0-19 Years Public Health Nursing Services Re-commissioning
Consultation Analysis Report

July to September 2017

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1. Introduction

Northamptonshire County Council is responsible for making sure that all children (aged 0-19) are safe, as healthy as they can be, and that any health or development problems they have are identified as early as possible and the right treatment and care is offered.

This includes offering every pregnant mother wellbeing assessments during the third trimester of pregnancy and after the birth of a child, providing support for breast feeding, health assessments and development checks at key points in every child’s life, and advice support and information to help all families support their children to grow up happy, healthy and achieving their full potential.

This service is currently delivered by the 0-19 Public Health Nursing Service, which is made up of Health Visitors and School Nurses (these are registered nurses who have additional public health qualifications depending on whether they work with families and young children 0-4 or with young people aged 5-19), specialist breast feeding nurses and nurses who have been specially trained to deliver support to teenage parents. The nursing teams are supported by nursery nurses and other support staff and liaise closely with family doctors, hospital accident and emergency departments, children’s centres and social care staff.

Northamptonshire County Council are re-commissioning their 0-19 years Public Health Nursing Services.

In this consultation the Council wanted to hear the views from adults, parents, children and young people to help shape the new contract, in particular regarding making access to the service as easy as possible for parents and their children. The feedback from the consultation, along with any other relevant information, and will be used to develop the best model for this service in Northamptonshire.

This report is an analysis of the information and data gathered during the consultation held between July and September 2017.

2. Background

The 0-19 Public Health Nursing Service in Northamptonshire is currently provided by Northamptonshire Healthcare NHS Foundation Trust (NHFT). The existing contract for the service ends in March 2018.

The Cabinet Meeting held on 12th July 16 granted delegated authority to the Corporate Director of People Commissioning in consultation with the Cabinet Member for Public Health
and Wellbeing to secure through First for Wellbeing (FfW), services for School Nursing, Breastfeeding, Family Nurse Partnership and Health Visiting.

NCC propose to commission an evidence based safe, integrated and effective service that meets the needs of the 0-19 population in Northamptonshire.

The commissioning process will include a detailed service review to ensure that the specification for the new service is cost effective, and meets local needs. The review is being undertaken in liaison with the emerging children’s services to ensure an integrated approach to service delivery and maximization of Council resources.

This consultation is part of that review and builds upon the previous consultation which informed the reconfiguration of these services in 2016. The feedback gained will inform the service specification for services to be delivered.

In addition to the consultation outlined in this document, NCC held a stakeholder event on 12th May 2017. The stakeholder event helped inform commissioning plans. By seeking the views of current service providers and other professionals, third sector and community group, feedback helped to inform and scope out what aspects of the service are successful and where/how improvements can be made. Stakeholders also discussed the service models and were asked what non-statutory services they could deliver.

The public consultation was conducted by the Engagement, Participation and Involvement Team within Northamptonshire County Council, who carried out the consultation in compliance with NCC’s Consultation and Engagement Policy and Statement of Required Practice.

3. Consultation Methodology

The following outlines the public consultation methodology used to generate the material / data for analysis.

A stakeholder analysis was completed. It identified stakeholders which included: parents, carers and guardians who have either used the service themselves or their child, children and young people who have used the service, potential customers, and interested members of the public.

Due to the breadth of potential stakeholders a base questionnaire was devised. The questionnaire was designed to:

- Inform audience of the current service and potential changes of future service once re-commissioned.
• Gain an understanding of ‘who’ users of the service (both young people and adults) wish to engage with from service provider.
• Gain an understanding ‘where’ users of the service (both young people and adults) wish to engage the service provider.
• Gain an understanding as to what point in time would be the trigger for ‘when’ users (both young people and adults) seek assistance with prevention.
• Ascertain some background information about the respondents, including what 0-19 years nursing services, if any, they have previously accessed.

Due to the nature of the audiences it was decided that two questionnaires should be available. One for adults and parents and a shorter, simplified version for children and young people to complete. Copies of both the questionnaires are available in appendices 4 and 5.

