

Bolton

Together



Summary Report for 0-19 Engagement - Under Fives

1st April 2021 – 31st March 2022

Organisation Completing the Engagement	Bolton Toy Library
Target Group of Young People/Parents Engaged	<p>300 Diverse Parents (208 females/89 males) representing (0-5 years) children as follows:</p> <p>169 white, 97 Asian, Asian British, 25 Black African, Caribbean, Black British plus 9 Other Ethnic group</p> <p>These represented 296 Heterosexual 2 prefer not to self-describe and 2 prefer not to say</p> <p>This represented 304 (0-5 years) children 97 (5-11 children)</p>
Total number of young people engaged over the period of engagement	300 Parents
Method/s of engagement used (please provide some detail)	<p>Parents completed Questionnaires detailing 10 specific NHS services:</p> <ol style="list-style-type: none">1)Maternity2) health visitors3) GPs4)Paediatric Disability Services5) A & E6)Hospital7) Outpatient appointment8)Community services9)Dental

This engagement was delivered via The Bolton Together Consortium and funded via the 0-19 Service, NHS Bolton Foundation Trust

	<p>10) Any other services. We asked them to record their positive and negative experiences along with any improvements to services.</p> <p>*They completed a separate demographic form as per GDPR.</p> <p>*Parents who struggled with written English gave verbal feedback.</p> <p>We collated these by collating those attending our various 'drop ins' and one to one sessions during the week.</p> <p>We went into the community during our Outreach Sessions, so we managed to record Parents from across the borough.</p>
<p>Summary of key points raised (including young people's experience of health services and what matters to them.</p>	<ol style="list-style-type: none"> 1) Improve access to GP and communication to parents 2) Respond to lack of dentists and waiting times 3) Face to face baby weighing is an urgent need for parents to ask for advice and check their baby's growth 4) Access to children's A& E needs to urgently be altered as it isn't appropriate to walk through adult A&E at prime times with people under influence of drugs/alcohol. 5) Access to Health Visitors – Parents felt concerns as they required advice, assessments, and general guidance on health issues for their new baby
<p>What Works</p>	<p>40 Parents reported that they feel supported by their Health Visitors.</p> <p>Maternity services have improved with care for Mothers and babies recorded as good.</p>

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	Paediatric Disability Team give good support and advice.
What Needs to Be Better	Recommendations
	<ol style="list-style-type: none">1) Improve face to face baby clinics (more drop in facility/more flexible enabling Parents)2) Improve GP face to face appointments and overall communication3) Improve Children's A&E so that families do not have to walk through A&E (adults)4) Improve dentist access and waiting time5) Improve speech & language support

A young mother (British Asian) of 4 children (1-10 years) used the maternity services in January 2020 to deliver her youngest son, who was born premature. She shared her experiences, explaining that the Maternity services had greatly improved in the 2 years since she had delivered her daughter.

“The department had greatly improved their offer of individual support to each Mum, I felt more able to ask for help when I was struggling with feeding my baby. It was a much better experience”