

# CYP & Schools Survey

## Aug 21

PII team

# Parent views on Children & Young people aged 0-19

# Parents 0-19 years old: Summary

## Parents 0-5 years olds (41 respondents)

### Health visiting service

- 80% felt the health visitor service supported them, with 46% give a very good or good satisfaction score (35% said ok)
- Support on baby/child growth & communications/language development were seen as the most important areas

### MECSH

- Most parents haven't heard of MECSH and approx. a half haven't heard of the Breastfeeding peer support team

### The support most valued from the health visitor are:

- Answering questions and useful advice, Face to face contact at child health clinic or health centre

### Main places where parents go to seek info & support

- Websites (NHS choices etc.), Family and friends, GP or Practice nurse

## Parents 5-19 years olds (69 respondents)

### School nurse

- 72% were aware of the school nurse, and those parents who's child have seen the nurse were generally satisfied with the service

### Weight management team

- Only a quarter were aware of the Weight management team. As a consequence, many haven't used the service.
- If child had a weight issue, a fifth of parents would approach the school nurse for help, followed by a physical activity programme

### Top 5 health issues for primary school children

- Emotional wellbeing, Keep fit & active, Bullying, Healthy eating & Family resilience

### Top issues for secondary school children

- 14 out of the 22 health issues listed scored 100% (due to small sample)

### Preferred route to get info & support if worried about child's health or wellbeing

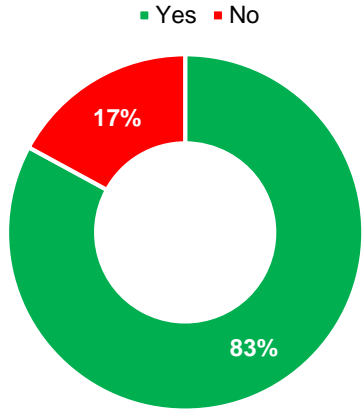
- Face to face contact at health centre/community location, then the school

### Main places where parents go to seek info & support

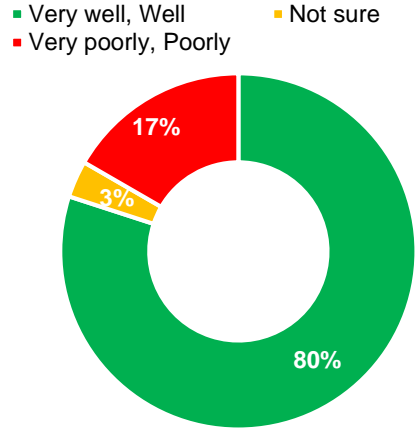
- Websites (NHS choices etc.), Family and friends, GP or Practice nurse

# Parents 0-5 year olds: Health visiting service support - TODAY

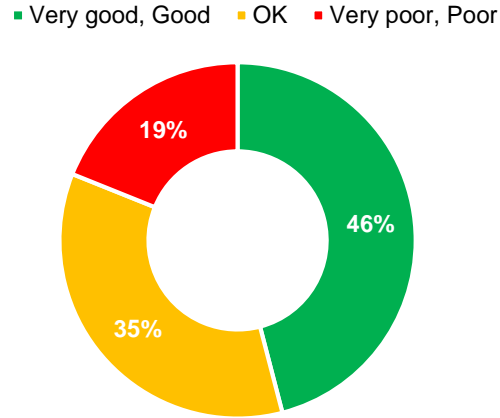
In the last five years, have you been in contact with your child's health visitor? *n=41*



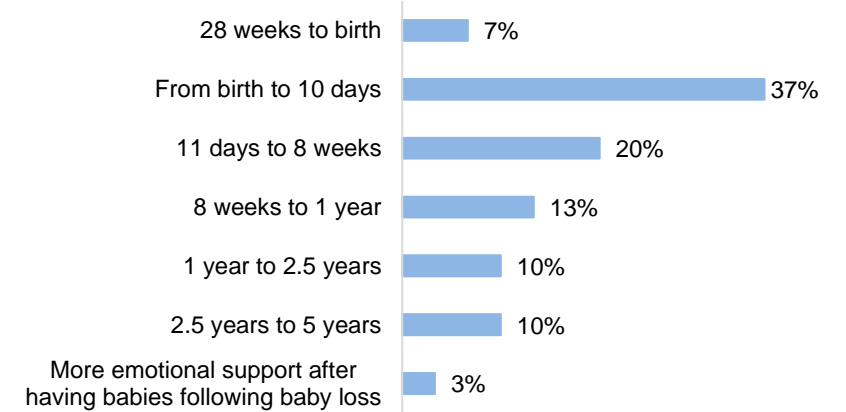
How well did you feel the health visitor supported you? *n=30*



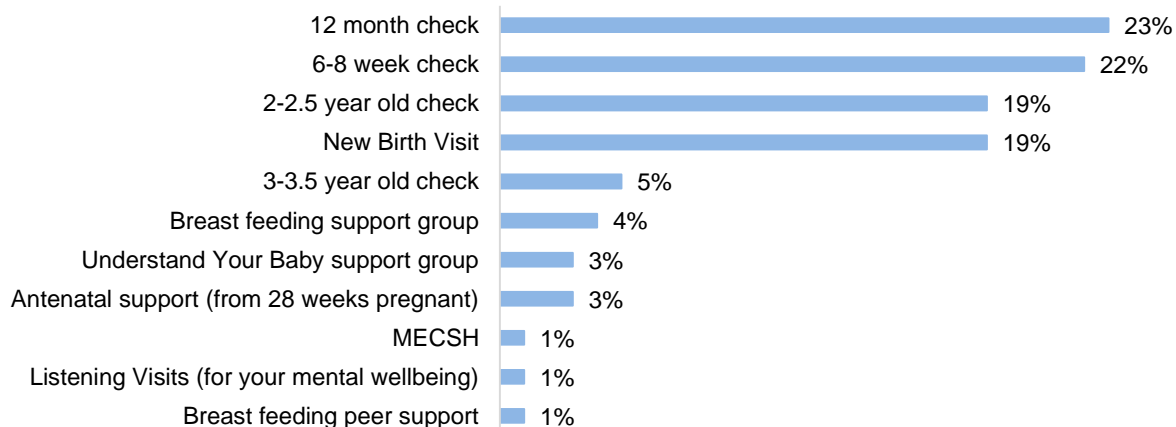
Overall, how would you rate your experience of the Brent health visiting service? *n= 37*



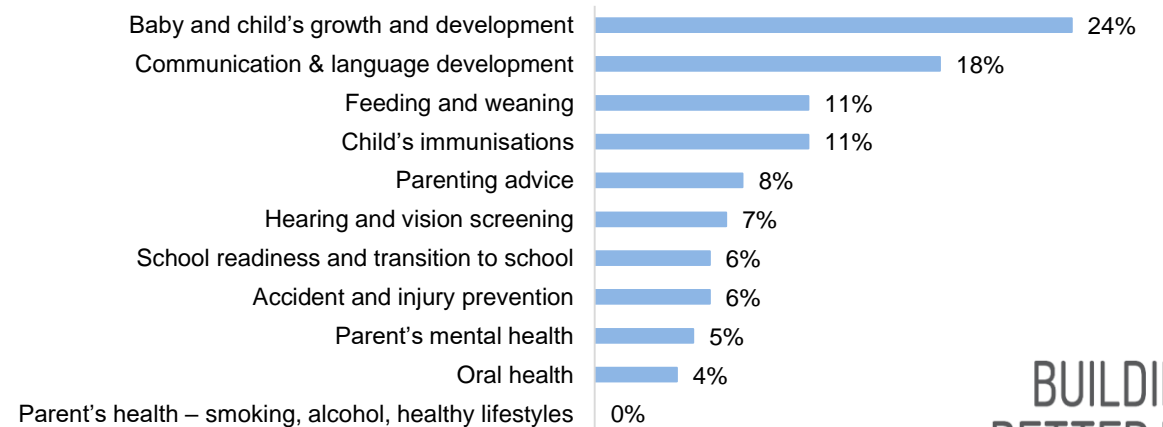
At which point in your child's development did you feel you most needed support from the health visiting service? *n=30*



What support have you received from your health visitor? *Multiple response, n=29*



Which of the following support is most important to you as a parent of a child aged 0-5 years old? *Pick top three, n=35*



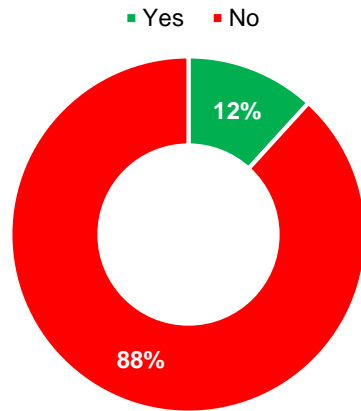
Sample sizes (n) in graph titles

# Parents 0-5 year olds: Health visiting service support - TODAY

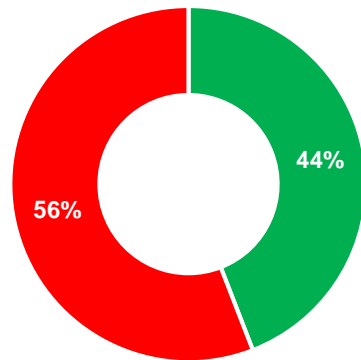
MECSH

Breastfeeding Peer Support Team

Are you aware of the following health services?  
n=34

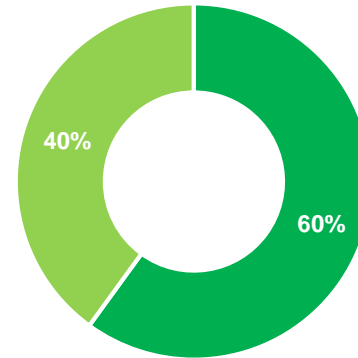


Yes No

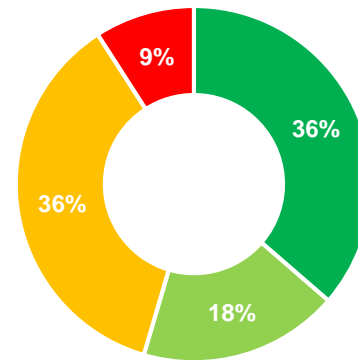


How useful did you find these services? n= MECSH 5, breastfeeding 11 (small sample as only those that used the service are asked this question)

Extremely useful Somewhat useful Very useful Not at all useful



Extremely useful Somewhat useful Very useful Not at all useful



## What did you like/dislike about the service?

- I am not sure this is what I had access to
- Was not sure I used this model though I was seen by health visitor and attended clinics

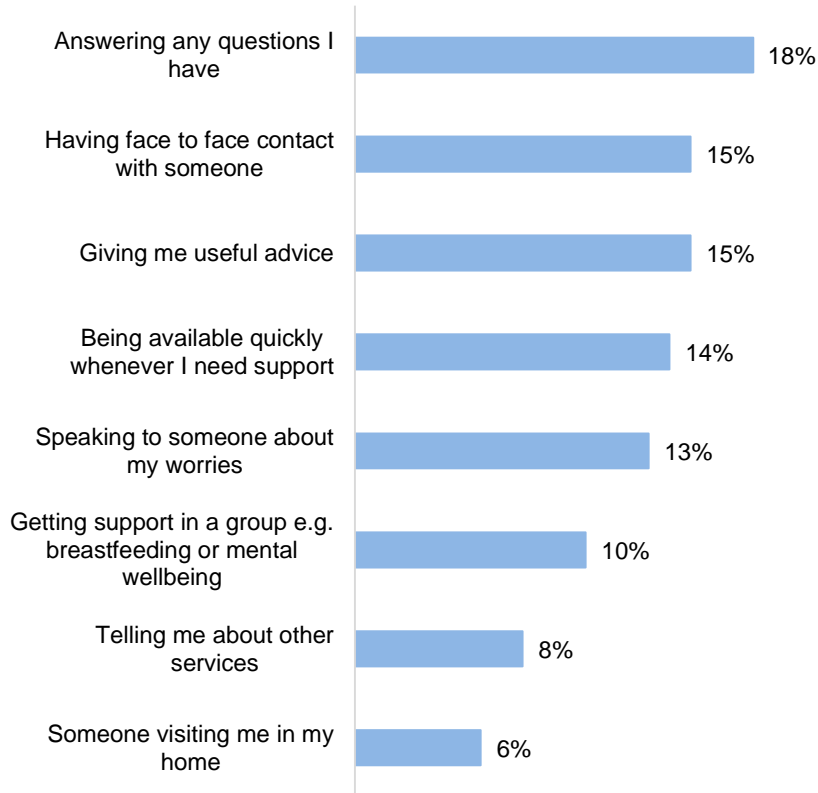
## What did you like/dislike about the service?

