

# Celebrating Young People's Positive Mental Health Event

OUTCOMES AND RECOMMENDATIONS



**youth**  
forum



**NHS**  
*England*

OUTCOMES AND RECOMMENDATIONS

On Saturday 12th July NHS England Youth Forum (NHSYF) held their 'Celebrating Young People's Positive Mental Health' event, at BMA House in London.

The event brought together over 100 young people and 60 healthcare professionals, ranging from all levels within NHS England and Public Health England, to engage in proactive discourse.

The event provided a platform for young people and healthcare professionals to engage together in dialogue, sharing experiences of young people in mental health services - CAMHS.

The event was aimed at 11 – 25 year olds or professionals working with young people.

It is hoped that these discussions will directly and positively influence healthcare professionals' future decisions made regarding young people's mental health services. The event was about addressing mental health, about breaking down the stigma and amplifying the great work happening across the UK.

I pledge to be more active in the involvement of expression between young people and adults. I wish to support and help young people and / or older people that need urgent or consistent support.

Ama Lawrence, Essex

and practical and it was about creating tools and recommendations for the future.

Crucially, the event enabled the NHS Youth Forum to identify examples of good 'positive mental health' practices which we are now able to highlight in this report. The sharing of good practises is one of the three priorities for the NHS Youth Forum.

Following the event, the Youth Forum identified 4 key themes. These themes were highlighted from the youth forum members' experiences of the event, discussions they had, the notes from the rapporteurs, feedback and the Youth Forums' personal knowledge and insight.

1. Signposting & Services
2. Flexible Communication
3. BME Communities
4. Transitioning

For each theme the youth forum has acknowledged current issues and selected cases studies of good practice, recommendations and links to organisations which we want to highlight as positive models.

Throughout this report we have shared pledges that were made on the day of our event by both young people and healthcare professionals.



OVERVIEW

The Youth Forum acknowledges the importance of signposting of services and treatments in the care of all patients, especially young people. However, the Youth Forum raised the issue that there is a lack of knowledge on the part of the healthcare professionals on the available treatment and service pathways.

This also links with the Youth Forum feeling that there is a gap in the training of mental health for frontline and school related professionals. The Youth Forum stress that teachers should work in partnership with school health professionals, to provide signposting services. Moreover, it was raised how the complaints procedure is incoherent and ambiguous when signposted for young people.



CASE STUDY

"NHS England has pledged to respect the Children's Commissioner's principles for a child friendly complaints system. We are reviewing our complaints policy and standards in light of the Children's Commissioner's eight principles and looking to strengthen the process for children and young people who want to complain about the services we commission - primary care or specialised services. We have made it clear that children and young people can bring a complaint to us themselves in most circumstances and we signpost people to advocacy services, where appropriate, which can provide support in making a complaint. The NHS Youth Forum

specifically asked us to make it possible to complain online and we will be testing such an online service shortly.

We have drawn attention to the needs of children and young people wishing to make a complaint in current initiatives to improve the whole NHS complaints process and will continue to champion the interests of children and young people internally at NHS England and externally with our partners across health and social care.

**We know that complaints provide us with invaluable opportunities to learn and we promise to work with children and young people in ensuring that we use complaints to improve the quality of NHS care."** Neil Churchill, Director Improving Patient Experience

I pledge to encourage young people in West Sussex to share their stories of using mental health services with Healthwatch West Sussex.

Emma Wilson, Horsham

I will work to improve awareness of rights when using mental health services.

Andrew Fellowes, NCB

## RECOMMENDATION

The NHS England Youth Forum would also like to reference their work on “Communications with Healthcare Professionals” which is another of the priority focus areas for the year, which is working to clarify the complaints procedure alongside young people’s rights. Once complete, it is hoped that awareness posters will be rolled out across the extensive NHS England networks.

The NHS Youth Forum believes that we require more School Nurses. We would like to highlight the work of the British Youth Council and the North West Regional Youth Work Unit around School Nurses; specifically the package of support created to enable the development of school nurse champion schemes. The focus concerns putting young people at the heart of school nursing. It offers bronze, silver and gold packages, which cover setting up a School Nurse scheme with accredited learning awards, developmental training, handbooks, dedicated training and consultancy through to impact and evaluation.