A number of qualitative and quantitative questions were asked to gain an understanding of respondent’s views.

Officers worked with young people representatives of Northamptonshire’s Children in Care Council to help modify the children and young person questionnaire, to ensure it was accessible to that audience.

Copies of both of the questionnaires were made available on a dedicated internet web page on NCC’s consultation register, www.northamptonshire.gov.uk/consultationregister, which is where all of the Council’s consultations are published. Paper copies were made available. Copies of the children and young person questionnaire were available at various children and young people specific events that were being run by our partners throughout the consultation period. These included events held at Country Parks, Libraries, NSport Holiday Clubs, and Grendon Outdoor Learning Centre. Flyers were also circulated at various events and locations across the county to promote the adult and parent questionnaire. Three £10 gift vouchers were also offered as a raffle to help incentivise young people to complete a questionnaire.

An offer was made to translate the questionnaire into other formats, including easy read, however no requests were made for any translated versions.

The consultation and questionnaire was promoted to a number of key stakeholders. A full list is available in appendix 3, but stakeholders included:
• Users of the service (including children, young people, parents, guardians & carers)
• Voluntary sector organisations who support children and families
• Health and Wellbeing Board Members, locality chairs, and fora
• Members of Northamptonshire County Council’s Consultation Register
• Members of the county’s Residents’ Panel
• First for Wellbeing
Key organisations, identified through the stakeholder analysis were also asked to help promote the consultation amongst their members and other distribution channels. With many promoting it amongst their networks, on their website and via their social media accounts.

As well as being promoted via our partners’ communication channels, this consultation was posted and publicised via the Council’s Facebook, Twitter and other social media accounts. Respondents were given the opportunity to participate through these social media sites, although no responses were received via this method.

This 8 week consultation began on 14th July 2017 and ended on 8th September 2017.

4. Summary of Feedback

This is an extensive summary of the feedback received and it is recommended that it is read in conjunction with the full results which can be found in appendices 1-2.

A total of 383 questionnaire responses were received generating a wealth of feedback that included some 633 comments from the different groups of respondents mostly being service users both adults / parents and children and young people, and interested members of the public.

As mentioned above, a shorter more accessible questionnaire was developed for children and young people. This questionnaire was available online and a paper version was made available for children and young people to complete, and was distributed at several locations and events across the county, including libraries. A total of 41 adults/parents completed the children and young person questionnaire, as evidenced by their age. For the purpose of
analysis and to have a clear understanding of what children and young people’s views on the service, the adult/parent responses to the children and young people questionnaire have been transferred where appropriate to the adult/parent results.

A copy of the questions can be found in appendices 4 and 5.

**Questionnaire feedback**

From the 383 questionnaires received, 272 responses were from the adults / parents (71.4% of which were from service users, 25.2% from interested members of the public, and 6.4% from other people including a few professionals); and 111 responses were from children and young people.

**Adult and parent questionnaire responses**

Respondents were asked how many children they have. A total of 88.9% of adult respondents have at least one child living with them, with a little over half of respondents residing with 2 or more children.

From the 235 respondents who told us the age of their children it is evident that ages vary with most being aged between 6 to 19 years old (67.7%). The below graph demonstrates the age bandings:
A total of 218 respondents identified which health checks / support programmes their child had received. The most frequent answers given were ‘Vaccinations’ (85.3%), followed by ‘Health and development reviews for 0-5s: for example new baby check’ (77.1%). Those that said ‘Other’ stated health visiting; child and adolescent mental health and or mental health services, dietary support, hospital outreach and education service, educational psychology service, speech referral, hearing referral / reviews, sleep advice, weight help, and the school nurse services.