- Breastfeeding can be hard to establish this is a crucial service to help mothers with breastfeeding
- Knowing you are not alone will certain struggles.
- Liked the encouragement and the sharing of techniques disliked the continuous push to only breast feed even when my child was in clear need of more milk
- Not sure if it was the peer support service but when I tried to access breast feeding support service in Dec 2015 I could not get through, did not get a call back. Other peer mothers said they were not flexible in visits visiting when baby asleep and only having a chat over a cup of tea then leaving distressed mother with general advice. Many mothers I know are paying to go to Cordelia Uls' clinic in Queen's Park
- Was not aware of this, would have really been useful when I was going through breastfeeding issues with my children

# Parents 0-5 year olds: Health visiting service support - FUTURE

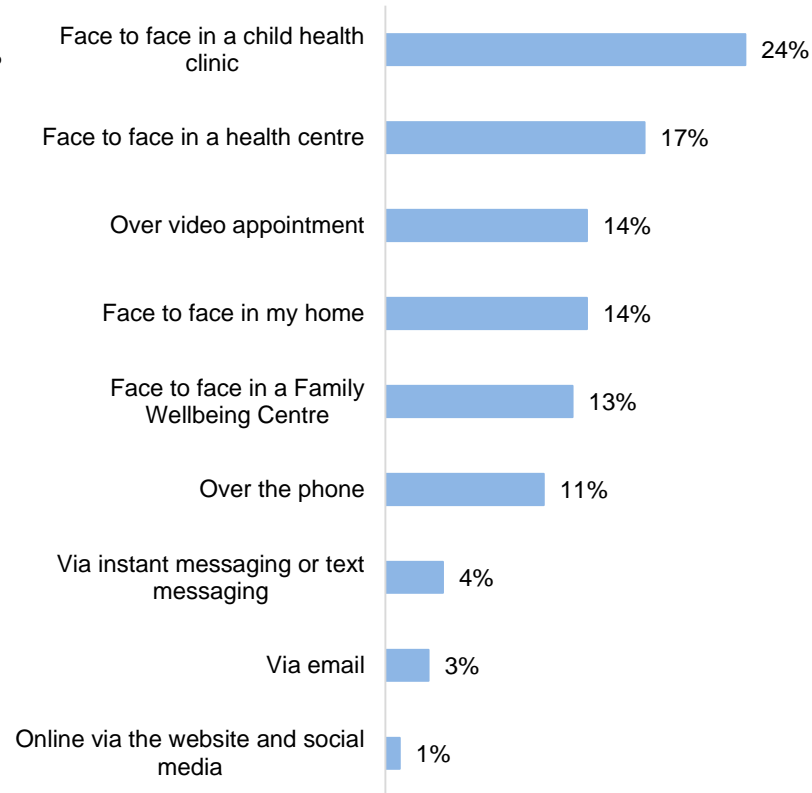
## What support would you value most from a health visitor?

Pick top three, n=35



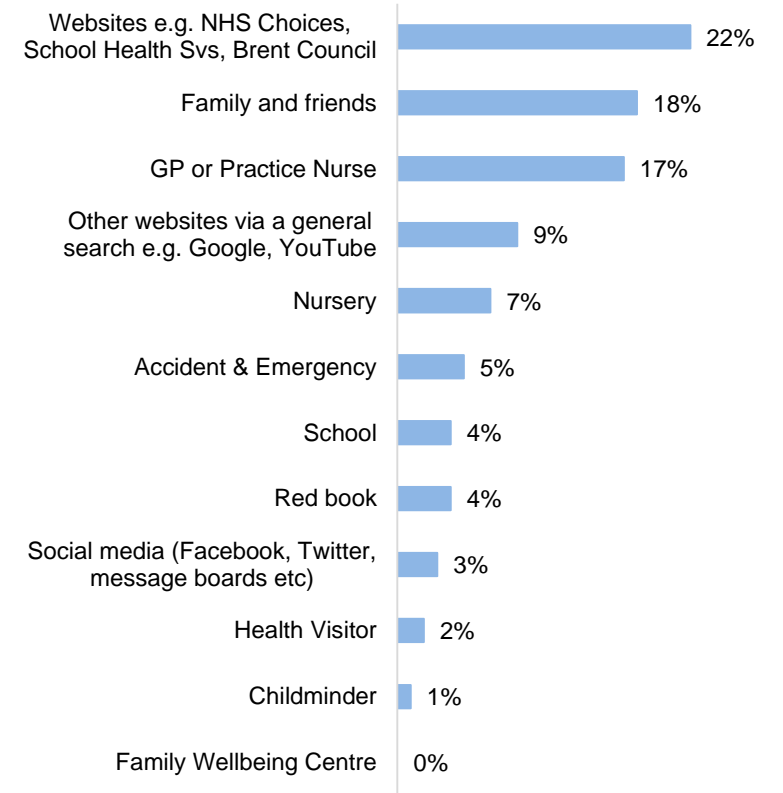
## How would you like to access support from a health visitor?

Pick top three, n=35



## Where do you get info & support when making decisions about your child's health?

Pick top three, n=35



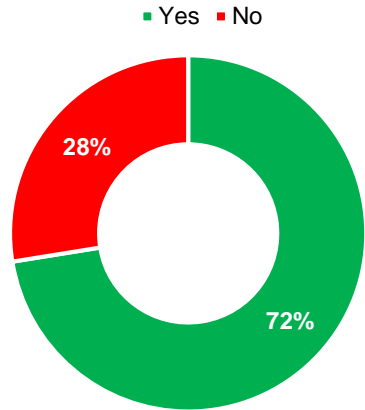
# Parents 0-5 year olds: Health visiting service support

## Is there anything else you can add on how we can improve the health visiting service?

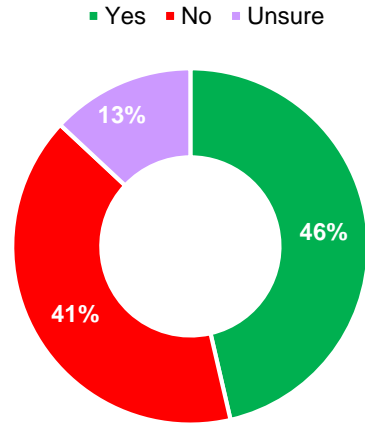
- Breast feeding support for new mums I think is key as don't get any in hospital and a lot new mums not aware they need support to be able to Breast feed successfully / can afford a private consultant. I paid £150 for a breast feed my consultant and wouldn't have been able to make breast feeding work without her
- Easy access to the team for advice i.e. a helpline or direct email address for advice
- Generally the people I've had as Health Visitors have all been good but I found the service lacking in 2019 in terms of the days and weeks immediately following birth - restore home visits, having to leave the house so soon especially after a difficult birth is far from ideal (given that the visits are non-optional). Ideally ensure the tone of the visit is to support you rather than just assess/judge. Thank you so much for asking!
- Happy to be part of any parent panels during the procurement process
- I feel like the times/locations of clinics have changed often in the pandemic and I don't really know how to contact my health visitor at the moment if I have any questions. It would be good to have a letter/leaflet sent in the post with details of clinics and how to make an appointment and any useful numbers/information. I don't know if I'm supposed to be having any regular checks either as haven't really seen the health visitor since my now 2 year old was a new born
- If changes to services or places a service is available, these need to be communicated in a timely fashion (advertised at GP surgeries, on a website/ main hub for this type of service) and need to take into consideration that there are many working parents who may need access to the services but are unable to work within the restrictive time slots and day(s) allocated  
In addition, the providers/deliverers of the services need to speak with and not at the parents, no matter what. There's nothing worse than going to seek advice, or following the recommendations, and have the person speaking down at you when they're meant to be helping/advising/supporting you or your infant.
- If possible being assigned one health visitor. Hence, they can understand your situation till date
- I've found it a bit confusing trying to contact you by phone in the past. Office numbers which don't get answered. Mobile numbers which sometimes divert to other lines. I don't remember there being an answer phone service (that would have been helpful). I guess it would just be helpful to know which number I should call for what, and what to do if no one picks up
- Just increase the number of visits or slots to give families who in need
- Much more regular in-person sessions for children with disabilities
- One size won't fit all I think the biggest improvement would be clear info on what one can access and how and maybe some different options for access
- Provide more support for parents that do not have a strong local network to ensure that the development of the children is as expected. There should be regular checks at least twice a year. access to a paediatrician assigned to a child should be standard up to 16-18 years old. this is common in other European Countries
- Reach out to parents at important moments in child's life
- Stop focusing on your list of stuff to go through. I had just had a C-section, I had a new born and I had a toddler under two. I was also 38 years old I did NOT need to be lectured on birth control! Seriously. I told her to leave it, I was well aware of how it worked but she persisted with the script. It was annoying and insulting
- The Association of Breastfeeding Mothers offers Breastfeeding support training for health care professionals. All your HVs need to take it. In my experience, the HVs in Brent don't realise Breastfeeding and bottle feeding have different guidelines
- There need to be more support services locally for children and parents

