



Finding out what you think...

Investing in Children met with the LINK to discuss what questions to ask young people about health services. It was agreed to ask them what they thought was good about their health services, what they thought could be improved and what they disliked.

Three agenda days were set up by Investing in Children at the following locations, Newton Aycliffe Youth Centre, Parkside Youth Centre in Seaham and Brandon Carrside Youth Centre. The young people involved arranging and running the Agenda days then produced reports for the LINK including a summary report.



Clare meets up with Investing in Children to discuss Health Services

They had several recommendations to make in three different areas these are:

Staff

- All staff should be sociable and friendly.
- All staff should be experienced and be able to help with a range of things.
- All staff should be approachable and make you feel comfortable.
- Staff should be nearer to our age group or able to relate to us.
- They should be supportive and understanding like youth workers are.
- They should explain things in words that we understand

Access

- We should be able to access information easily
- We shouldn't have to feel awkward asking for information
- The information available should be easy to understand
- There should be a website that is easy to use where we can click for what service or help we need and then where we can go for that help in our area.
- We should be able to make appointments or see someone easily, without feeling awkward and without having to wait ages.



Buildings

- The buildings should be nicely decorated and nice to be in.
- There should be background music and nice pictures.
- They should be friendly and welcoming.
- Newly refurbished buildings are much nicer.
- Places like the chat room in Seaham are good because they aren't all about health services so you don't feel bad going there.
- Places that are local and easy to get to where you just go one place and get to access all the services in that one place.
- Services in community buildings where you feel comfortable going like youth centres and community centres.



Finding out information from groups like this is key to how the LINK works and we will continue to work alongside organisations such as Investing in Children in the future particularly in light of the changes as we move from LINK into Healthwatch.

MERRY CHRISTMAS



**We wish you all a
Happy Christmas and
a safe and prosperous
New Year.**

Get in touch!



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