Respondents were then presented with a list of support services provided by a health visitor or school nurse and asked which service their child had received. A total of 237 respondents answered this question and identified ‘Advice on healthy diet e.g. weaning and a balanced diet’ and ‘Advice on accident prevention e.g. safe sleep, sun safety, car and travel safety’ both at 30.8%. Those that said ‘Other’ stated managing stress / anxiety or bullying; bereavement support; sight, speech and language referrals; mental health; support with ongoing health conditions; weaning, weight management, sleep management; and domestic violence support.
When asked where to access information about the services, the majority of respondents preferred to do so via social media (53.5%) and via online (52.7%). The least preferred option was via a local media campaign. Respondents who indicated ‘Other’ in the questionnaire stated that they would like to access information about the services from their local general practice, from school, preschool and nurseries. They indicated a more direct and personal approach which could be provided by health visitors or through drop-in clinics. Respondents also mentioned that children’s centres were not universal and respondents mentioned the use of other community based settings or services. One respondent suggested using digital communications whereas another stated the need for information to be accessible and available to all.
Those adult respondents who completed the young person questionnaire had some difference in their answer options. When asked where they would like to access information about the services, they mostly selected the ‘face to face with someone’ option with ‘online instant messaging chat with the service’ being the next most popular selection. Respondents then selected ‘on the phone’ and ‘via an app’. A few respondents opted for ‘text chat with the service’ and ‘Skype / face-time with the service.’

Respondents were then asked who they would prefer to talk to about their own child’s health and wellbeing. The majority of respondents (71.4%) said from their ‘Health visitor (Registered nurse with additional training and qualifications)’. The least popular option was ‘Volunteer’ (1.7%). Those that said ‘Other’ stated a health care professional like their general practitioner; health visitor, nurse/school nurse – especially for teenagers. They stated that they wanted a dedicated and confidential specialist professional with experience and skills in family issues or relationships. Respondents also stated preferring to talk to school staff such as a member of the pastoral team; professionals who were disability specialists, and family and friends.

When asked where respondents would prefer to take their children for health checks or to take part in support programmes, the majority of respondents (69.5%) said their ‘GP surgery’. The least popular option was ‘Pharmacist’ (6.4%). Those that said ‘Other’ predominantly stated at a place like ‘home’. Respondents also stated voluntary sector building and health settings such as health clinic, local hospital, with a health visitor. Respondents mentioned nursery and school, however, respondents also commented on the mental wellbeing impact for children being ‘taken out’ a class for a ‘session’ and then having to return to a class room.
Respondents were asked where they would you like to get advice and information on how to look after their own and their child’s health and wellbeing. By far the most popular choice was ‘GP surgery’ (64.8%), with the least popular choice being ‘Text chat with the service’. From those few people that said ‘Other’ commented that information should be available in all places. They stated that advice and information could be provided online, via drop in and community clubs, and via professionals and through face-to-face interactions as well as a phone line to call.

Other than the 5 statutory assessments and health checks between aged 0-5, and the further 5 health checks that are offered in schools, immunisations and vaccinations programme and the national height/weight programme, adult and parent respondents were asked to consider what circumstances would prompt them into making contact with the service for support, either for themselves or for their child. There were 140 respondents
gave feedback to this question and their responses were varied ranging from those that wished to contact the services if they had general concerns or issues to those respondents who felt that they did not want to contact and preferred to go to a known professional within their general practice.

The prompts identified can be summarised into the following themes: child development milestones, mental health / mental wellbeing, child emotional issues, and child behavioural matters. Respondents also named specific issues such as supporting a child’s night time routine, bed wetting, speech development, weaning, bonding with new-born, weight management, being better parents / parenting course for parents of older children, school transitions. Respondents also named socio economic based concerns, namely housing and financial troubles – as well as noting if something was not right with their child compared to its peers.

Many respondents stated they would contact services following their own research into a specific problem. Respondents expressed their need to gain support for when they faced challenging issues linked to nutrition and eating, to child growth development, sleep management and at life changing milestones in a child’s life such as school transition.

Those respondents who said that they did not need to contact the service commented that they would prefer to seek help from their local general practice, other professionals, and through family and friends. In contacting the service they said that they were mindful of putting further pressure on a service which they felt was stretched; respondents also felt that they were wasting professional’s time. A few respondents had not had a good experience of the service and would prefer to use other mechanisms rather than the service or professional on offer.