# Parents 5-19 year olds: School nurse

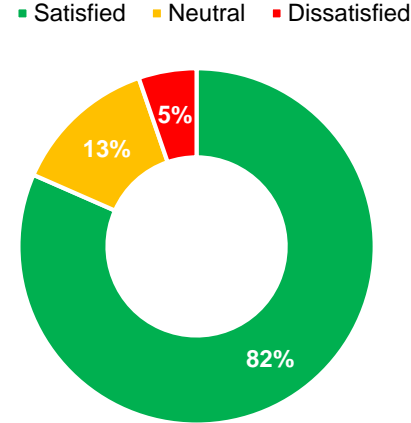
Are you aware of this service? *n=69*



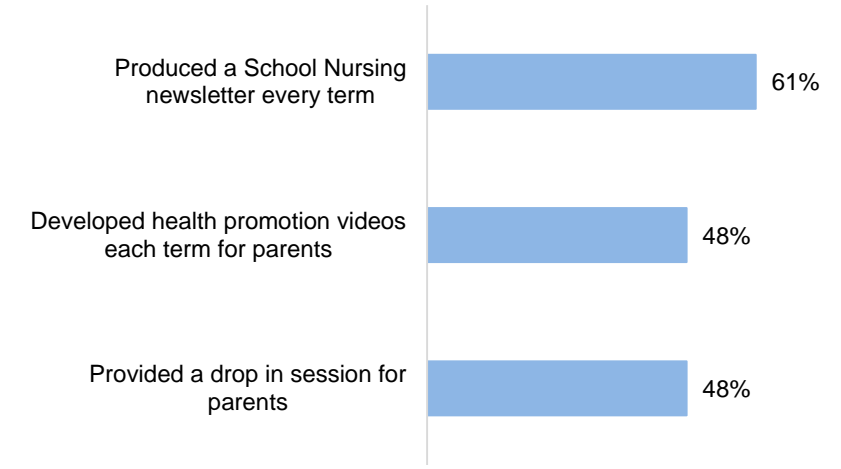
Have you or your children ever been in contact with this service? *n=69*



How satisfied were you with the service you received? *n= 38*



Would you find it useful if the school nurse...? *Show % who said 'yes', n=62*



## If you or your children have been in contact with the School nurse, what intervention did you receive?

- |  |   |
|--|---|
| • About injuries                             | • General when children injured at school in playground   |
| • Basic first aid                            | • The School Nurse deal with a head injury to my son  |
| • Flu vaccine, Reception check, Yr6 check    | • Support with allergies and asthma management at school and when child sustained a minor head injury at school         |
| • General first aid for cuts and bruises     | • When they have had a bump or accident at school This usually involves minimal intervention - a cold compress and such |
| • General first aid                          | • Minor bumps and bruises I assume by school nurse you mean the nurse permanently on site at school                     |
| • Little accidents                           | • Calls from the school nurse if my children hurt themselves at school  |
| • Minor injuries at school                   | • My child has been to the school nurse when she has had an injury etc. at school                                       |
| • My son regularly falls over etc. at school | • My daughter fell and Hurt her self a few times and was cured on the medical area of the school                        |
| • Occasional accidents in the playground     | • Yearly flu vaccination for the children. Year 1 sight and hear test   |
| • Occasional injury                          | • Son injured himself and was sent home   |
| • Only after illness or accident at school   | • Vaccination   |
| • Plaster for falls                          | • Vision and hearing screening  |
| • Falls in school                            | • Flu vaccination   |



# Parents 5-19 year olds: School nurse

## Please give your reasons for the satisfaction scores?

Very satisfied	Amazing to have someone present in school who was able to help rather than writing for GP
Very satisfied	The School Nurse dealt with the situation fantastically well and had full confidence in her care for my son
Very satisfied	The school nurse in my daughter school is extraordinary. She's experienced, caring, and very trustworthy
Very satisfied	You get an email afterwards if it isn't a serious injury, or a phone call if it's something worse. The nurse is an asset to the school is well informed and helps you feel in touch with anything that happens
Very satisfied	The school let us know when an injury has occurred and the treatment administered for it
Very satisfied	Debbie is fantastic with the kids, they all adore her
Very satisfied	The School Nurse is always friendly and a person of trust for the children
Very satisfied	Very kind and friendly as always
Very satisfied	She's always very friendly and knowledgeable
Satisfied	Usually notified quickly when there's an issue
Satisfied	I had no direct contact with the nurse other than receiving a letter of the results of the tests conducted in school
Satisfied	She is great but I feel rather overstretched by the school
Satisfied	I haven't had personal contact with the school nurse, but have always been impressed the school attends so diligently to any bumps - informing parents with a call immediately after to explain what has happened
Satisfied	She did first aid when my kid got chin injury a year back.
Satisfied	Height and weight check in reception and year 6
Satisfied	Good communication and did what they had to do
Satisfied	I don't deal much with school nurse for younger son as my older one as he has special needs and my older son as I said don't live with me he will be 18 end of this month
Neutral	I would have liked the school to have warned with a note the times my children have fallen, hurt or come home with injuries from the school. However I did not get any notification
Dissatisfied	Son needed to go to a and e which had not been recognised by the nurse/1st aid team

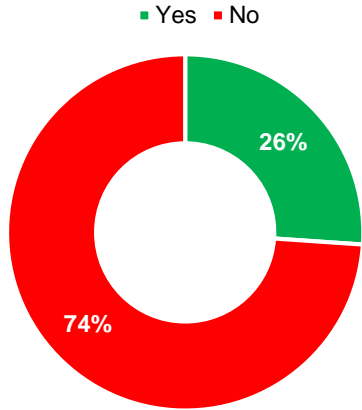
# Parents 5-19 year olds: School nurse

## Is there anything else you can add to improve the service?

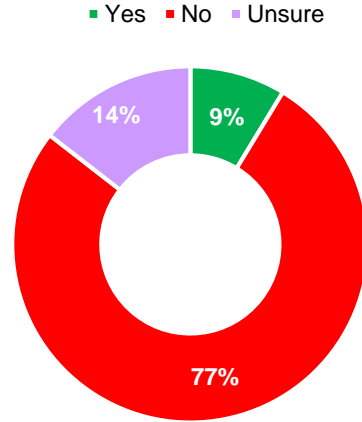
- A record of weight and height in a notebook red
- Clarify and communicate to parents what the role of the school nurse is
- I don't know if you need termly newsletters but even just something that can occasionally go into the school newsletter would be useful or linking to your website. Also we didn't have vision screening in reception poss. due to lockdown. I took my daughter for an eye test and the optician said due to lockdown remote learning etc. they were seeing lots of eye strain. Info about things like this would be useful
- I suppose it will be good to have cook sessions with the kids
- I would like you to give more advice to children on the importance of taking care of oral health, teaching them more generally about health and also preventing them because although they are exempt from wearing a face mask, COVID-19 is dangerous for everyone
- If attending a child with additional needs to advise parent when attending and Feedback
- If children live in Brent, but attend schools outside Brent, does this mean our children get missed? My son is 15 and is autistic. If I hadn't chased the surgery for his well-being check it wouldn't have happened. He hasn't received his HPV vaccine either
- Include the session for healthy amongst kids and promote the same
- Mental health care is not enough in secondary schools and majority of primary schools. The school my daughter goes (primary) is amazing and other schools should follow suit. I'm mostly fear for teenagers and the lack of mental health resources they have
- More staff training in various medical conditions/diagnosis and how to support child in school with this with parental and GP guidance
- Regular visits to check for nits, issue vaccinations, drop in for children to discuss concerns
- Should be integrated with emotional / mental health. Sending a letter to advise parents your child is overweight has effect on me as a parent that I am letting my child down. Not very useful. How about free school dinners for all years, other borough schools offer this. Find out which school families experience food poverty and ensure those children are given free healthy snacks
- The school health service needs to be visible because I've never met a school nurse. The nurse should be incorporated into all aspects of school life and be present and available and accessible because how else would we know
- To have a nurse on-site at school

# Parents 5-19 year olds: Weight management team

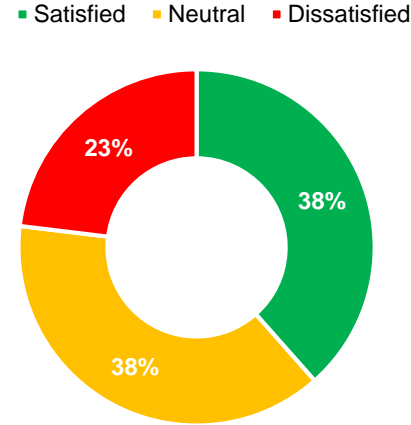
Are you aware of this service? *n=69*



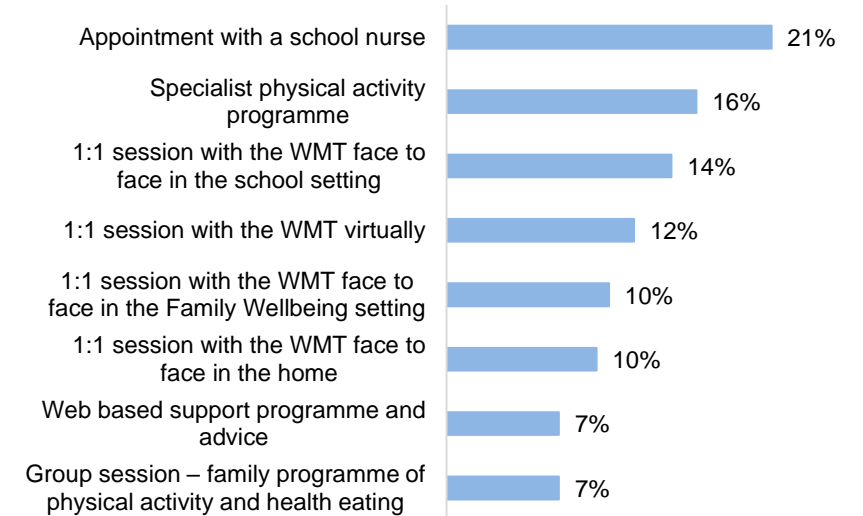
Have you or your children ever been in contact with this service? *n=69*



How satisfied were you with the service you received? *n= 13*



If your child were to be found underweight, overweight or very overweight, what type of help would you prefer? *Multiple response, n=62*



## If you or your children have been in contact with the Weight management team, what intervention did you receive?

- Just a letter after the height and weight has been taken
- Letter when they were weighed in reception
- We received a letter several years ago saying our youngest child was overweight - we felt this was irresponsible/lacking context (she is small/young for her year group versus peers and clearly - at the time - still had a more toddler-like build, anyone who had actually looked at her could tell she wasn't overweight). I therefore have reservations about how this team operate - we are confident/educated parents who were happy in our own judgements, but this kind of intervention could have sent someone into a spin/had adverse effects

# Parents 5-19 year olds: Weight management team

## Please give your reasons for the satisfaction scores?

**Dissatisfied** They said my child was overweight. GP confirmed she was not anywhere near being overweight and had been mid weighed. Needless worry

**Very dissatisfied** Team needs to be careful that in borderline cases they take the age/build/general phase of development into context before issuing any intervention

