained neutral and could neither agree nor disagree with the statement.
- A total of 11 students either disagreed or strongly disagreed with this statement with just one saying they didn't know.

“Staff respect my independence and treat me like an adult”

- 65 students strongly agreed and 48 students agreed with this statement making up 67% of replies.
- 26 students (15%) could neither agree nor disagree with the statement.
- 19 students in total either disagreed or strongly disagreed which is 11% of respondents.
- 3 respondents ticked 'don't know'

“I feel able to ask if it's ok to take a friend in with me”

- Responses to this statement were more evenly spread but a total of 56 students (33%) strongly agreed with the statement.
- 38 students (23%) agreed that they felt it is ok to ask to take a friend with them.
- 31 students (18%) remained neutral saying they neither agreed nor disagreed with the statement.
- 16% of respondents either disagreed or strongly disagreed with 9 students saying they didn't know.

“If I attend with a parent/carer/friend the staff member speaks to me or both of us”

- 67% of students either agreed or strongly agreed with this statement.
- 26 students (15%) neither agreed nor disagreed
- A total of 19 students (11%) either disagreed or strongly disagreed with the statement with 3 saying 'don't know'

“I feel I can ask questions and things will be explained to me”

- Responses to this statement weighed on the positive side with a total of 65% of students saying they either agreed or strongly agreed.
- 34 students (20%) neither agreed nor disagreed with the statement.
- A total of 18 students (11%) either disagreed or strongly disagreed with 2 people saying they didn't know.

“I feel comfortable getting advice from here”

- 62% of students either agreed or strongly agreed that they feel comfortable getting advice from the practice.
- 35 students (21%) remained neutral saying they neither agreed nor disagreed.
- 18 students (11%) either disagreed or strongly disagreed with the statement and 3 respondents ticked 'don't know'.

“I feel able to talk to staff about sexual health”

- Responses to this statement were spread across the board which could be linked to the students' general feelings about discussing sexual health.
- 39 students strongly agreed with the statement and 28 students agreed with it making up 40% of all responses.
- 38 students (22%) neither agreed nor disagreed.
- 18 students disagreed and 23 students strongly disagreed with the statement. This represents 24% of all responses.
- 14 students (8%) said they didn't know if they felt able to talk to staff about sexual health.

“I feel able to talk about lesbian, gay or bisexual issues”

- This statement also gave mixed responses which could indicate that the students might not feel comfortable talking to adults about the subject of sexuality in general.
- A total of 63 students (38%) said they felt comfortable talking about lesbian, gay or bisexual issues.
- 32 students (19%) said they neither agreed nor disagreed with the statement and 32 students (19%) said they didn't know how they felt about it.
- 28 students in total (17%) said they either disagreed or strongly disagreed with the statement and did not feel able to talk about these issues.

“I feel able to talk about emotional and psychological problems”

- Results for this question were also quite widely spread with 41 students (24%) saying they strongly agreed, 33 students (20%) saying they agreed and 38 students (23%) remaining neutral.
- A total of 32 students (19%) said they either disagreed or strongly disagreed and 15 students (9%) said they didn't know.

“I have a good understanding of my medical condition (if you have one)”

- Some students left this question blank (presumably because they do not have a medical condition). We had 142 responses to this question.
- 25 respondents ticked the 'don't know' option. Again, this could be because they do not have a medical condition.
- 51 students (36%) strongly agreed that they had a good understanding of their medical condition and 28 students (20%) agreed with the statement.
- A total of 15 students (11%) who responded to this question either disagreed or strongly disagreed with the statement.

“I am confident the staff will keep my information confidential”

- 75% of respondents agreed or strongly agreed with this statement.
- 27 students (16%) neither agree nor disagree.
- Only 10 students disagreed or strongly disagreed with 4 saying they didn't know.

“There is information in the waiting area that is useful to me”

- Results on this question were varied with a total of 55 respondents (33%) saying they neither agreed or disagreed or that they didn't know. Could this possibly be because while in the waiting room they are spending the time on their phones looking at social media instead of looking around them?
- A total of 77 students (46%) agreed or strongly agreed that there was useful information in the waiting room.
- 29 students in total said they disagreed or strongly disagreed with this statement.

“I can get an appointment at a time to suit me”

- 100 students in total (60%) either agreed or strongly agreed that they could get an appointment at a time to suit them.
- 37 students (22%) remained neutral and neither agreed or disagreed with the statement.
- 19 students (11%) in total disagreed or strongly disagreed with 5 students saying they didn't know.