Respondents stated that at many times they may need different support and advice and just knowing where and who to go to would be required, however they knew that it was getting harder to find specialised support. Respondents mentioned the availability of specific services such as sexual health / contraception and the need for such services to be freely accessed and independent especially for older children.

Those adult respondents who had completed the young person questionnaire were given a multiple list of options to choose from instead of an open question. Mostly they selected that they would contact the service on as outlined below:

<table>
<thead>
<tr>
<th>Answer option</th>
<th>Number of responses</th>
</tr>
</thead>
<tbody>
<tr>
<td>Advice on managing stress / anxiety or bullying</td>
<td>16</td>
</tr>
<tr>
<td>Support for emotional / mental health and wellbeing</td>
<td>16</td>
</tr>
<tr>
<td>Support to deal with bereavement e.g. someone dying</td>
<td>11</td>
</tr>
</tbody>
</table>
All of the respondents said the preferred language they would like information in was English.

Respondents were invited to provide any further comments and a total of 67 comments were submitted from adults and parents. Respondents commented on a wide spectrum of issues mainly linked to their personal experience of the services. Overall, respondents placed a great value on health visiting, children’s centres and specialist breastfeeding services. They felt that these services empowered them to cope as parents at a critical stage in their parenting.

On health visiting services they commented on the importance of the service and the invaluable support the service provides to parents and families. Respondents felt that health visiting, despite it being very stretched and reduced service over the past years, continued to be a crucial and critical support service to parents, as well as acting to safeguard children.

Respondents commented on children’s centres and the support that they offered to parents and families. In particular, they commented on the range of information and direct advice provided by professionals. They expressed that the attendance at children’s centres helped combat isolation and provided opportunities to socialise with people who had similar issues.

Respondents noted overall reduction in a number of children’s centres is having an impact on services offered. Respondents also felt that libraries were not ideal places to offer universal services due to their environment and facilities i.e. not completely child friendly. On the other hand some other respondents liked the informality and the ease of access to children’s centre provision within libraries. Some suggested that the children’s centres could be rebranded as wellbeing hubs for advice and support.

Specialist breastfeeding service was consistently mentioned by respondents, both in the content of the service and the quality of service offered. Respondents praised the service,
and respondents expressed views on breastfeeding support training to be provided to all health professions.

Respondents who commented on school nursing said that the service, when available, was important for prevention. Respondents suggested that the service could be invested in and that thought had to be given to children who were home schooled or attended school outside of the county. This included better coordination of service and having a better recording system of information including immunisations.

Respondents wanted information that was provided to be relevant and accessible in a timely way. Respondents felt that if this was done correctly then this could help reduce waste within a GP and other health settings. Respondents commented on the need for a more approachable and personalised services. This included comments about professionals who were knowledgeable, skilful and experienced to support them and their children rather than being an algorithm following a phone call.

Respondents commented on the poor service for mental health needs and concerns, in particular mental health service’s lack of provision for children; or the minimal information provided at post and pre-natal appointment on mental health.

Respondents commented on improvements that needed to be made on communication mechanisms and operational processes of the services. Some thought that they were out of date and maybe alternative provision could be made – but they did not specify what that could be. Respondents commented that they felt pushed around ‘the system’, or that their records were lost, or that often that they had no one else to turn too, or that drop in clinics for example were not regular enough.

Respondents mentioned the support for older children such as parenting support was missing in services provision. They felt that schools and libraries could become safe places, that where you lived in the county determined the services available. Respondents wanted services to be available not just for vulnerable parents / families but all parents regardless of where they lived or what their income was. Respondents suggested health visiting attached to GP surgeries may be more practicable in reaching those that needed support.

**Child and young people questionnaire responses**

Respondents were asked their age. The age of child and young people respondents range from 4 to 25, although most respondents were aged between 12 and 18 and the average age was 15.