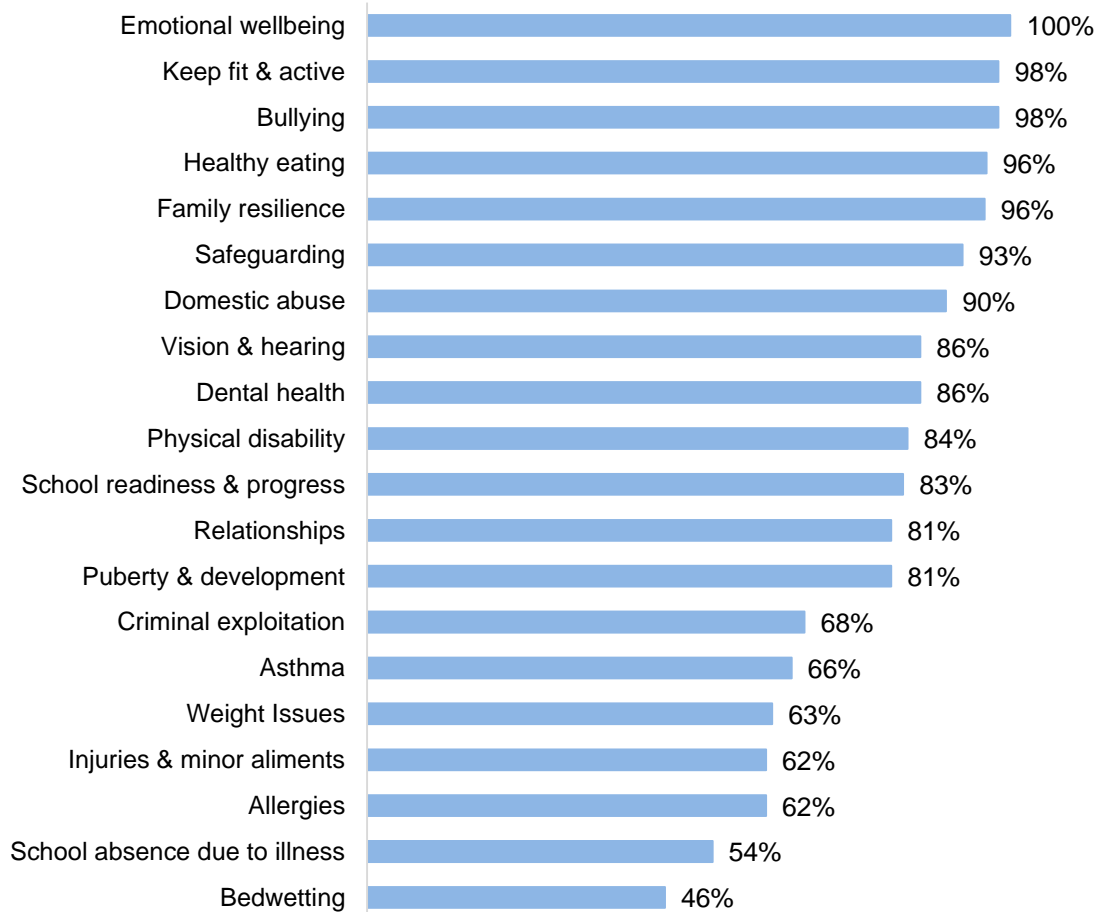
## Is there anything else you can add to improve the service?

- A record of weight and height in a notebook red
- Apply common sense and context before making an intervention
- Have a dedicated school coach and ongoing daily sports activities and structured playtime involving sports
- I would prefer to manage this myself, I do not need the school's involvement in this and have not given permission for my children to be weighed at school
- The weight management team should also be a visible service in schools and the community and a face or faces should be identifiable and contactable and open access for parents and children. This service should be a big part of school life
- To include weight checks and register in each term for record
- Who are they? When do they get involved?
- Working on equalities can achieve better progress for better physical and mental health

# Parents 5-19 year olds: Health issues

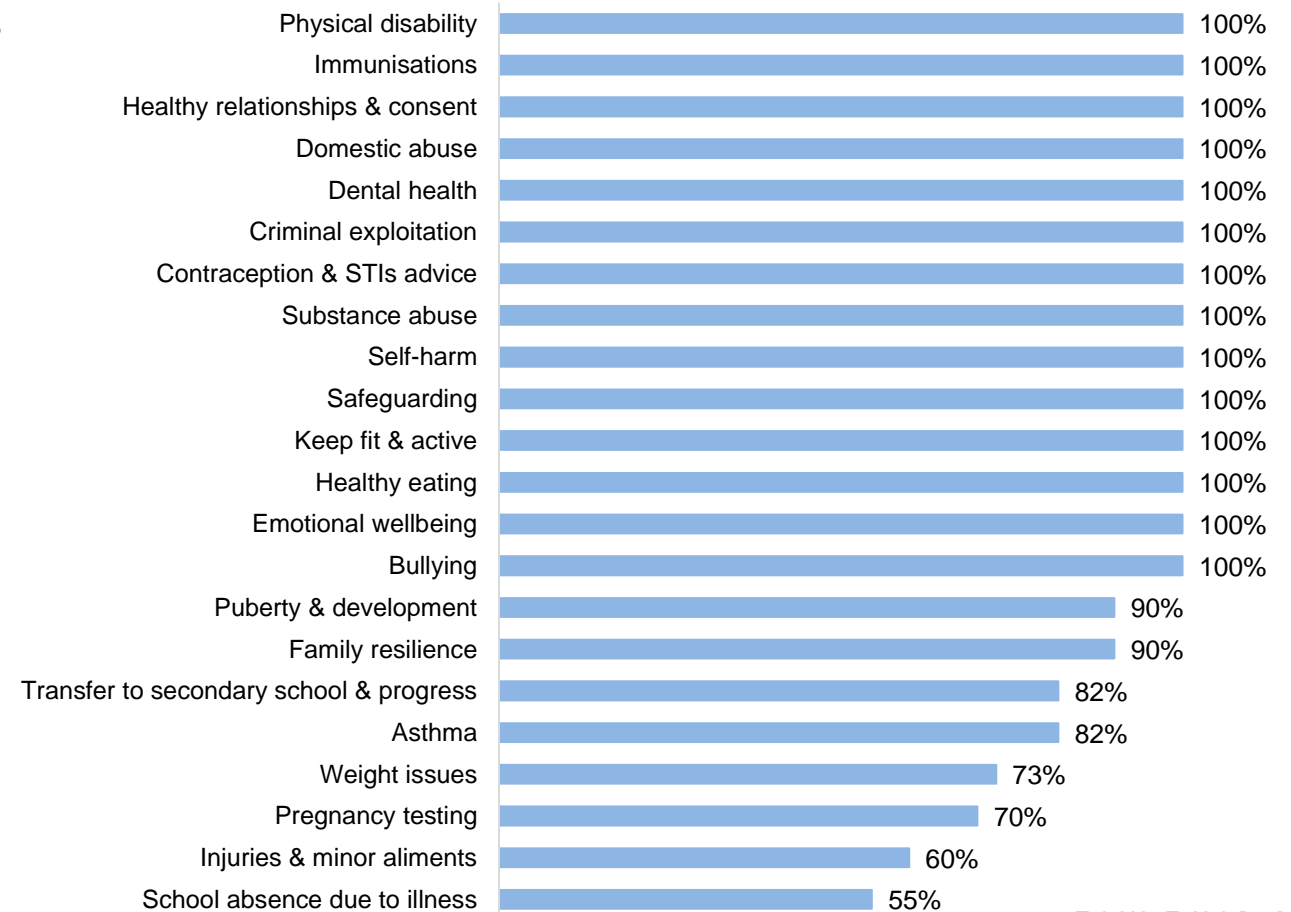
## What do you think are the most important health issues for children in primary school?

% who said very important or extremely important, n=50 to 54



## What do you think are the most important health issues for children in secondary school?

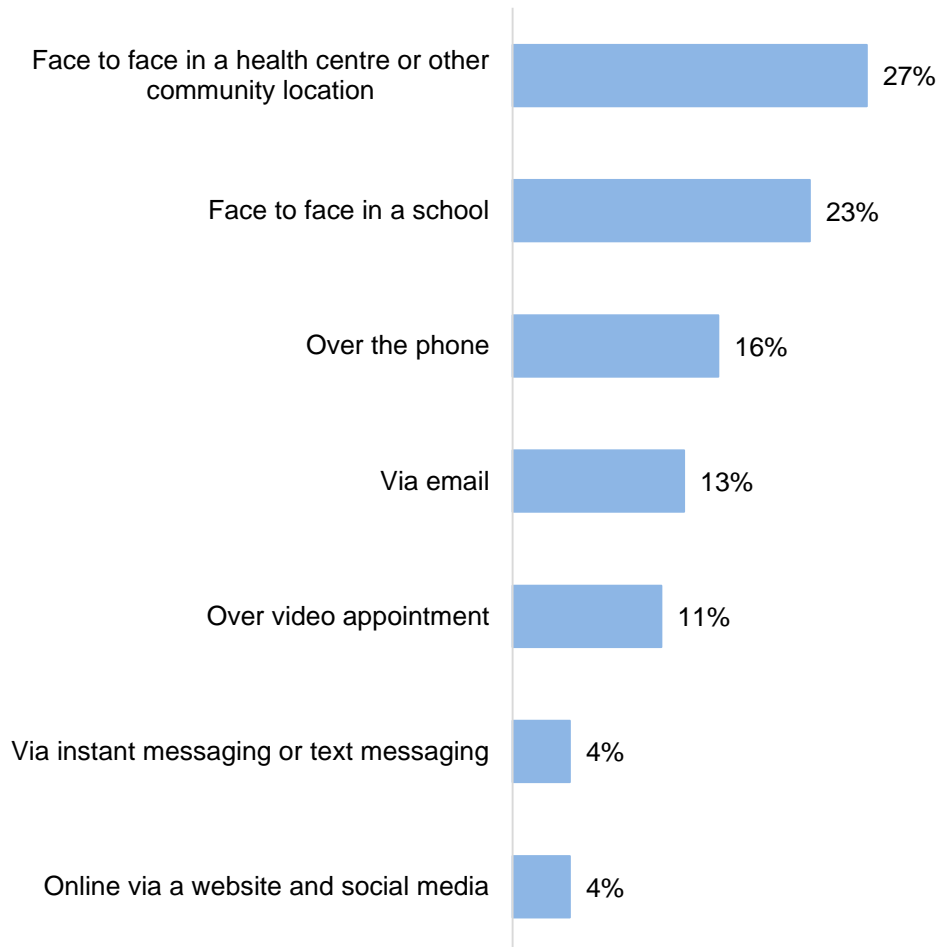
% who said very important or extremely important, n=10 to 11