“I find it easy to get to the surgery”

- Over 75% of respondents agreed or strongly agreed that they found it easy to get to the surgery.
- 15 people neither agreed nor disagreed and 6 said they didn’t know.
- A total of 15 respondents disagreed or strongly disagreed with this statement. Of these, 12 students regular surgery was Tibshelf, 2 usually visit Holmewood and one usually visits Stonebroom.

“I know how to make a complaint or suggest an improvement”

- 163 of the 168 respondents answered this question – perhaps the remaining 5 weren’t sure?
- 11 of the students who did respond gave ‘don’t know’ as their answer.
- Results were quite well spread but the majority (54 students – 33%) strongly agreed with the statement and a further 24 students (15%) agreed with the statement.
- A total of 37 students (23%) either disagreed or strongly disagreed with the statement.

“I know what services are available to me and where I can go for help”

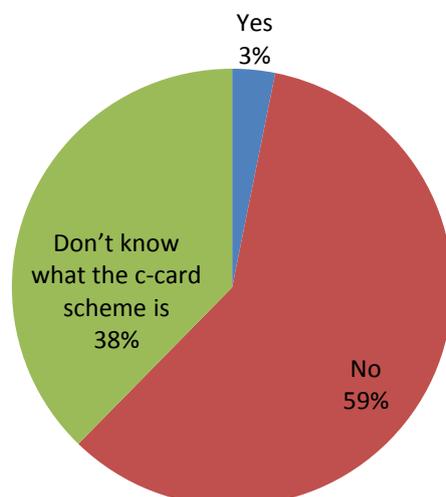
- 99 students in total (59%) either agreed or strongly agreed with this statement.
- 37 students said they neither agreed nor disagreed and a further 13 students said they didn’t know. This makes up 30% of the total replies.
- 13 students in total (8%) said they disagreed or strongly disagreed.

The next 2 questions were around sexual health.

We firstly asked the students if they got sexual health advice and if so, where did this come from. 193 students responded to the question. Just 36 students said they DID get sexual health advice and 157 said that they didn’t. Of the 36 that said they did get advice the majority (23 students) said it was from school, the school nurse or school lessons. 5 students said they got advice from their mum and another 5 stated that other family members or friends were who they spoke to. 3 students did not state who they went to for advice.

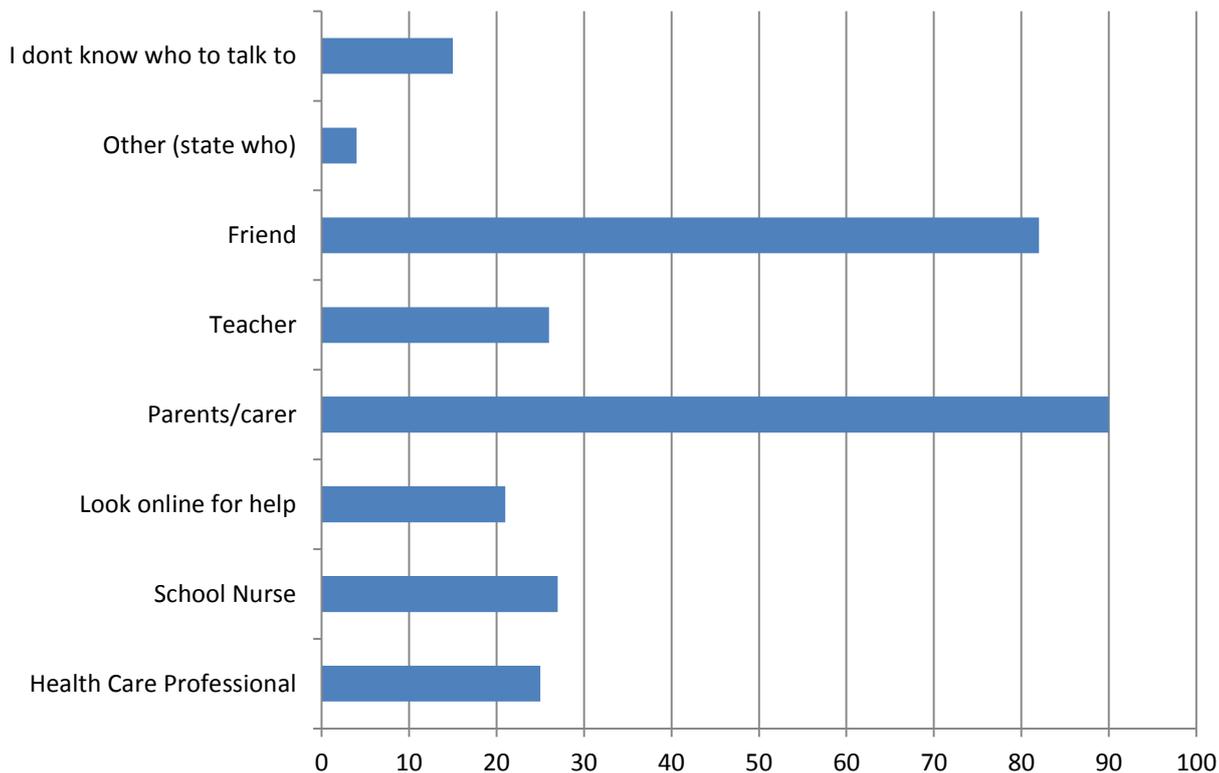
The next question was about the C-Card scheme and whether students were aware of it or if they had used it. Their responses are detailed in the chart below:

