

## Start Well – Healthwatch Derbyshire Data

Summary of recent Healthwatch Derbyshire data related to Children and Young People.

### CAMHS

The most talked about service category for CYP is CAMHS. The top themes for this service category are Access and Waiting.

- CYP have spoken to us about not being offered support whilst waiting for CAMHS.
- Parents have spoken to us about their child “not meeting the criteria” to access the service, and then not knowing what to do.
- Many have spoken to us about the lack of explanation when they don’t meet the criteria.
- “The long waits are having an impact which affect my child and our wider family and within school.”
- A few parents have spoken to us about schools not being supportive of mental health conditions and anxiety.

### Health Visitors – Baby

The second most common service category we are hearing about is Health visitors and the top theme from this is Access:

- People have spoken to us about the fact it is more difficult to access professional support without baby clinics.
- People have said they are relying on having friends and have met with them to do their own “baby weighing sessions.”
- One parent said that she has a phone number for a health visitor, but she often leaves voicemails and has to wait for a reply, which doesn’t always happen. Which leads to her going to her GP. Meaning more GP appointments are being taken up.
- One person said: “As a first-time Mum of a two-year-old, I would have liked more professional support than just a 12-month and a two - two-and-a-half-year check. When talking with other Mums I have often felt that my child is the only one not sleeping. It would be nice to have some reassurance. Something like a stay-and-play health visitor or a drop-in clinic would be extremely valuable. Sometimes you need to talk to someone”

### Children’s Social Care

- A Grandparent spoke to us about special guardianship “I feel like social work support came abruptly to an end once we were given special guardianship, it would have been better if some level of support from social services had been maintained.”

## Podiatry

The most common theme for podiatry is Access:

- Parents have told us their children have had infected or ingrown toenails.
- Parents have been contacting their GP and health visitor, as there is no podiatry provision for under 11 years of age.
- One parent told us that they do not wish their child to have repeated antibiotics, they would like clarity as to why the NHS in Derbyshire does not provide a paediatric podiatry service.

## Paediatric Care

- Parents have spoken to us about waiting for referrals for specialist services, one parent who was referred by the GP and waiting said, “My toddler was having regular ear infections and we ended up at A&E because it took so long to see someone.”

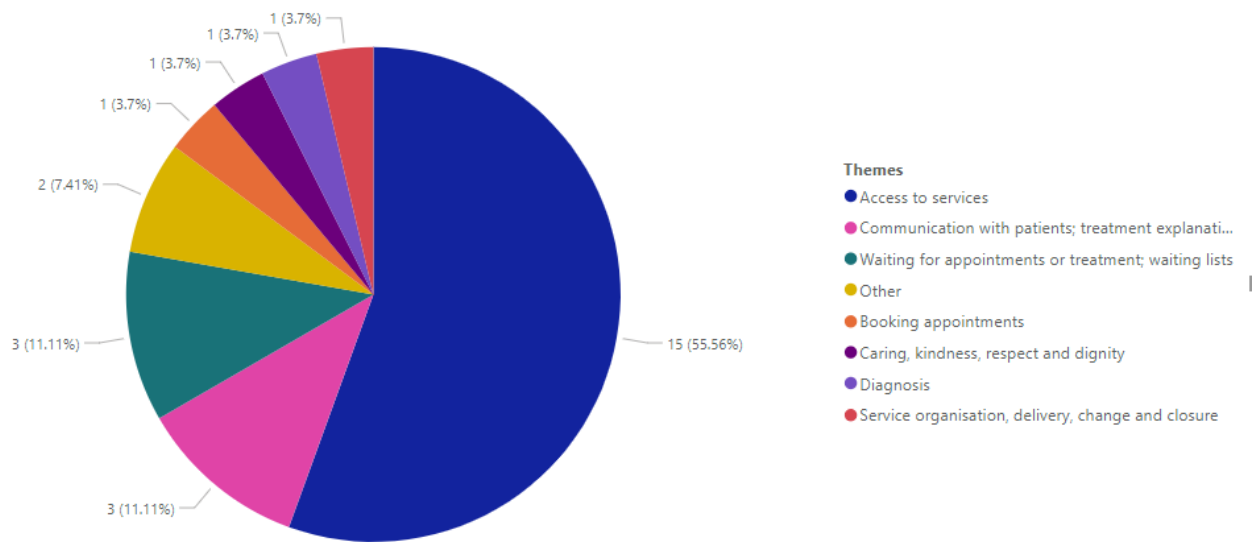
## Positive feedback

- “I had wonderful support from the Derbyshire Young Carers Programme. They have supported me in and outside of school.”
- “My GP made sure I had a same-day appointment for my baby” – GP practices try their best to do this and it mostly seems to happen.
- “My 8-week post-partum check-up with my GP was great. My baby and I were checked thoroughly, and I didn’t feel rushed.”
- “As a new Mum it was great that my GP arranged a mental health check for me as well.”

## Charts:



Count of Themes by Themes



Count of Select Overall Sentiment by Select Overall Sentiment