# Parents 5-19 year olds: Support

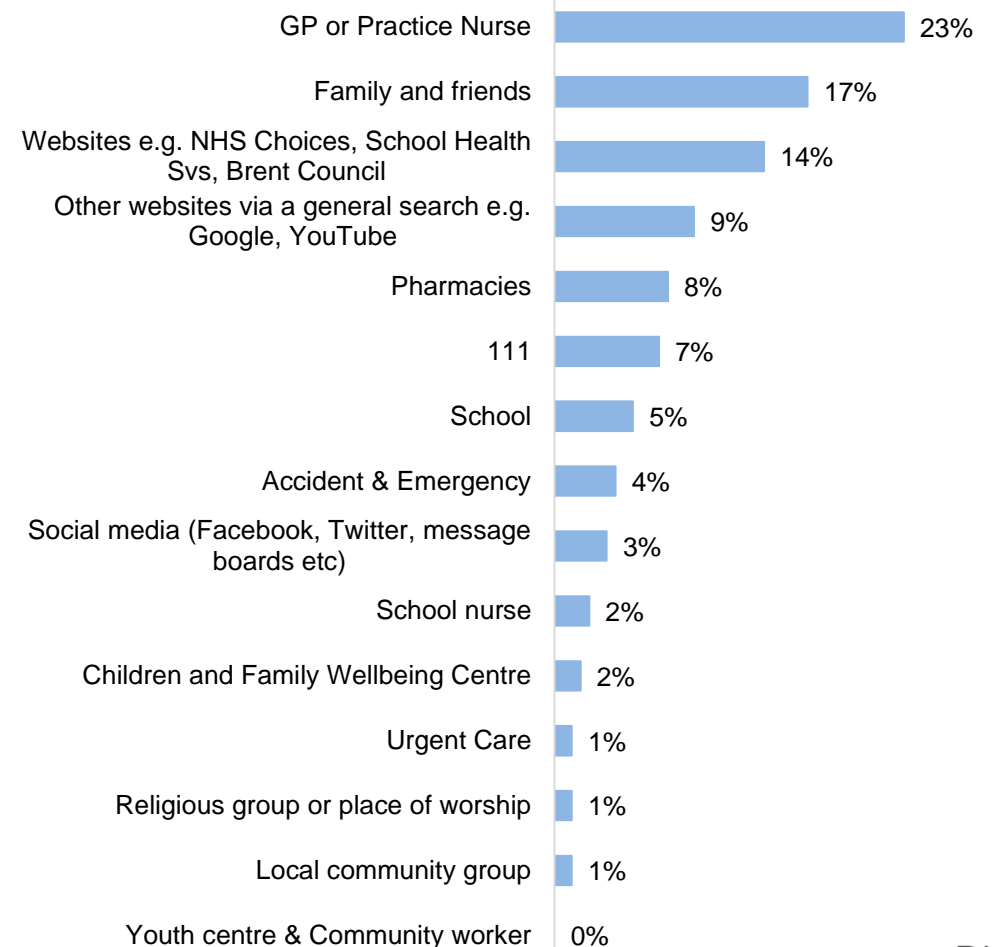
**If you were worried about your child's health and wellbeing, how would you prefer to access info and support?**

*Pick top three, n=37*



**Where do you get most of your information and support when making decisions about your children's health?**

*Pick top three, n=38*



# School staff views on Children & Young people aged 5-19

# School Staff 5-19 years old: Summary

## 61 respondents

### School health service

- Approx. half was aware of how to contact the School health service. A third said they didn't know
- Of those that have used the service in the last 12 months, two-thirds were satisfied with the service
- Nearly everyone said they would find it useful if the nurse provided an drop in session and performed a school health profile

### Weight management team

- The majority wasn't sure how to contact the Weight management team
- Of those that have used the service, a third was satisfied with the service, two-thirds were neutral

### Top health issues for primary school children

- These all scored 100% and nearly identical to what Parents said - Safeguarding, Relationships, Keep fit & active, Healthy eating, Emotional wellbeing & Bullying

### Top health issues for secondary school children

- These all scored 100% - Puberty & development, Domestic abuse, Safeguarding, Healthy eating & Emotional wellbeing

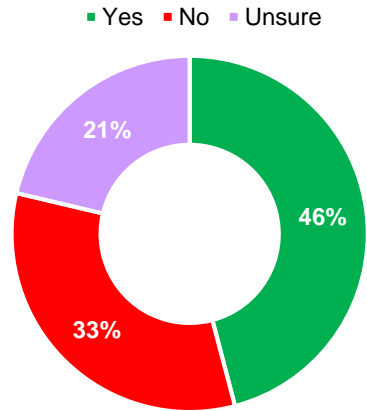
### Most helpful ways for health & wellbeing support to be provided to parents

- Face to face school appointments, School group workshops

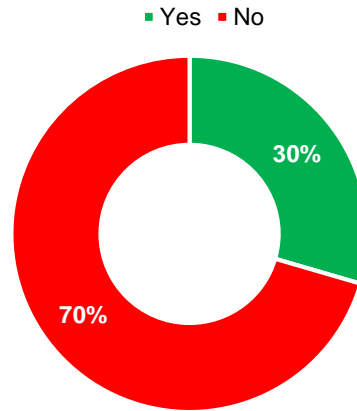


# School staff 5-19 year olds: School health service

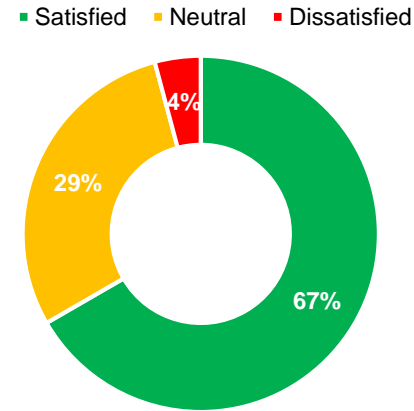
If you were concerned about the health and wellbeing of a child or young person, do you know how to contact the following services? *n=61*



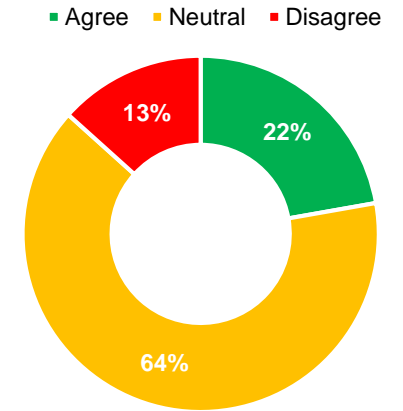
Have you worked with the following services in the last 12 months? *n=61*



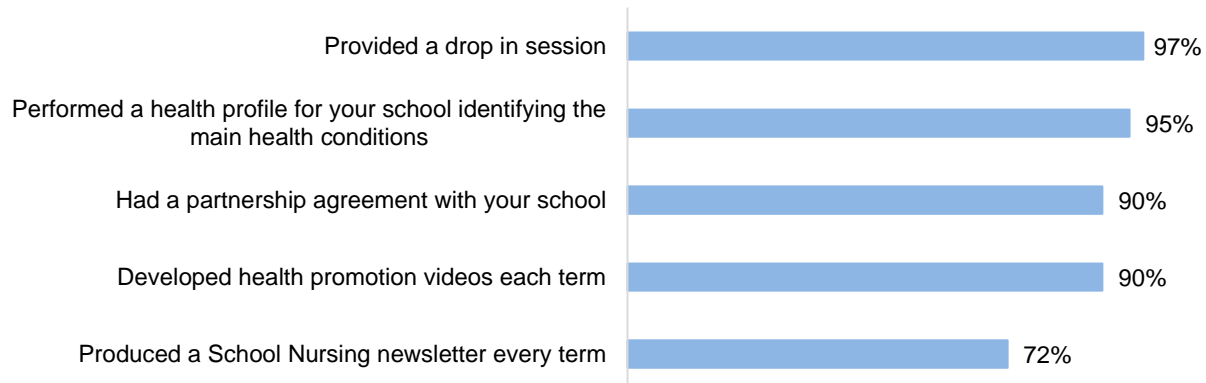
How satisfied were you with their service you received? *n=24*  
*(small sample as only those that used the service are asked this question)*



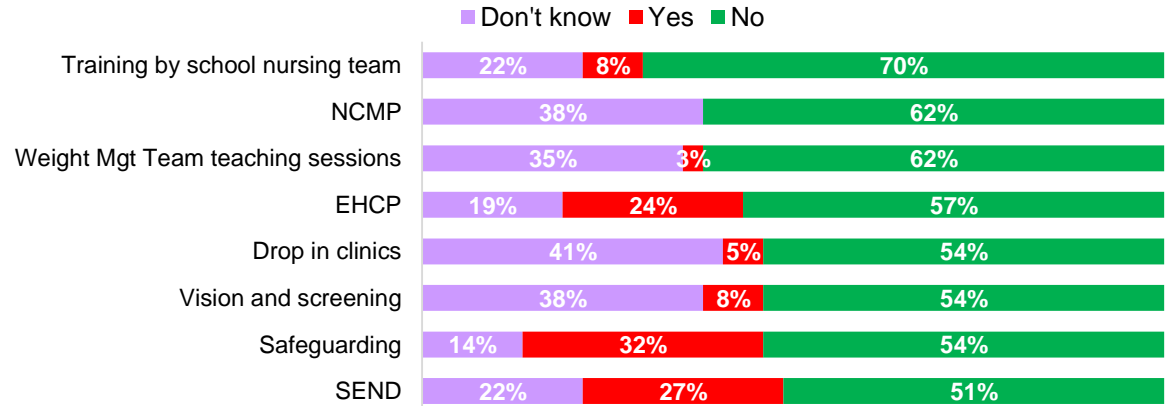
How strongly do you agree with the service meeting our school's needs in terms of supporting the health and wellbeing of students? *n=45*



Would you find it useful if the school nurse...  
*Show % who said 'yes', n=39*



In the past, have you had any issues with any of the following?  
*'No' is the positive score, n=37*



# School staff 5-19 year olds: School health service

## Please give your reasons for the satisfaction scores?

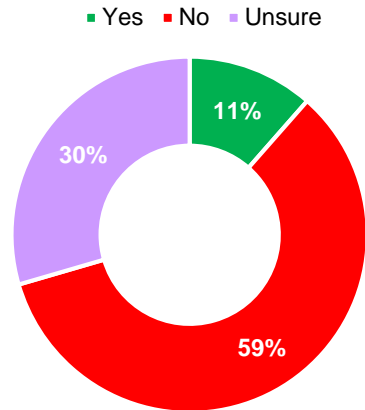
Very satisfied	They always phone and book there time in with us and if I need any advise they are always at the end of the phone or call me back
Very satisfied	Efficient, personalised work. However, I would like them in school more as the work is so beneficial and more should have access to it
Very satisfied	Contacted the school nurse regarding a couple of students, she was able to direct me in the correct area and help me with a support plan for a couple of female students
Very satisfied	They maintain regular contact, act quickly on issues presented and have a good relationship with all students they come in to contact with
Satisfied	The School Nurse service support with LAC and CP cases, do the regular in school health checks and flu vaccinations
Satisfied	I have previously found that the nurse that visits the school does not come on a regular basis due to her increasing work loads. I would hope that we would be able to see her within the week of requesting a visit as well as see her on a termly basis. Especially to see our LAC students and those with long-term medical conditions and new diagnoses
Satisfied	Our school nurse is excellent - but overworked. A model whereby a nurse has a dedicated day or half-day in a school would be much more beneficial. We would also appreciate more preventative and diagnostic work, and greater link up with the vaccination teams for a more cohesive student experience. Links with GPs is unreliable and slow to respond, which slows down MH and safeguarding responses when situations can be high risk
Satisfied	I work with the SHS with children who are subject to Child Protection or are a Child in Need. The SHS regularly meet these children to look after their health. The practitioners always provide comprehensive feedback in meetings that help support decision making
Neutral	It is obvious when the professional is on site or how often
Very dissatisfied	Team very supportive. Available for discussion quickly when situations are uncertain

