

Summary Report: **Off The Record**

Monday 1st June 2015 | 6.15pm
Manvers Street, Bath

Attendees

Sue Blackman (B&NES Council and BaNES CCG) and Barry Grimes (BaNES CCG)

The meeting was attended by 8 young people and Lisa Mukherjee, Participation Development Worker at Off The Record.

Meeting Summary

Sue gave an introduction to the **your care, your way** review, explaining what was meant by community services and describing the nine functions of community services in more detail. Sue and Barry then used the nine key themes that had emerged from Phase One to spark discussion amongst the group. Their comments were as follows:

Joined up care

- Had to tell story again and again
- When sectioned, RIO worked well to make all the information available
- When I broke my arm, my GP couldn't book an x-ray so had to wait at A&E
- RUH don't hold the same info you have given to your GP – needs to include medication
- People need the option to opt out of sharing info
- iPhones store your medical info in case of emergency
- I booked an appointment to have an injection but they didn't look at current medication which meant I couldn't have the jab
- Information on patient record needs to be kept accurate
- Appointments get cancelled and don't get rearranged. You shouldn't have to fight to get the care you need
- So much waiting around to get through the system

Whole person

- Person delivering care needs to make you feel comfortable and explain things in a simple way
- Forms should be much easier to fill in and letters should be easy to read

Prevention

- CAMHS have 24/7 crisis support and NHS 111 too
- Make gym and swimming cheaper
- School food is really unhealthy at some schools, but it's got a lot better
- Bans on sugary food don't work – need to encourage a balanced diet
- Make lifestyle changes – don't diet. Support from friends and internet
- Gyms in schools are great but everyone should have fair access – not just year 10+
- Youth centres run sport and cooking sessions
- Hospital food is disgusting – but recognise it costs money
- Healthy food can be nice e.g. chocolate bananas, agave nectar
- Smoking age to 18, higher tax on junk food
- Junk food is the cheaper option
- Your tutor at school should look out for your wellbeing (but some are not very good)
- Teachers not the right person – maybe after school clubs?
- Home school liaison works well
- Youth hubs in Peasedown & Radstock get 40 people
- Youth bus is good as well
- Need support in school and out of school
- Low awareness of school nurse service
- Involve people in healthy out of school activities and provide info on where to go
- Set up a small funding pot to help groups promote their activities
- Not enough education about mental health, personal finances or emotional resilience – need to reach people through PHSE in schools

Navigators

- Technology not appropriate for lots of older people. Poor wifi connections as well
- Colour coding categories for services e.g. mental health, general health
- Need one point of contact

Reducing isolation

- Lots of services out there
- Transport is the biggest barrier – especially in the Chew Valley

Next Steps

- Come back to the group in September
- Provide surveys for the young people to circulate round their networks