Have you used the c-card scheme?



Of the 6 students that said they had used the C-Card scheme, 5 of them said that they had found it useful. Some of the pupils that had not used the c-card scheme said that they didn't know where to get one. Quite a large proportion of students did not know what the scheme was.

The next question asked "If you feel anxious, depressed or worried, who would you contact?" We gave the students 8 options in total including 'other' and 'I don't know who to talk to'. The results are shown in the graph below:



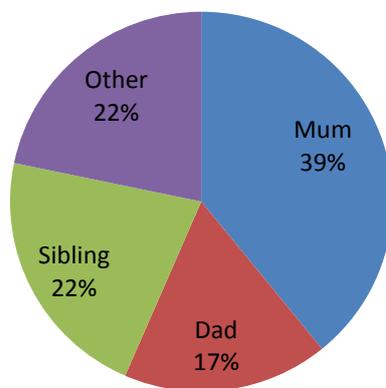
The majority of students said that they would talk to either a parent/carer or a friend. Quite a lot of pupils ticked that they would speak to both. These 2 answers were by far the most popular with 54% of respondents saying they would speak to parents/carers and 49% saying they would speak to friends. The split between Health Care Professional, School Nurse and Teacher was fairly even with 15% of students choosing Health Care Professional and Teacher and 17% choosing School Nurse. 4 students ticked the 'other' option and of these, 3 indicated that they would speak to a sibling with the other one stating they would speak to 'family'. One student stated that they would speak to 'either no-one or my internet friend', we have passed our concerns about this comment on to the school. Only 13% of students said they would look online for help which is quite surprising considering how much time young people spend online.

We next asked if the students would like Staffa Health to send them information regarding what services are available to them at the practice and where they could go for help with a range of problems. 184 students in total responded to this question with 39 (21%) saying that they would like more information and 145 (79%) saying that they didn't want any further information.

The next question was about whether the students provide support/care for any family members. 185 students answered this question and 15 of them said they did provide care for family members and some stated they cared for more than one family member. Some students stated that the family member they cared for were younger siblings, which is probably more of a 'babysitting' service than the carer service we were looking to gain information on. This just proves that the phrase 'care for' can mean many different things to different people depending on their situation.

When asked what the relationship of the person they cared for was the majority stated 'mum'. The chart below shows the full breakdown of results. When stating 'other', grandparents and cousins were mentioned.

Relationship to the person caring for



When we asked if they had advised Staffa Health that they cared for a family member the majority of respondents said no. This could possibly be because they see babysitting or 'helping out' at home as caring for family members as opposed to providing care due to medical conditions. Most students said they provided care 'when needed' or for a few hours a week as opposed to providing long term care. Most students (93%) said they thought they got the support they needed to provide this care.

We then asked the students an open question for any suggestions they might have about how the practice could meet their needs better. Here are some of the suggestions and comments they came up with:

- Being on time with appointments and having appointments available
- To get an appointment at a quick time close to the time I ask
- Advice on smoking
- Not having to wait so long for my appointment
- Don't send out surveys
- Less stress on Pharmacists
- To create a scheme like the c-card scheme for tampons and sanitary towels
- You can get an appointment closer to when you book and for the staff to be able to diagnose diseases better
- Not have to wait as long to go in
- Be on time
- Faster referrals for CAHMS etc and by making appointments sooner as we usually have to wait weeks
- Be friendlier
- It's great. More kid friendly.