## Is there anything else you can add to improve the service?

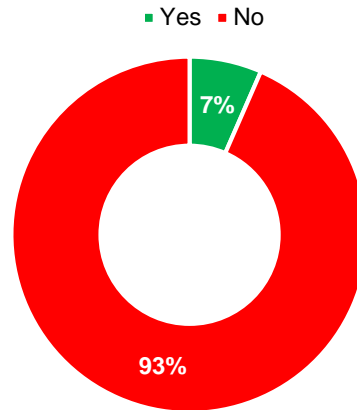
- I feel that the school nurse should have more time in schools as she is in demand over a variety of schools. That way we could have more consistency and be able to follow through with students regular rather than having to wait a period of time due to the work load
- More in school workshops for students so they know they can reach out if needs be. The students should be taught about their health
- The problem is that school nurses are stretched and only able to help with children with a social worker
- There would be two improvements - that the service would be able to be open to more students and that the referral information would be more readily available
- Updating contact information for health care professionals to contact regarding safe guarding concerns
- We have requests from parents for advice on a variety of issues, e.g. toilet training, fussy eating. It would be useful to have guidance on where to point parents for help
- How often are visits made?
- I feel that the school nurse should have more time in schools as she is in demand over a variety of schools. That way we could have more consistency and be able to follow through with students regular rather than having to wait a period of time due to the work load
- More in school workshops for students so they know they can reach out if needs be. The students should be taught about their health

# School staff 5-19 year olds: Weight management team

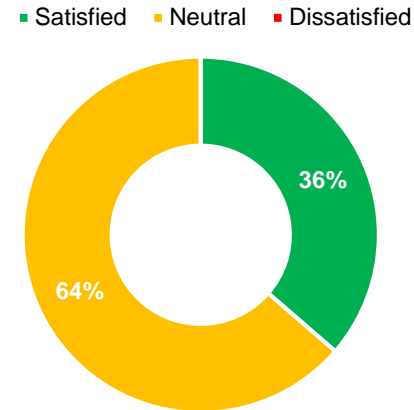
If you were concerned about the health and wellbeing of a child or young person, do you know how to contact the following services? *n=61*



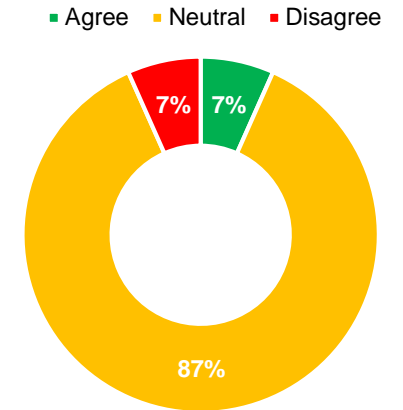
Have you worked with the following services in the last 12 months? *n=61*



How satisfied were you with the service you received? *n= 11*  
(small sample as only those that used the service are asked this question)



How strongly do you agree with the service meeting our school's needs in terms of supporting the health and wellbeing of students? *n=45*



## Please give your reasons for the satisfaction scores?

Very satisfied	If is always the same people for the health service that do weight management
Very satisfied	Helpful, supportive and solution based which is perfect for our students and parents. Great work, but only wish we could use more/access more students
Neutral	I have never met with them The nurse does use the scales when she visits

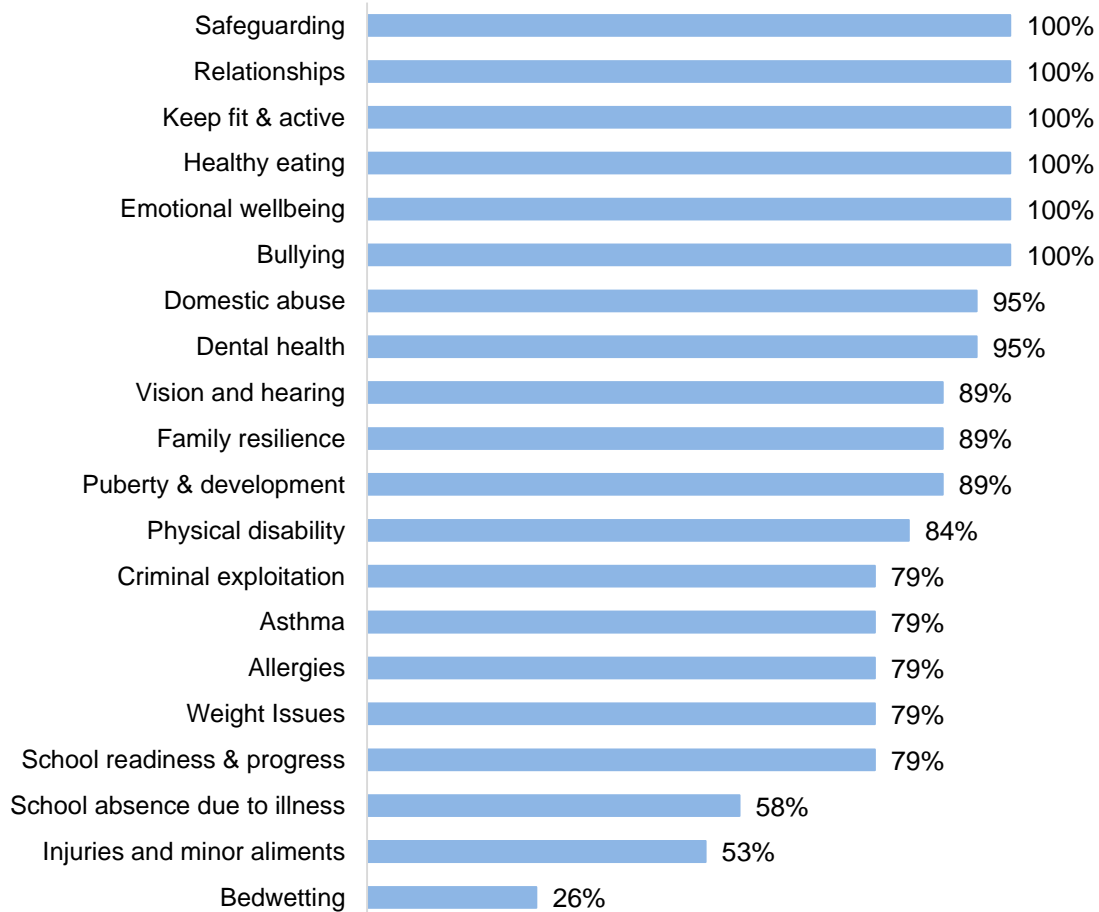
## Is there anything else you can add to improve the service?

- Don't know anything about this service - access to more information about it
- How regularly does the school nurse attend the site to assess students who have issues with weight?
- I did not know about this service and feel they need to promote themselves and make schools more aware of how we can access them and what they do
- I think we need to keep a closer eye on those children who are over weight and help them and parents to manage it from as soon as it is apparent. There should be a meeting/ inset or at least an email with more information on how to refer children, what the process is and what can we do as a school to help
- More in school workshops for students so they know they can reach out if needs be. The students should be taught about their health
- The existence of the service was unknown to me. I would like more information regarding the criteria for referral and how to refer into the service

# School staff 5-19 year olds: Health issues

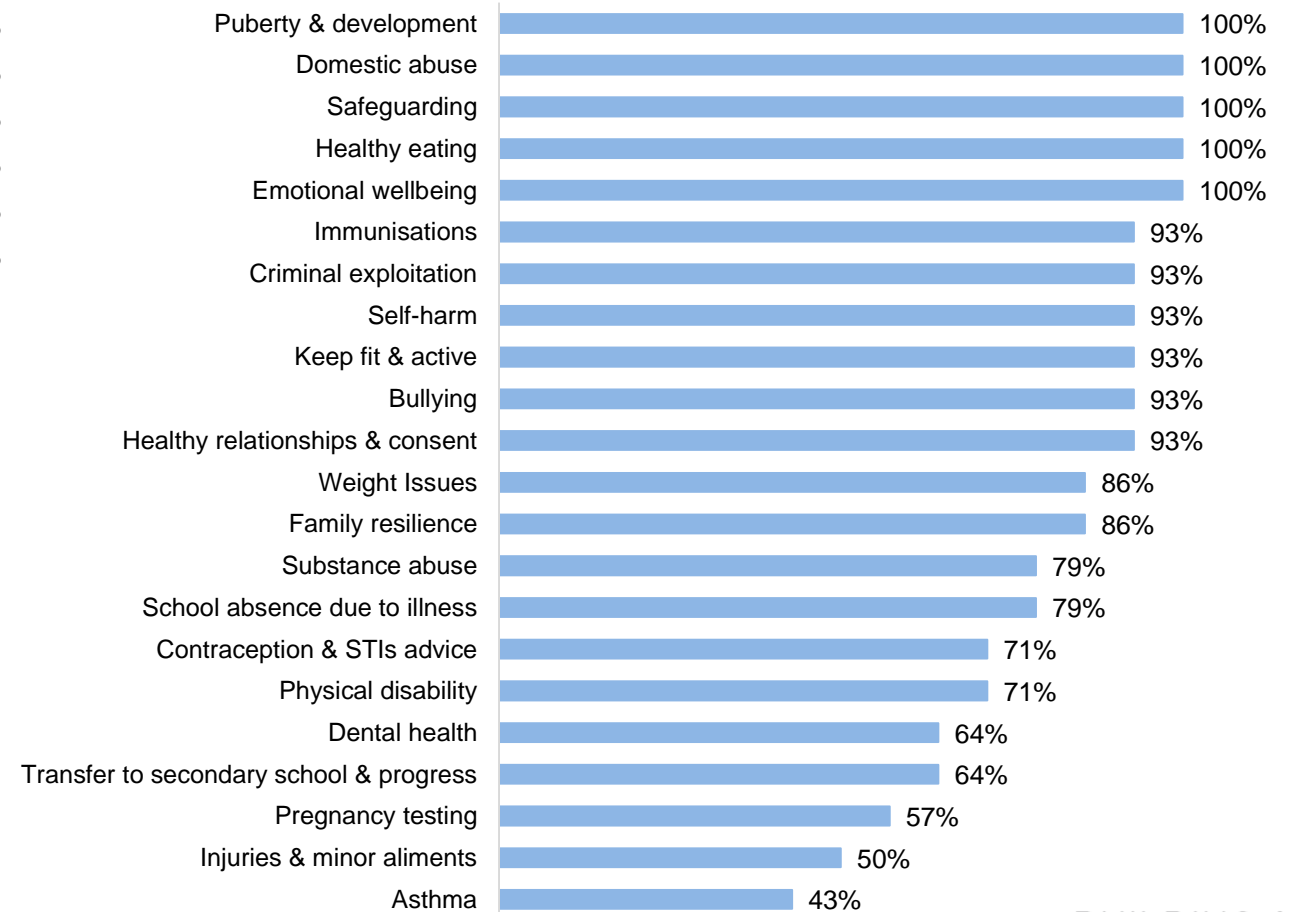
## What do you think are the most important health issues for children in primary school?

