

Your Child - Your Health Choices

A Report by Healthwatch Oldham

Executive Summary

This report reviews Healthwatch Oldham's (HWO) involvement and findings from the [demographic data collected from 209 Health Literacy Questionnaires and 7 in depth interviews](#) undertaken with parents with children under 5 from Phase 1 of a two phase project in the Failsworth GP Cluster locality entitled 'Your Child - Your Health Choices'.

Healthwatch Oldham

HWO is the local consumer champion for Health and Social Care and has four main areas of work;

- Listening to local people
- Influencing services
- Providing an information signposting service
- Help with NHS Complaints

HWO's specific role in this project was to gather patient experiences from a locality and age group we had historically had little contact with and identify people who may want to become more involved with HWO.

Your Child - Your Health Choices - Full Report

HWO's report compliments that produced by Jacqui Greenfield, Partnership Manager at Action Together (AT) who coordinated and delivered the engagement strategy in partnership with Katie Pieroni GP at Hill Top Surgery and Project Lead. The report 'Consensus of Work Completed - Your Child Your Health Choices Project' is a summary of Phase 1 of the overall project and includes the analysis of the Health Literacy aspect of the Questionnaires. Copies of the report are available from HWO.

Phase 2 of the project is Hope Citadel working with Shared Health, to develop and deliver skills training to parents to help them to manage minor childhood illnesses and use their knowledge and skills to support their peers in their communities.

'Your Child -Your Health Choices' - The Project

GP Practices within the Failsworth Cluster; Failsworth Group Practice, Hill Top Surgery, Hollinwood Practice, Medlock Medical Practice, Quayside Medical Practice and St Chad's Medical Practice identified a unifying concern across all practices that of frequent attendance to their surgeries of children under 5 with minor illness and the need to explore a range of community options that could better serve their patients.

Phase 1 of the Project - used a Health Literacy Approach known as Ophelia (Optimising Health Literacy and Access to Health Information and Services) developed by Deakin University, Australia. These alongside the 7 in depth interviews were used by Deakin University to develop vignettes to be used in group workshops to shape Phase 2 of the project.

Key Messages

From the in depth interviews the following key messages arose;

1. The need for clear visual information available in GP waiting rooms on mental health and mental health services that could be accessed for information and/or support
2. The need for the same Health Care provider that parents could trust, who listened to them and knew them and their children

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Summary of Key Findings

Below is a summary of findings from both the demographics and in depth interviews conducted by HWO, *for a full analysis of the data please see HWO full report*

From the 209 Questionnaires - Demographic Highlights

Age Range: 26-35 **49%**, 15-25 **23%**

Gender: Female **89%**

Ethnicity: White British **72%**

Postcode: OL8 **54%**, M35 **40%**

Parent with a long standing illness: **57%**

Parent with depression: **11%**

Doctors Surgery registered with: Failsworth Group **28%**, Other **17%**, Hollinwood Practice **15%**

Parent with: 1 child under 5: **54%** 2 children under 5: **27%**

First child taken to Emergency Department in past year: one attendance **17%**, went twice **8%**

Contacted NHS 111 service in past year: one contact **23%**, two contacts **7%**

Used Integrated Care Centre in past year: one attendance **23%**, went twice **9%**

Took first child to see GP in past year: up to 5 visits **57%**

From the 209 Questionnaires - Most common response to the Health Literacy Questions (HLQ)

42% Strongly Agreed they have strong support from family or friends

11% Strongly Disagreed they had at least one healthcare provider who knows them well

71% Agreed they had good information about health

From the 7 in depth interviews based on the HLQ questions and additional HWO questions

- **All participants** were satisfied with the support and level of care provided by a healthcare provider with **Health Visitors** receiving the best feedback in relation to overall satisfaction
- **Participants cited**; Feeling comfortable, trust, being listened to and having the same Healthcare Provider who knew them and their children as the essential basis to a good relationship with a Healthcare Provider.
- **The majority of participants** felt they had sufficient information to actively manage their health particularly around a healthy diet for their children but not necessarily themselves
- **All participants** either had or were currently experiencing mental health issues including post traumatic distress, depression and anxiety.

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