<http://www.byc.org.uk/training-services/training/school-nurse-training-and-development.aspx>

The NHS Youth Forum would also like to highlight the School Nurse Report which reviewed young people’s views on the role of the School Nurse to feed back to the Department of Health and the Chief Nursing Officer, who have shown a commitment to ensuring that young people are being given a voice to communicate what they want their school nurse to do. Research showed that young people want choice and importantly that they need to know across the board what the school nurse is for, how this person can be relevant to them and clarity of purpose.

[http://www.byc.org.uk/media/75447/byc\\_school\\_nurse\\_report\\_web.pdf](http://www.byc.org.uk/media/75447/byc_school_nurse_report_web.pdf)

We raise the question as to whether the name of School Nurse should be changed to increase appeal and reduce stereotype; we suggest that a title such as ‘Health Advisor’, similar to ‘Careers Advisor’ would appeal in secondary school settings and give better clarity of meaning.

## OVERVIEW

**The Youth Forum looked at the current communication system and we feel that improvements can be made to create an innovative and flexible communication system between young people and service providers.**

The Youth Forum recognises the importance of good communication and how modern technology supports and allows young people to be consulted and informed at all hours.

## CASE STUDY

The Youth Forum recognises the emerging platforms available for young people utilising up to date technology which brings both information and support to young people; meaning that they can access it when they want to, where they want to. This form of communication can reach out to young people “on a level they understand”.

Some organisations working in this area and present at the event are no longer in operation, and so the forum, would like to highlight a new project “LOST FOR WORDS” and their development of online and device specific media, including a “well - being” app.

**LOST FOR WORDS** is a Leicestershire community information project which includes a website and Facebook page and is based in Melton Mowbray. It is “needs driven” – being established as a result of a local survey conducted by the Melton Youth Mayor in 2012 and an abrupt increase in young suicides in the last two years. It aims to provide information about an existing service or source of support relating to “emotional health” - mental and emotional well-being. At present the project has a local focus to address local need and it is hoped that during mid 2015, the reach will extend regionally and nationally.

Having created the website, they now aim to make this more accessible to young people by making it device responsive so it is easily accessible on mobile phones by simply downloading an app. This idea was supported by research showing that back in 2001 over 87% of young people under the age of 15 had their own mobile phone and that usage was set to increase ([www.powerwatch.org](http://www.powerwatch.org)).

In December 2012 Youthnet conducted the first part of a survey of 1,000 16-25 year olds looking at how to support young people through technology. The results show that 99% of young people in the UK are accessing the Web and of these 78% are doing so through mobile phones. The results show that increasingly young people are using the web to search for information and support for personal issues with 83% turning to online resources when needing advice and support ([www.youthnet.org](http://www.youthnet.org)).

The website: <http://www.lostforwords.info> has an intergenerational reach the project seeks to improve knowledge and understanding of issues / barriers / concerns

The App is currently under development with a local launch planned for June 2015 – it will be a free and simple way for young mobile phone users to access information (sign posts) and to get help if needed. It will be attached to the website as a ‘web app’.

This project was enabled thanks in part to a grant from CYCLE – the **County Youth Council in Leicestershire**, who were keen to support the development of a “well being” app for young people.

Cycle is keen to launch the App at their “Unheard Voices” conference (planned for June 2015) and are currently discussing a national launch with the UK Youth Parliament in July.

Further developments of the project include the development of an ‘emotional tracker / journal’ allowing users to create or build a pictorial/ visual diary of how they are feeling according to categories including mood, appetite, sleep, relationships and anxiety.



RECOMMENDATION

- Development of apps and other relevant technologies in partnership with young people, to improve access to information and support.
- Online support made available around the clock.
- Improve the visibility of School Nurses to ensure young people are accessing services which are available to them and that they understand the relevance and importance. That it is meaningful to them.
- Create better links between the NHS and MindFull.org to avoid reinventing the wheel.