% who said very important or extremely important, n=19



## What do you think are the most important health issues for children in secondary school?

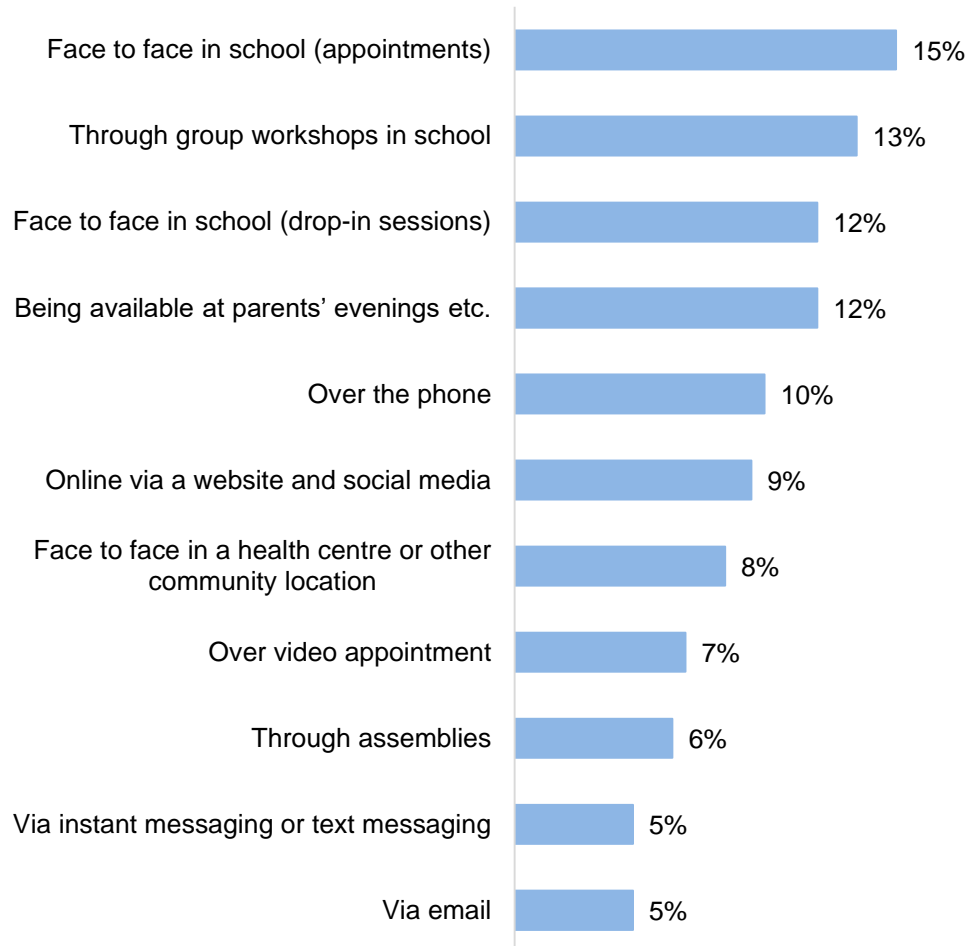
% who said very important or extremely important, n=14



# School staff 5-19 year olds: Support

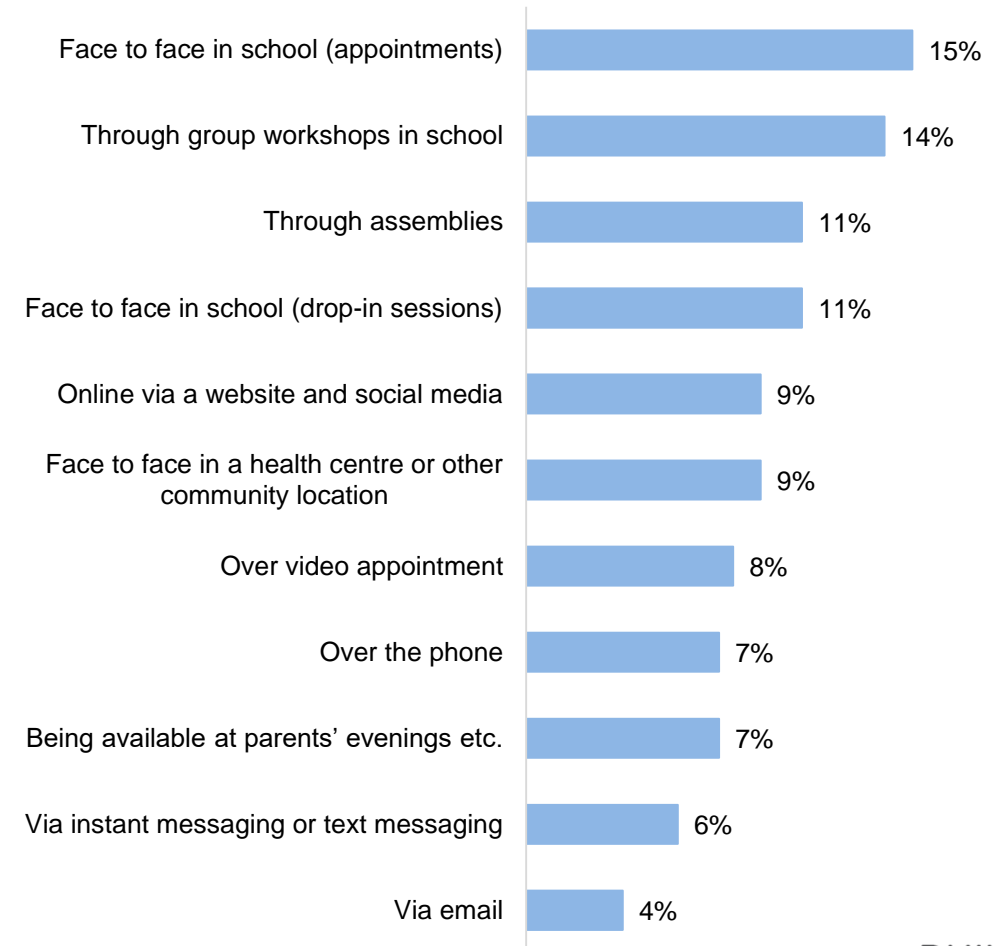
## The most helpful way for health & wellbeing support to be provided to **parents of children aged 4-11?**

Multiple response, n=26



## The most helpful way for health & wellbeing support to be provided to **children & young people aged 11-19?**

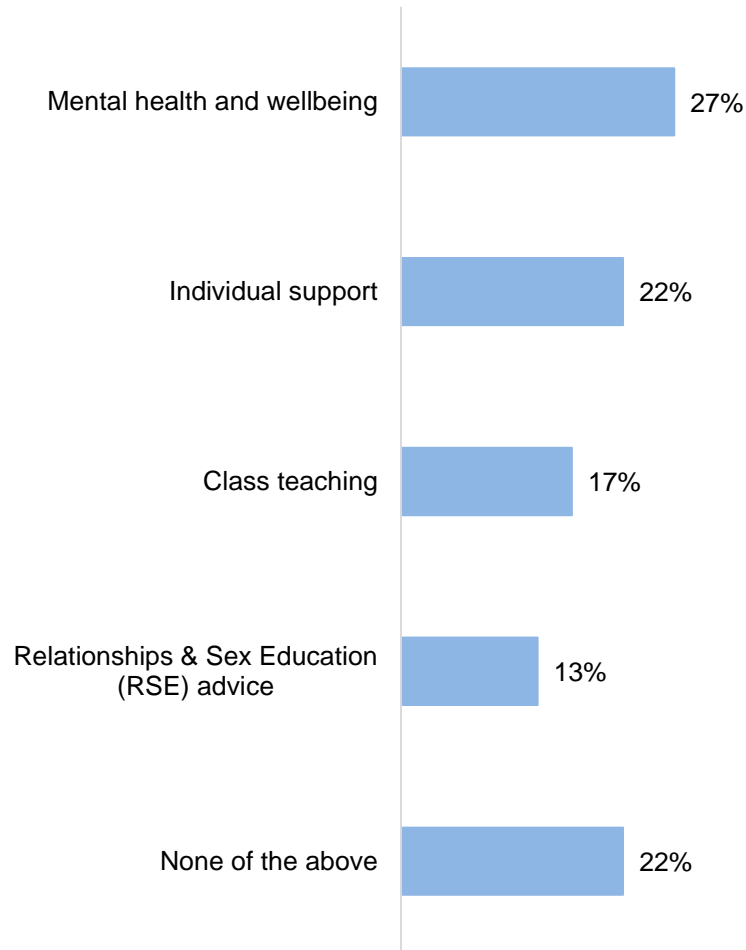
Multiple response, n=27



# School staff 5-19 year olds: Tools

## Have you accessed any of the following for your students?

Multiple response, Show % who said 'yes, n=27



## What do you think would have the greatest positive impact on the health and wellbeing of your pupils?

- A health programme that are tailored towards the demographic of the population The programme is repeated for the specific age level to take into account the transient population It would also be able to be tailored towards specific communities including delivery in different community languages
- A regular programme of visits by health professionals to school to cover health issues
- Consistent approach to finding ways to support YP. Clear guidance & signposting, Directory of services
- Drop down days/one to one access and small group work is better than an assembly
- Drop in sessions for children and parents and an inset for staff
- If children did not have to worry about exams and tests However, for that to be possible, we should find another way of assessing their progress
- In school, face to face support
- Increase hours dedicated to physical activity and health
- Knowing that if they had an issue that there would be an opportunity to consult with a nurse rather than discuss with a doctor, as appointment are very difficult to arrange under the current climate
- One to one sessions / mentoring available for all children, so adults can check in with them outside of a classroom setting, and children will receive support from someone who is not their teacher
- Open channels of communication
- Regular assemblies and training for staff
- Staff trained in the delivery of the topics to be discussed with time and finance provided It is not good enough to expect/force classroom teachers to attempt to provide such important and specialised advice on top to the already excessive workload and responsibilities
- Support with how to manage those children on the waiting list for CAMHS
- They are able to access help. They feel they are listened to. They get the support required
- To have explicit scheduled time to discuss issues

# Stakeholder views on Children and Young People aged 0-19

# Stakeholders 0-19 years old: Summary

## Stakeholders 0-5 years olds (14 respondents)

- Small response. Although this isn't robust, there is some insight to be had
- 7 of the respondents were from the Speech and language team, 2 Paediatricians, 1 GP, 1 Childminder, 1 Perinatal OT, 1 Early years childcare settings staff, 1 Midwife

### Health visiting service

- Approx. half was aware of how to contact the service. Nearly a third said no. Of those that have used the service, nearly a half were satisfied with the service
- When asked what they most value most about the service, the ability to be able to contact them came out on top, followed by listening, assessing issues and providing a timely response
- Increasing partnership working and harnessing technology to access evidence-based information were seen as the two main areas the service need to change in the coming years

### Breastfeeding peer support team

- The majority wasn't sure how to contact this team

### Top health issues for children 0-5 years olds

- Immunisations, Family resilience

## Stakeholders 5-19 years olds (5 respondents)

- Too small of a response to do any meaningful analysis
- 4 of the respondents were from the Speech and language team, 1 from School SENCO



# Stakeholder 0-5 year olds: Services

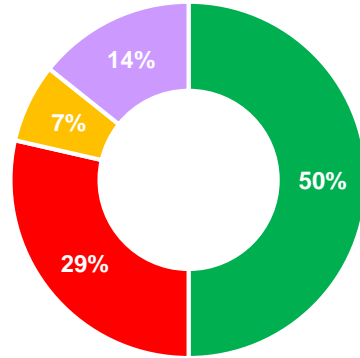
If you were concerned about the health and wellbeing of a child do you know how to contact the following? *n=14*