Children and young people respondents were asked what support services they had received from their school nurse. From those services that had been accessed the most frequent was ‘Advice on managing stress / anxiety or bullying’ with 31.6%, with ‘Support for bedwetting’
being the least frequent (8.4%). The few respondents who choose ‘Other’ specified gender / identity; support with infant; how to bring up a child when parent is young; and extra support alongside support from family and friends.

Respondents were asked how they would most like to get advice and information on how to look after their health and wellbeing. ‘Face to face with someone’ was clearly the most popular option provided with 71.7% preferring this option. The second preferred option was ‘Via a website’ with 30.4% choosing this option. The few respondents who chose ‘Other’ said that they would like to receive information via Snapchat / Instagram or from parents and grandparents.
Children and young people respondents would prefer to talk to a School nurse (Registered nurse with additional training and qualifications) about their health and wellbeing with 56.0% preferring this option. This was followed by from a ‘Peer supporter i.e. other young person’ (28.6%). The least preferred option was ‘Voluntary sector / charity worker’ (8.8%). Respondents who said ‘Other’ stated speaking to parents, family nurses and or school teaching staff. Respondents also mentioned they would use online search engines i.e. Google; and speaking to NHS professionals like doctors and health visitors.

Respondents were asked if where they would prefer to meet with someone if they wanted to talk to someone face to face. ‘School/college’ was by far the most popular choice with 64.6% of respondents preferring this option. Other options suggested predominantly mentioned at their ‘home’. They also stated the council office, a doctor’s practice, and a coffee shop.

Children and young people respondents were asked to consider what, if anything would make them consider contacting the 0-19 years Public Health Nursing Services for help and support. Unlike the adult / parent questionnaire, children and young people were given a list
of possible choices to help them consider their responses. The most common of which were ‘Support for emotional / mental health and wellbeing’ (68.6%) and ‘Advice on managing stress / anxiety or bullying’ (65.7%). The least popular answer choice was ‘Support with bedwetting’ (10.0%), although that could be due to the average age of the respondent. The few that said ‘Other’ stated cancer support - specifically on diagnosis, or did not provide any further detail.

All of the respondents said the preferred language they would like information in was English.

Respondents were invited to make any other comments and those few that did stated that mental health needs to be a spoken about widely and that they did not know where to get help from. Respondents commented on the need for more support for people with disabilities includes having more choices and opportunities. Respondents commented on the excellent services that school nurses, drop in clinics and support groups for mothers provided. Respondent said the library was easy to access. One respondent commented that the service finds it hard to understand them due their health condition.

5. Conclusion

A great deal of feedback was received to this consultation from service users both adults / parents and children and young people, and interested members of the public, with a total of 382 questionnaires. In addition to quantitative responses respondents made an additional 633 comments.
The majority of respondents were parents, however there were also 111 responses from children and young people, whose average age was 15 years old. The majority of respondents have already had some interaction with the 0-19 Public Health Nursing Services, the most common being vaccinations for their children and the health and development reviews for 0-5 year olds. Most of the respondents also stated that their child had received services provided by a health visitor or school nurse, with advice on healthy diet and accident prevention being the most common. The most common support children and young people had received from their school nurse was advice on managing stress / anxiety or bullying.

Respondents highlighted their preference to access information about the service online and via social media, although more traditional methods such as posters and leaflets within GP surgeries and other healthcare environments were still deemed important by many. Although when it came to interaction with the service face to face support was deemed very important by both adult and children and young people.

One of the key aims of the consultation was to gain an understanding of ‘who’ users of the service (both young people and adults) wish to engage with from the service provider. It is apparent from the feedback that respondents would prefer to engage with qualified healthcare professionals, with the clear majority of adult and parent respondents preferring to engage with a health visitor or school nurse. Adult respondents said they wanted a dedicated and confidential specialist professional with experience of family issues or relationships. Similar to adults, children and young people also strongly preferred to speak to a qualified school nurse, although peer support and youth workers were also preferred options by some.