I will persevere with my research in health and school, so that policy and practise can become more "evidence based"

Prof Woody Caaw,  
Cambridgeshire

OVERVIEW

The Youth Forum acknowledges that there are real issues surrounding Black and Ethnic Minorities' mental health due to the different cultures and faiths.

However, it must be highlighted that the Youth Forum appreciates the existing outstanding practice already displayed nationwide. The Youth Forum also appreciates the barriers BME communities face when reaching out for healthcare, especially mental health services.

It was discovered by the Youth Forum that the barriers faced are extensive, from differing ideologies to discrimination or simply a language barrier, although the Youth Forum adds emphasis that these barriers should not negatively impact BME Communities participating in society and healthcare services.

The following examples for best practice and recommendation express the youth forum's view on tackling this issue.

CASE STUDY

We praise the work of Bradford CCG Sharing Voices Model; multi - agency engaging BME YP into the Mental Health service system. We also highlight the work of the NUS and the way that they offer support and guidance for higher education institutions on dealing with/supporting mental health issues of students.

RECOMMENDATION

- Better targeted communication between healthcare professionals and BME communities.
- Healthcare professionals should be better trained and more accommodating towards the different cultures and faiths in our society.
- Healthcare professionals and services should actively seek BME communities' inclusion in engaging and influencing the decision making process.

I pledge to celebrate positive mental health in my area and as part of our youth council, develop campaigning surrounding school nurses and the promotion of appropriate services.

Megan, Staffordshire



I will carry out my day with an awareness of the issues of mental health. I will then treat the issue with more sensitivity and understanding that everyone has a mental health and it must be treated with equal kindness.

Iman Bonjeboueeh, London

I pledge to myself that I will utilise the Dance group DVD and get all project workers to get groups of young people involved in the campaign for good emotional wellbeing.

Jo Huks, Preston

## OVERVIEW

The Youth Forum agreed following discussions throughout the event that transitioning between children and young people's services to adult services is an area of concern for both young people and healthcare professionals. It was noted that it is not just CAMHS and AMHS; there are many different organisations that young people can transition in and out of.

The Youth Forum feels that a personalised 'life-course' approach, focusing on individual cases rather than tick-box exercises and age is better.

It is felt that there is a need to look at how young people are accessing the system and look at mapping this to assist signposting. It was also highlighted that the local JSNA (Joint Strategic Needs Assessment) rarely covers mental health or young people specifically.

There is a severe lack of data regarding transition or mental health in general, the last national data was collected in 2002-3 and was analysed in 2004. It is acknowledged that there will be a New C+YP Dataset created by Ann Hoskins.

We would like to highlight the following as examples of Best Practice:

- Liverpool and their review of mental health service model.
- TAPAS
- PHBs & Influence
- CQUIN (Wirral C+YP)
- Pennine Care (Mental Health Service in Birmingham – Separate to CAMHS/AMHS)

## CASE STUDY

The NHS Youth Forum praises the sterling work of Southampton Children's Hospitals' 'Ready Steady Go' transition scheme for paediatric patients into adult care. The scheme highlights the importance of a patient focused approach to transitioning plans, moving at a pace suited to the individual.

Moreover, 'Ready Steady Go' showcases the importance of collaborative and proactive discussions between patient, family and healthcare professionals. This patient centered approach emphasizes the lasting effects of long-term illnesses and supports patients, not only through service transition, but also on future career opportunities, and these are addressed in the transition plan.

<http://www.uhs.nhs.uk/OurServices/Childhealth/TransitiontoadultcareReadySteadyGo/Transitiontoadultcare.aspx>

## RECOMMENDATION

- The "system" should be clearly mapped for people in order for them to understand that there are a variety of routes available to them. This in turn will identify where young people are transitioning in and out of, to assist in signposting and support.
- The use of a personalised approach is needed, to assess when a young person may need/want to move up.
- We call for the unification of child, young people and adult services, so that there can be an easier and smoother transition. We also call for sessions with both the child and adult staff; drawing from good practice.
- We suggest that the view needs to be changed - the stereotypical view of patients in the eyes of adult staff to ensure that they also have the skills to cope with transitioning young people, understanding where they have come from and the kind of experience they expect, so the young people see minimum difference.
- Ensure that Transition is a key area focused on in the new dataset that Ann Hoskins of Public Health England is creating.

