



Quick Poll Survey:

Parent Views about Health Services

Introduction

Healthwatch Leicestershire (HWL) wanted to understand how parents with children under the age of 18 years use and experience health and social care services.

Aim

To allow local parents to share their opinions and experiences of health and social care services across Leicestershire.

Methodology

The survey was promoted during February 2016 and April 2016 via our newsletters, website and through social media. We also made the survey available face to face at general engagement events.



Who we heard from:

55 Leicestershire residents

8 Leicester City residents

2 Out of area residents

Findings

What respondents told us

We wanted to know which services needed to be improved or changed to better support families?

More informed GPs on Mental Health issues



GPs are the first port of call for many parents when discussing mental health issues concerning their child. This becomes a bigger issue given that many parents are still finding it difficult to access a timely GP appointment; including non-emergency, same day or appointments that are available for parents after school.

We were also told that seeing the same/ their own GP would be helpful to the child and parent, helping to put them at ease and provide them with an opportunity to build a relationship.

Access to services

Waiting times to access Children and Adolescent Mental Health Services (CAMHS) need to be improved as this may result in the individual problems potentially worsening.



CAMHS appears to be stretched and seems to be focused on moving children out of CAMHS care and back to the GP instead of providing continued holistic care.

Joint up family care



There are times when the issues or illnesses of the child can affect the whole family unit. Respondents told us that they would like to see a better pathway of care for parents with children who have special needs such as Autism.

Some respondents have also had to wait many months to access social workers and visits to support their family. When this has coincided with a child being on waiting list for mental health or behavioural support, it has meant that both parent and child have had to deal with the stress and pressures on their own without any support.

Parents spoke about more consistency of health visitors regarding continuity of care. There were parents that had experienced different health visitors making it difficult to build a relationship and have consistency. Parents told us that there were times when the messages and perspectives of the various health visitors were different.

A parent with a six-year-old baby told us that they had seen between five or six different health visitors, each offering different advice. Their daughter has reflux and the advice from health visitors has been different each time, which has made things more stressful.

Training and Support



Several parents spoke positively about the support and help they received from the Supporting Leicestershire's Families team.

A parent told us that they had received parental classes on how to deal with their child's behaviour. Their child has Attention Deficit Hyperactivity Disorder (ADHD) and the classes have helped them dramatically. Not only to manage the child's behaviour but to also provide peace of mind and self believe for the parent.

We also wanted to know what parents worry about most when it comes to their child/ children's physical and mental health?

Parents told us that they worry their children will not have enough services to support them to grow up healthy and well. Parents are very aware of services being stretched in mental health services for children, but are concerned that if they ever needed support, that there may be gaps within provision.

There is concern from parents that schools and colleges need to be more informed about mental health issues and how to deal with them.

Also, that there is a lack of understanding and support available through the schools and colleges for young people that feel vulnerable.

A parent told us that their 2 year old has had a lot of good support from family and health services and that they worried that with all the funding cuts in the future, this type of support will disappear.

Other experiences

"My daughter climbed under the kitchen sink and started to suck on a bottle of bleach. I took her to the Urgent Care Centre who told me to take her to A&E. We waited for six hours and staff informed social services as they thought that the child was being abused and ingested poison. Because it had been six hours the staff told me that the wait was too long and that I could take her home. They said if she was going to have a reaction to the bleach that she would have had it already.

In future I will consider whether I should take my child to A&E as I would fear that social services would intervene".

Hinckley & Bosworth

"Lack of promotion for services that support people with mental health and low self esteem. Waiting list to access these services is too long".

Melton

"I found youth offending for looked after children are fantastic. Supporting Leicestershire's Families services was also good, however the processes to access services needs to improve".

Oadby & Wigston

"I am happy with my GP service but would like to be able to make an appointment more quickly. It can be up to 2 weeks until a non urgent appointment is available".

Harborough

"During the last 2 years we have been supported by a county youth worker from Supporting Leicestershire's Families. This support has been invaluable in enabling the whole family to understand autism better. The worker has worked with our autistic son on a one to one basis and has provided opportunities for him that he would not otherwise have had, as well as signposting us to other services that we were unaware of.

This has enabled my son to develop socially and he has grown in self-esteem. Additionally we have learned to better manage issues as they have arisen".

Hinckley & Bosworth

"Emergency dentist needs to be massively improved. One dentist for Leicestershire and Rutland is unacceptable. We need one open per town and on weekends".

Charnwood

"There is a lack of co-ordinated approach for young people transitioning after 18 years of age from diagnosis to support. I have found that there is a lack of know how about conditions such as autism especially in children's outpatients"

Harborough

"Schools and colleges need to be more informed about mental health issues and how to deal with them"

Charnwood

"I would like to see more support in schools for those with mental health. Also more male professionals as some young boys relate to men better than women. I think that services are good but i live in a small town/village and I have to travel to appointments which i do not like to do as i have anxiety"

Melton



"My child has Autism Spectrum Disorder and sensory issues and I worry that there seems to be virtually no support from the NHS. He has lots of challenging behaviours and we can't seem to get any help. The GP has referred us to the Paediatrician who then referred us to 3 departments, 2 of them can't help and we are on the waiting list for the other"

Hinckley & Bosworth

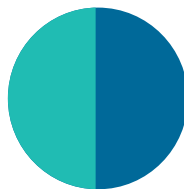
Other Findings

We wanted to find out how parents accessed particular services and how they rated those services. Also to ask how confident they felt when making the decision to choose a service.

NHS 111

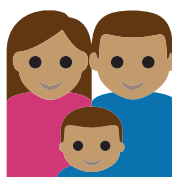
Nearly half of the (32) respondents told us that they had used NHS 111 in last 2 two years to get advice for their child or children. 19 of these respondents rated the service above average or excellent.

From the responses received, just over one third (19) of respondents had children aged 2 or below and a majority (14) had used NHS 111 in last 2 two years to get advice for their child or children.



32

Nearly half of respondents told us that they had used NHS 111 in last 2 two years



14/32 had used NHS 111 in last 2 years to get advice for their child or children.

A&E

24 respondents told us that they had used A&E in last two years because they could not get help elsewhere for their child/ children. 15 of those respondents rated the service in A&E above average or excellent.



24

respondents told us that they had used A&E in last 2 two years

Dentist

60 respondents were registered at a dentist. 7 of those respondents had not yet registered their child or children at a dentist.



60

respondents were registered at a dentist

healthwatch
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