Another key aim of the consultation was to understand ‘where’ users of the service wish to engage with the service provider. When accessing health checks and/or support programmes adult respondents preferred locations such as their GP surgery or a children’s centre. Whereas children and young people preferred accessing this service at school/college. Many respondents from both age categories also commented that they would like services provided in their own homes.

Whilst adult respondents felt advice and information should be provided online respondents expressed their preference to access this via physical locations, with GP surgeries again being the most popular location by a large margin.

Another key element of the consultation was to understand what circumstance would be a trigger for ‘when’ users (both young people and adults) would seek assistance from the service other than the set times i.e. the 5 statutory assessments and health checks between aged 0-5, etc. There was much feedback from adult respondents on this point with a variety of comments put forward. Mostly respondents felt that they would contact the service if they had any concerns or issues regarding their child and or themselves. These included
concerns over child development milestones, mental health / mental wellbeing, child emotional issues, child behavioural matters, and essentially noting if something was not right with their child compared to its peers. Although many would not make contact, they may after do so after they had conducted their own research into the concern or problem. Children and young people were most likely to make contact for support for emotional / mental health and wellbeing or advice on managing stress / anxiety or bullying.

Respondents on the whole commented on the service being adequately resourced across the 0 to 19 age spectrum, and that the service needs to be of quality and within reach for all. Respondents want a service reactive to specialist support as well as providing a preventative information and advice service. They want a service that can effectively engage with children and young people, in safe, recognisable and accessible environments. Respondents want a service with appropriate communication mechanisms that range from one universal information platform to one to one information and support, and across a number of communication channels including online, social media, drop-in clinics, support groups, leaflets and posters.

6. Equalities Statistics Summary

Equalities monitoring questions were asked of each questionnaire respondent who completed the publicly facing questionnaire. Adult and parent respondents were asked all of NCC’s equality monitoring questions and children and young people were only asked their gender, age and location of where they live. Although most individuals answered these questions not all respondents chose to complete this section of the questionnaire.

From the available completed responses, nearly all individual responses were female for both adults and parents (92.3%) and children and young people (57.7%).

Most of the adult and parent respondents were aged between 30 to 49 years (76.2%) and as previously mentioned the average age of the child and young person respondent was 15 years old.

There were a reasonably balanced number of respondents from residents living across the county for all respondents, with unsurprisingly the highest number of respondents living in Northampton.

Other identified equality monitoring information provided by adults and parents demonstrated that 9.7% were disabled, with mental health being highlighted as the most frequent disability. The most common religion identified was Christian at 52.4% with 37.4% of adult participants choosing ‘None’. Predominantly adult respondents identified
themselves as White 90.4%, with 5.4% from Black and Minority Ethnic groups. The majority of adult respondents were heterosexual (88.7%).

Full statistics of the adult and parent responses can be found in appendix 2 and the children and young people responses is in appendix 1.
Appendix 1: Questionnaire Results

Adult and Parent questionnaire responses

1) Please tell us in which respect you are responding to this questionnaire?

There were 234 responses to this question.

<table>
<thead>
<tr>
<th>Answer Choices</th>
<th>Responses</th>
</tr>
</thead>
<tbody>
<tr>
<td>I am / my child is a user of one of the services</td>
<td>71.37%</td>
</tr>
<tr>
<td>I am an interested member of the public</td>
<td>25.21%</td>
</tr>
<tr>
<td>Other (please specify)</td>
<td>6.41%</td>
</tr>
</tbody>
</table>

Other:
• Pregnant in 3rd trimester with my first child.
• My [child] was a user of one of your services.
• I am a parent of a child under 25.
• Member of the Public & Other.
• I am a professional in an acute hospital.
• Professional and parent.
• Local authority.
• GP.
• Family member of child using services.
• My [relative] adopted a child.
• My job frequently brings me into contact with children, young people and their families who have special educational needs, disabilities and health conditions that significantly impact on their wellbeing and development.
• Health visitor.
• Health Professional (2)
• We live in Northamptonshire but my children are registered with a [out of county] GP.
2) Please tell us how many children do you have currently living with you?

