

West Dunbartonshire Local Engagement Networks
Open Forum Workshop: Care Experienced Young People
and Primary Care Services
9th November 2016 in the Clydebank Town Hall

The workshop began with a presentation by Mary Steel, Children and Families Team Leader with the Health & Social Care Partnership.

After the short presentation, a workshop discussion highlighted the following key points:

- There was a lack of clarity around the range of primary care services available
- Limited awareness and some confusion around the role and scope of the minor injuries service. This was particularly the case with the Yorkhill service, due to its connotation with the previous children's hospital facility on the site
- A need to consider if access to transport may be a barrier to some young people's ability to access minor injuries centres. This was mainly in relation to older care experienced young people
- Lack of awareness around the provision of minor ailment services from local pharmacies
- Some confusion around GP services; particularly questions around why a new GP might be allocated when a young people enters care
- All participants were aware of the Health Centre where they could access their GP, but there was less awareness of which GP practice they belonged to
- Reliance on staff to support GP engagement – this may leave an information gap when young people leave services
- More targeted awareness raising activities with S1 and S2 school year groups
- Information on all services should be brief and direct – who to contact, where they are and how to contact them
- Limited awareness of the age of consent for primary care services – increased publicity would be helpful

- A need to invite GPs and other health care professionals to visit schools and deliver presentations on services
- Provide better contact information for services that young people can easily access, showing what types of referrals were relevant
- Need to make better use of social media to communicate information
- Provide more opportunities for service providers to visit the residential houses to talk directly with young people
- Ensure information is consistent, accurate and relevant for young people
- Make sure that information is linked into the curriculum for excellence in schools where appropriate
- Importance of word-of-mouth and peer support
- Indicate which contact telephone numbers are freephone numbers
- Increase contact between the LAC nurse and the young people
- Make sure that all contact information is included in Throughcare information
- Increase awareness of Pathways Plans
- Is there an opportunity to use school diaries as a means of publishing contact numbers?

Main Feedback

Generally participants felt that increasing awareness of primary care services amongst care experienced young people was an important element in increasing their health and wellbeing.

The focus should be on:

- Maximising the availability of information across a range of formats, particularly via social media
- Increasing opportunities for peer engagement and information sharing
- Increasing opportunities for health care professionals to visit the residential houses and discuss matters directly with young people