NHS England launched its Youth Forum in January 2014. Comprising 20 young people recruited from all over the country and linked in to a Facebook network of many more young people, the forum aims to provide a voice for young people. The young people work with NHS England, Public Health England and Department for Health, in partnership with the British Youth Council to improve the services for young people.

Using this approach to build youth voice in the NHS we hope to bring young people's views, ideas and experiences into the heart of our work. As well as the individual members of the forum, we are using social media approaches to widen involvement and participation.

The purpose of the Youth Forum is to:

- Listen to young people's experiences and ideas for improvement.
- Work with a diverse range of young people who can bring their perspectives and experiences of healthcare services to help us understand and improve services.
- Seek advice from young people about national programmes of work in the NHS.

For the first year, the Youth forum's priorities are:

- Working with partners to develop recommendations for improving communication between young people and clinicians.
- Improving awareness of mental health issues for young people.
- Focusing on de-stigmatising sexual health services and improving young people's sexual health.

The Forum will work closely with NHS England's Board to deliver their objectives. The delivery of the Forum is

supported by the British Youth Council and a reference group of a wide range of youth sector partners.

This group is also part of the emerging NHS Citizen programme - a network of people and patients who can work with us to improve healthcare.

We invite you to watch a film created for the event: [https://www.youtube.com/watch?v=ShNDX\\_M1h7g](https://www.youtube.com/watch?v=ShNDX_M1h7g)



This film was created by young people from the Reporters Academy.

We would to thank the following individuals and organisations for taking part in our event:

## **Host:**

Dr Radha Modgil, BBC Radio 1 Surgery presenter

## **Speakers Panels**

Experiences of Transition: Chaired by NHS Youth Forum member, Rowan Munson.

### Speakers:

Kathryn Pugh, Children's & Young People's Improving Access to Psychological Therapies; Barbara Rayment, Youth Access; Scott Durairaj, Head of Patient Experience – Mental Health & Learning Disability, NHS England; Neil Churchill, Director of Patient Experience, NHS England

## **Supporting Positive Mental Health within Education:**

Chaired by NHS Youth Forum member, Yasmin Rufo.

### Speakers:

Nana Quawson, School Health Advisor, NHS; Alexandra Theobald, Schools Health Team, NHS; Katarina Hummervol, Queen Mary University; Ann Hoskins, Director for Children, Young People and Families, Public Health England

## **Workshops**

42nd Street  
[www.42ndstreet.org.uk](http://www.42ndstreet.org.uk)

PULSE Dance troop

GIFT  
[www.myapt.org.uk](http://www.myapt.org.uk)

National Children's Bureau

[www.ncb.org.uk](http://www.ncb.org.uk)

## **Art Workshop**

Facilitators: Lynne Brackley & Saskia Neary.

Gendered Intelligence  
[www.genderedintelligence.co.uk](http://www.genderedintelligence.co.uk)

National Union of Students  
[www.nus.org.uk](http://www.nus.org.uk)

Young Minds  
[www.youngmindsvs.org.uk](http://www.youngmindsvs.org.uk)

Bradford City & Districts CCG  
[www.sharingvoices.org.uk](http://www.sharingvoices.org.uk)

## **Information stalls**

NHS Citizens  
[www.nhscitizen.org.uk](http://www.nhscitizen.org.uk)

Young People's Health Partnership (NCVYS)  
[www.ncvys.org.uk/project/the-young-peoples-health-partnership](http://www.ncvys.org.uk/project/the-young-peoples-health-partnership)

Youth Access  
[www.youthaccess.org.uk](http://www.youthaccess.org.uk)

Monkey Well-being  
[www.monkeywellbeing.com](http://www.monkeywellbeing.com)

Time to Change (Rethink)  
[www.time-to-change.org.uk](http://www.time-to-change.org.uk)

Birmingham Children's Hospital

National Children's Bureau - [www.ncb.org.uk](http://www.ncb.org.uk)