There were 234 responses to this question.

![Bar chart showing responses to the question on the number of children currently living with respondents. The categories and their corresponding percentages are: None but I am/my partner is currently pregnant (1.3%), 1 (33.33%), 2 or more (55.06%), My children do not live with me (7.3%), Not applicable – I do not have any children (2.9%).]

<table>
<thead>
<tr>
<th>Answer Choices</th>
<th>Responses</th>
</tr>
</thead>
<tbody>
<tr>
<td>None but I am/my partner is currently pregnant</td>
<td>1.28%</td>
</tr>
<tr>
<td>1</td>
<td>33.33%</td>
</tr>
<tr>
<td>2 or more</td>
<td>55.56%</td>
</tr>
<tr>
<td>My children do not live with me</td>
<td>7.26%</td>
</tr>
<tr>
<td>Not applicable – I do not have any children</td>
<td>2.56%</td>
</tr>
</tbody>
</table>

3) Please tell us the age(s) of all of your children?

There were 235 responses to this question.

![Bar chart showing the age distribution of children. The categories and their corresponding percentages are: 0-6 months old (10.6%), 7-12 months old (5.5%), 1-2 years old (17.9%), 3-5 years old (25.1%), 6-11 years old (33.2%), 12-19 years old (34.5%), 20+ years old (16.2%), Not applicable – I do not have any children (3.4%).]
4) Please tell us which of the health checks / support programmes listed below that you or your child have received?

There were 218 responses to this question.

<table>
<thead>
<tr>
<th>Answer Choices</th>
<th>Responses</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ante natal meeting with a health visitor</td>
<td>48.17%</td>
</tr>
<tr>
<td>Mother’s mental health assessment</td>
<td>29.82%</td>
</tr>
<tr>
<td>Health and development reviews for 0-5s: for example new baby check</td>
<td>77.06%</td>
</tr>
<tr>
<td>Health and development reviews at school: for example health questionnaire on school entry</td>
<td>44.95%</td>
</tr>
<tr>
<td>Physical examinations for your child (for example eye sight test)</td>
<td>52.3%</td>
</tr>
<tr>
<td>Vaccinations</td>
<td>85.3%</td>
</tr>
<tr>
<td>Family Nurse Partnership Programme</td>
<td>0.9%</td>
</tr>
<tr>
<td>Specialist breast feeding support</td>
<td>10.5%</td>
</tr>
<tr>
<td>Advice on managing bed wetting</td>
<td>10.6%</td>
</tr>
<tr>
<td>Don’t know</td>
<td>0.9%</td>
</tr>
<tr>
<td>Not applicable – I have never used any of the above</td>
<td>6.4%</td>
</tr>
<tr>
<td>Other (please specify)</td>
<td>10.1%</td>
</tr>
</tbody>
</table>
health questionnaire on school entry
Physical examinations for your child (for example eye sight test)  52.29%  114
Vaccinations  85.32%  186
Family Nurse Partnership Programme  0.92%  2
Specialist breast feeding support  16.51%  36
Advice on managing bed wetting  10.55%  23
Don't know  0.92%  2
Not applicable – I have never used any of the above  6.42%  14
Other (please specify)  10.09%  22

Other:
• Speech therapy referral and subsequent appointment.
• Still waiting for Health Visitor to make contact. I'm currently 34 weeks pregnant.
• ADHD/anxiety.
• Other & Carers & Support Staff & PA Staff & PA Worker & Partnership & Mental Health & Disability & Disabled People.
• Support for Health visitors on sleep.
• Dietary support.
• Baby massage run by the Health Visitor Team.
• CAMHS (3).
• Dietitian.
• Mental health assessment could have prevented post natal breakdown.
• Child and Adolescent Mental Health Service (2).
• Hospital Outreach and Education Service.
• Educational Psychology Service.
• Speech referral, hearing referral, sleep advice.
• Support with an ongoing hip condition.
• Weight help.
• Support for the baby's fathers mental health.
• School Nurse.
• Hearing reviews.
• My children are adults but I used all usual checks available but a long time ago.