Have you worked with the following services? *n=14*

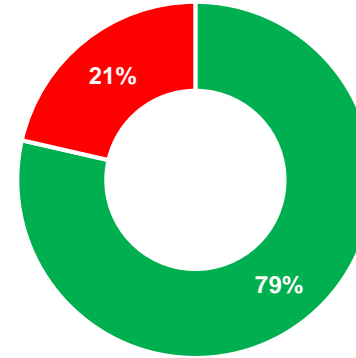
How satisfied were you with the service you received?  
*n= health 11, breastfeeding 2*  
 (small sample as only those that used the service are asked this question)

## Health Visiting Service

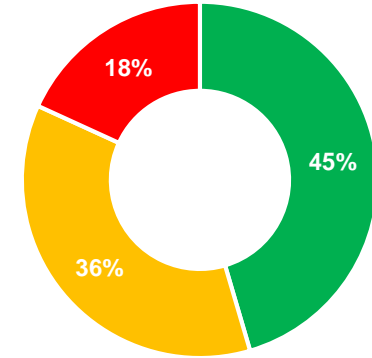
■ Yes ■ No ■ Refer to someone else ■ Unsure



■ Yes ■ No

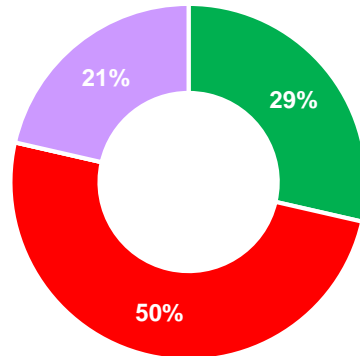


■ Satisfied ■ Neutral ■ Dissatisfied

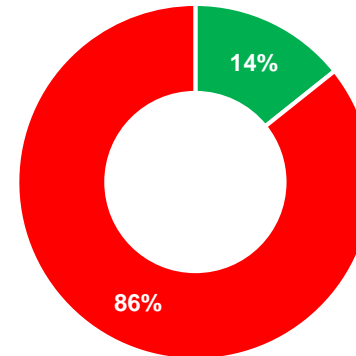


## Breastfeeding Peer Support Team

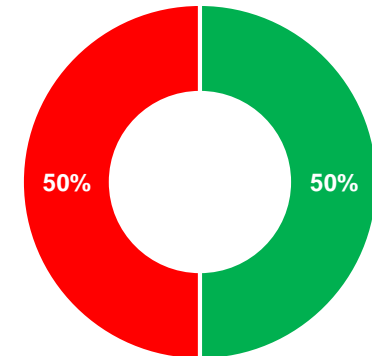
■ Yes ■ No ■ Refer to someone else ■ Unsure



■ Yes ■ No



■ Satisfied ■ Neutral ■ Dissatisfied



# Stakeholder 0-5 year olds: Services

## HEALTH VISITING SERVICE

### Please give your reasons for the satisfaction scores?

Satisfied	A Locum HV made regular contact recently which was excellent, other than that, liaisons are more limited, responses to messages are not always immediate
Satisfied	Concerns about a child attending A&E which do not fulfil criteria for referral to social services, such as accidental ingestion of a parent's medication
Neutral	I have always found individual health visiting staff to be really approachable and have worked collaboratively with a number of staff members. It can be really difficult however to keep the level of involvement maintained due to all services being stretched. This is not helped by us not having automatic sharing of records - I always get consent when I see a family to be able to share the S1 record, and will look through to see health visiting involvement, but I don't know that health visiting staff routinely look at our records/reports on the system for therapy updates when they see a family
Neutral	I have worked in the area for many years and have had good relationships with several individual HVs. There is a need to look again at the role in relation to the current demands of acute and community services. I would like to suggest that as part of any review, a workshop is arranged to provide information exchange about the services in each and also to consider some joint training initiatives which can be scheduled which can help rebuild relationships
Dissatisfied	I felt that the service was very stretched and were unable to see and follow up mothers' children as frequently as required
Dissatisfied	I find them hard to get in touch with, and notes on S1 are not updated when we need to be able to see these to liaise and work together. I found myself going round in circles trying to get in touch with someone who was not really able to listen and understand what my concerns were.

## BREASTFEEDING PEER SUPPORT TEAM

### Please give your reasons for the satisfaction scores?

Very satisfied	Superb team. have been working very closely with local paediatricians and midwives to improve services see "It Takes a Village" report
Other	I am not really aware of their existence, although I work in feeding and dysphagia, so I don't know that this time is well known, none of my families have ever mentioned having support from them although lots will have had issues with breastfeeding
Other	I would like to know more about the service and how to refer

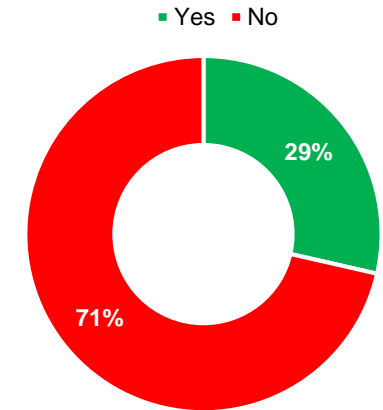
## MECSH REFERRAL

### How you would refer a client to MESCH?

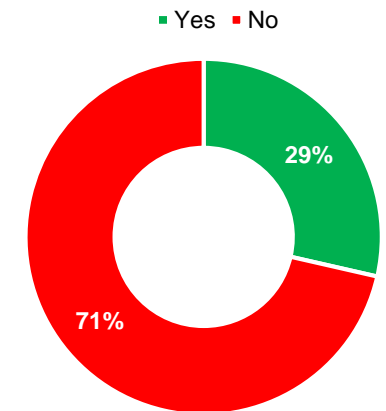
- I would send an email and outline why I thought the family would benefit
- It's highly unlikely I would do this as I am not seeing children of 8 weeks or under. I do have all the info though from attending MESCH update recently and have materials and links I need to refer. It's not all in my brain, but awareness and where to find the information is!

## MECSH

Are you aware of MECSH? *n=14*



Do you know how to refer a client into this model? *n=14*

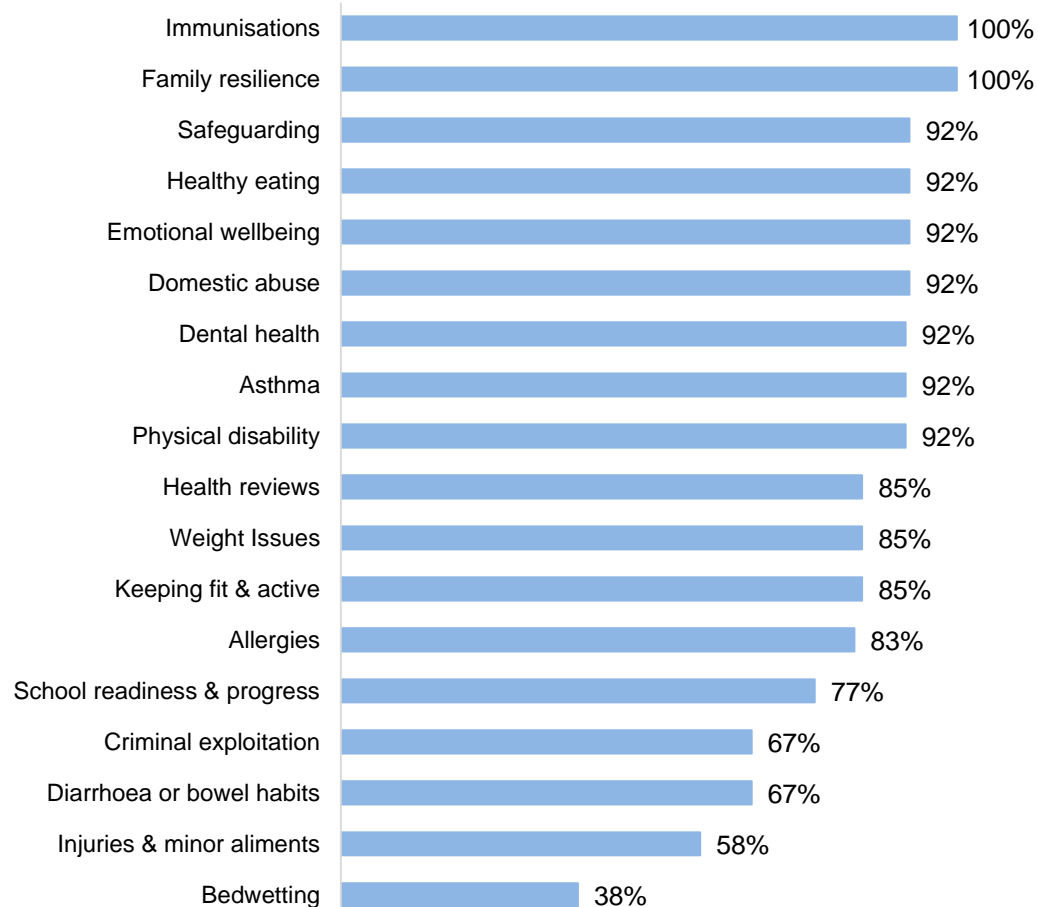


Sample sizes (*n*) in graph titles

# Stakeholder 0-5 year olds: Health issues, Value & Going forward

## What do you think are the most important health issues for children aged 0-5 years?

% who said very important or extremely important, n=12 to 13

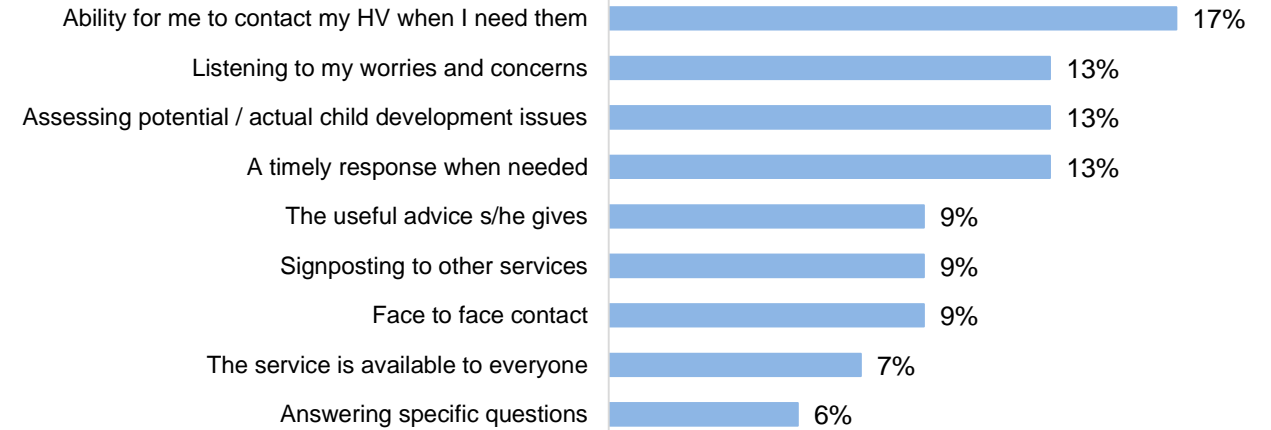


Sample sizes (n) in graph titles

Family resilience means unemployment, parental conflict i.e. divorce

## What do you think service users most value about the health visiting service?

Pick top three, n=13



## How does the health visitor service need to change over the next 2-5 years?

Pick top three, n=13

