



Keep Calm and Stay Positive Youth Conference

Supported by Hampshire County Council Children's Services, Child and Adolescent Mental Health Services (CAMHS) and Healthwatch Hampshire

Friday 2nd May, Ashburton Hall, Winchester

Executive Summary

- This conference was organised at the suggestion of the youth parliament representatives in partnership with Children's Services at Hampshire County Council (HCC) ahead of a new strategy for the Child and Adolescent Mental Health Service (CAMHS) in Hampshire.
- Attendees: 55 young people aged 14-20, teachers, youth workers (schools & colleges) and partner organisations
- Healthwatch was invited to be involved in the planning of the conference to allow for the best possible opportunity to obtain feedback from the young people attending. It was decided to offer different ways to engage with Healthwatch on the day; through a workshop activity, Big Brother Video diary room and through comment cards, speak out forms & t-shirt messaging.
- The day was well attended by over 50 young people and it was quickly apparent that this group many were happy to share their views and experience of the CAMHS service.
- The day was a success in terms of feedback obtained, good partnership working and the sign up of new enthusiastic Healthwatch Champions (volunteers for Healthwatch Hampshire).
- The key feedback from the day was that young people who were or had worked with CAMHS in the past were positive about the service that they received. Their key message however was for CAMHS to get involved sooner before someone had reached crisis point and to improve waiting times.
- Other feedback included transition from CAMHS to Adult Services & geographical issues

'Diary Room' Film



As part of the conference, a diary room was set up which gave the participants of the conference the opportunity to come and speak about mental health services on camera. The final film will be shared between professionals and viewed via the Healthwatch Hampshire website. Participants were asked to answer three key questions which have been compiled into a 5 minute film that highlights the key issues discussed. The questions were:

- What's first word that comes to mind when you hear the words 'mental health'?
- Do you have any messages for Mental Health Services / CAMHS?
- What single thing would most improve your emotional well-being?

The final film is available to view via our website - www.healthwatchhampshire.co.uk or via our YouTube site - www.youtube.com/channel/UCd0fvCMmnLz93NYwZyb-4gw



Workshop Feedback



Healthwatch Hampshire carried out a 30 minute workshop as part of the conference. The young people in attendance were asked to take part in three exercises to help demonstrate their feelings on mental health, emotional wellbeing and the CAMHS service.

The first exercise asked for feedback on a recent visit to an NHS service. Included below are the responses specific to the CAMHS service:

Recent experiences of the CAMHS service...

Things that were good	Things that were not so good	How could the experience be improved?
I was seen very promptly	CAMHS hasn't always looked back at patient history which results in explaining things again.	The age of consent should be lowered for information sharing within mental health services.
I felt comfortable talking to some of the staff. I knew that I was going to be listened to properly.	I felt that the person I was talking to was not very experienced... I felt very different as they were surprised by what I had done. Sometimes I feel like I don't get anything out of the session.	I would have liked more advice and techniques.
I was listened too, they were helpful and confidential.	The waiting time to get into CAMHS is way too long.	Improve waiting times and access to the service.

The second part of the workshop asked the group to feedback anonymously via a comments box at the front of the room. The group were asked to answer the following question: 'What single thing would most improve your emotional health and wellbeing?' The results have been compiled below:

What single thing would most improve your emotional health and wellbeing?	
1	The one thing that I think would help me is having advice and techniques to help me for the rest of my life, and the waiting time is too long, there needs to be help in the meantime while you are waiting for an appointment. (CAMHS)
2	Support and advice when I need it. Finding a way to deal with strong emotions.
3	To not feel lonely.
4	People who actually care and listen to you.
5	Help! Talking to someone that won't judge you and knows what they are doing.
6	Having a person to talk to who will keep things confidential.
7	I've been looking for a counsellor but waiting times are between 6-8 weeks so I'm not able to get it fast and when I need it.
8	Talk to my parents more and be more open with them.
9	My doctor actually wanting to help me with my depression instead of ignoring me because I'm 15. I feel like he doesn't take me seriously.
10	To be able to talk about my emotions freely and to get the correct help.
11	I believe that people should always have someone to talk to (friend, teacher etc.)
12	I think what could improve emotional well-being as a whole is public opinion and how people are treated.
13	Help! By talking to professionals and getting help with your mental health issues.
14	Talking to someone who understands.