- Keep doing what you are doing
- Being able to book via text/sms
- Not having to wait an hour for your appointment
- More things to read while waiting
- Keep with same GP because they probably would know more about you than another GP
- Nothing, they have a very good set up
- Make the practice more colourful to welcome young kids
- They could listen to us more than they do
- Decrease waiting time and fine people that don't turn up as they hold everyone up!
- A drop in clinic to make it easier for people to see a doctor
- More friendly, quicker waiting times
- When booking appointments the time will be after school

We finished the questionnaire by telling the students about the PPG and how the voice of younger people is under represented. We asked if they would like to be a member of the PPG or join as a virtual member. Most students said no but we did get a little interest as follows:

- 6 students said they would like to join the PPG
- 8 students said they would like to be a virtual member of the PPG

We shall contact these students via the school to see if they are still interested and to discuss more about involving them in PPG activities.

Summary

There are lots of areas we can improve on in regards to our relationships with young people. Confidentiality and trust are very important to them.

Only 77% felt that staff are respectful but there were no comments to suggest what they understood by this. A couple of comments related to staff not being friendly enough so perhaps they interpret this as not being respectful.

We need to work on how staff interact with young people as this needs to be better. From the questionnaire we can tell that they want to be listened to more and treated like an adult. If an adult is present with them during a consultation or in conversation at Reception then staff should acknowledge and include the young person too.

Waiting times are an issue. Lots of young people listed this as a problem and complained about the amount of time they have to wait for an appointment or inconvenient times of appointments. The suggestion of a possible drop-in clinic to be held at school might help to address this as would publicising our opening times in a leaflet aimed at young people.

Lots of young people disagreed or didn't know if it was ok to ask to take a friend with them to appointments. This also needs to be publicised.

Quite a few young people felt uncomfortable or unable to talk about sexual health or sex related issues and emotional or psychological problems. If they realised that they could talk to a GP without their parents present would they be more likely to discuss such issues?

Social media is a big part of life today, so many people either live their life through or cannot live without Facebook! Could we utilise this better? As a business we are automatically given a Facebook page that people do post on, but

we do not use it to respond to any comments on there – perhaps we should? It is a very popular way of interacting with people in this technologically driven age. Lots of people take more notice of their phones while sat in the waiting room than they do of the posters and leaflets around them!

Very few students were aware of or had used the c-card scheme. Some said this was because they didn't know where to get it or because they were too embarrassed to go and register for one. Perhaps this should be made more confidential and easier to access?

Not many young people took up the offer of us sending them information on the services available to them. This could be because they didn't want to give out their personal details or be singled out to receive anything specific. They might also be worried about receiving too much 'junk'. The ones who did say they would like more information tended to be the ones who had indicated that quite a few of the issues we listed were a problem for them. A possible solution would be to produce a leaflet specifically for young people with information useful to them. Looking at responses to questions we would suggest the following information be included:

- It is ok to ask to take a friend or relative into a consultation with them
- The age they can book and see a GP/nurse without having a parent present
- It is ok to ask questions and get clarification on what is being discussed
- Confidentiality policy – in plain young person's language
- Sexual health services available
- Advice on emotional & psychological issues and where to go for help with this (anxiety, depression, worry)
- Publicise opening times – appointments available before and after school
- How to complain
- Information on services, activities and support groups for young people available locally
- C-card scheme information

From this questionnaire we have learned that we need to be more responsive to the needs of young people and make them more aware of the services available to them by doing it on their level. The following list shows the next steps we intend to take:

- Produce a leaflet specifically aimed at young people promoting services they might find useful and publicising the services that are available to them at Staffa Health
- Send a letter to all patients on/after their 14th birthday with the above leaflet (possibly do this for a few months and monitor feedback)
- Look at the possibility of arranging drop-in sessions at school
- Share the survey results with the team and get their feedback and ideas
- Look at social media and make the practice Facebook pages more interactive. Use these more to get information out there.
- Careers sessions at school – possibly with GP or nurse

Once a plan of action has been agreed we will go back to our contacts at school and discuss these with them. We hope this will open doors to working more closely together in the future and make access to services better for young people.