15	Being able to talk to people confidentially.
16	More info on how to contact GPs.
17	My joints getting better, losing 2 stone and not having to go to the doctors 2 times a week.
18	The ability to sleep.
19	A family.
20	Having a cat!
21	Music or animals.
22	A pay rise!
23	Time to see young people can be too long. Some people hide their feelings and behave well. More time and more staff could really improve people's lives. (CAMHS)
24	Have more support from family and friends. People knowing just a bit about what I am going through.
25	Waiting rooms should be more welcoming.
26	More doctors so that people don't need to wait so long.
27	Being able to talk to someone who knows how you feel. I never feel I am good enough or pretty enough.
28	A 24 hour online live chat where anyone can go online and talk to a person who can help and give advice etc. (A counsellor) Similar to the site 'This is Abuse'
29	Being given advice about contraception.
30	Shorter waiting times for CAMHS.
31	Knowing that there is someone I can trust and talk to, no matter what.
32	Handle workload evenly, spread it out and don't rush!
33	Being able to trust lots of people and rely on whoever is treating me.
34	Feeling safe in services (not feeling judged).
35	More staff in CAMHS.
36	Having someone to listen to you.
37	The one thing that would improve my emotional well-being would be my best friend and girlfriend because they both show love towards me.
38	CAMHS and mental health charities to have less waiting times.
39	I would love to be the centre of attention some of the time but not all of the time. I'd like to feel a lot more like I'm accepted around people.
40	Mental health services in general need to improve on intervention and communication with GPs, schools and colleges.
41	Easier access to my favourite doctor (unfortunately they are probably everyone's favourite!).
42	Quite often, 'counselling' isn't an attractive word, it sometimes seems too serious and intense. Words like support and help sound more appealing.
43	Clearer communication between services.
44	Sleep!
45	Everyone should come together to help out when there is a problem.
46	10 minutes headspace a day.

Finally the group were asked to decorate T-shirts with comments and feedback for CAMHS. These T-shirts will be used at relevant Healthwatch events to promote the views of young people and their feedback on these services. The feedback has been compiled below:





Comments and feedback for CAMHS?	
1	Well Done.
2	Thank you, keep it up!
3	It's great that someone is there to help.
4	Please keep helping.
5	We appreciate everything you do.
6	Amazing work.
7	You help and you're not judgemental.
8	More workshops like this please!
9	It feels safe to talk to you.
10	Knowing and understanding what you mean is important, you give good advice.
11	A long wait to see you - in that time anything can happen.
12	More conferences and workshops please!
13	A call service to get advice whilst waiting to see you would be good.
14	More work in schools is needed.
15	Just pills are not the answer.
16	You need to care.
17	CAMHS needs to be publicised more.
18	Try to reduce the stigma.
19	I don't like the waiting room - needs more music and colour and to feel more like a living room.
20	More early intervention is needed.
21	Promote yourselves more at schools and fairs.
22	Need better transitions (from child to adult services).
23	Link with other services like Motiv8.
24	More appointments, home visits, residential visits and art therapy.
25	Slow... long waiting times.
26	Get the word out, promote the service and improve education.
27	Be more visible so young people know who you are.
28	Take your focus off organisational work.
29	Use different methods to engage young people.
30	Please don't patronise us.
31	Long waiting times... give professionals resources to work with young people while they are waiting to access the service.
32	Make self-referral easier and more known.
33	Don't judge, make sure people are always available.
34	You are doing a great job!
35	Need more techniques and advice... not just talking.
36	Talk about how we talk to GPs.
37	It would be good to have advice for those with friends who have mental health problems.
38	Unless in danger 'confidentiality' means 'confidentiality'.
39	Need smaller waiting lists.
40	CAMHS should work more in schools and colleges.
41	Improve transition from CAMHS to adult mental health team.
42	Open up a service in between CAMHS and adult mental health.



Next Steps?

- This report and the film along with findings from other partners will be used to help inform the re-tendering process for CAMHS in Hampshire.
- An outline summary of top line findings has been circulated to lead partners at Youth Conference.
- Edited film & more detailed feedback is to be made publically available.
- The Healthwatch Volunteer Co-ordinator will contact young champions & get them involved in Healthwatch.
- CAMHS to evidence that the new strategy has been informed by the feedback received.
- Further partnership working with Public Health (CAMHS) and HCC, Children's Services.

Key contacts

Sussex Partnership NHS Foundation Trust

Ruth Hillman

Deputy Service Director - Children and Young People's Division

ruth.hillman@sussexpartnership.nhs.uk

07880 576106

CAMHS

Lao Cooper

Strategic Lead for Emotional Wellbeing Review (Children and Young People)

North East Hampshire and Farnham CCG - working across Hampshire 5 CCG

Omega House, 112 Southampton Rd, Eastleigh, Hampshire

SO50 5PB

lao.cooper@hampshire.nhs.uk

02380 627471

HCC Children's Services

Lynne Meechan

Participation Officer

Children and Families

Children's Services Department

Lynne.meechan@hants.gov.uk

07989 413578

**Compiled by
Steve Manley
Community Outreach & Engagement Officer
June 2014**