5) Please tell us if you or your child have received any of the support listed below from your health visitor or school nurse?

There were 237 responses to this question.
### Answer Choices

<table>
<thead>
<tr>
<th>Support/Advice</th>
<th>Responses</th>
</tr>
</thead>
<tbody>
<tr>
<td>Support with breastfeeding</td>
<td>27.00%</td>
</tr>
<tr>
<td>Advice on healthy diet e.g. weaning and a balanced diet</td>
<td>30.80%</td>
</tr>
<tr>
<td>Advice on accident prevention e.g. safe sleep, sun safety, car and travel safety</td>
<td>30.80%</td>
</tr>
<tr>
<td>Advice on dental health</td>
<td>19.00%</td>
</tr>
<tr>
<td>Support with enuresis (bedwetting)</td>
<td>6.80%</td>
</tr>
<tr>
<td>Support with increasing physical activity</td>
<td>3.40%</td>
</tr>
<tr>
<td>Support to stop smoking</td>
<td>2.50%</td>
</tr>
<tr>
<td>Support to deal with bereavement</td>
<td>2.50%</td>
</tr>
<tr>
<td>Support for emotional / mental health and wellbeing</td>
<td>23.21%</td>
</tr>
<tr>
<td>Advice and support with breastfeeding</td>
<td>22.80%</td>
</tr>
<tr>
<td>Advice on parenting e.g. managing children’s behaviour and/or support with teenagers</td>
<td>11.81%</td>
</tr>
<tr>
<td>Onward referral to other health, social care or voluntary agencies</td>
<td>19.41%</td>
</tr>
<tr>
<td>Sexual health services</td>
<td>3.00%</td>
</tr>
<tr>
<td>Don’t know</td>
<td>2.53%</td>
</tr>
<tr>
<td>Not applicable – I have never used any of these services</td>
<td>29.70%</td>
</tr>
<tr>
<td>Other (please specify)</td>
<td>6.33%</td>
</tr>
</tbody>
</table>

**Other:**
- My oldest [child] accessed bereavement support. My [age] year old can't because there are no resources to support bereaved children in Primary school.
- Advice on managing stress / anxiety or bullying.
- Hospital for eyes.
- Speech and language referral from health visitor.
- Not used any services, but would have been useful to be offered them.
- Support with ongoing health condition.
- Support with transition from breast pumping to high protein milk for premature child. Advice about reflux and regular weighing of my child.
- Other.
- None of this offered to me when my children were under 19 years.
- Support with domestic violence.
- Advice on sleep management.
- Mental health support and breast feeding intervention could have prevented breakdown. Too many professionals can't detect or ignore high intellectual reserve.
- CAMHS.
- I had to ask for advice on sleeping.
- This was from a [out of county] school nurse.

6) Where would you like to access information about the services?

There were 245 responses to this question.
Via social media (i.e. Facebook, Twitter, etc) 53.47% 131
Children’s Centres and nursery’s 28.57% 70
To be sent reminders from the service itself 32.24% 79
Don't know 1.63% 4
Other (please specify) 6.53% 16

Other:
- Via school and preschool.
- All of the above!
- Through the school.
- Other & Local GP & Local Services.
- Nurseries...not nursery's.
- Via school....
- Children’s centre are not used by all due to them now only meeting needs of targeted families so info here would not be universally accessible.
- Via health visitor.
- Drop in clinics. More community contact / presence.
- People. Heaven forbid there actually be a human for advice on which services would be best to support an individual / their family.
- GP.
- Email.
- Data on how many children are involved and how many are under 10 years. Also the costs of this service? Lastly, how many staff are employed?
- Via school.
- All information needs to be fully accessible to all residents of Northamptonshire.
- Local Health clinics.
- How ever it comes.

Plus the following options adult respondents selected on the young person questionnaire:
- Face to face with someone (22).
- On the phone (8).
- Online instant messaging ‘chat’ with the service (10).
- Skype / Face-time with the service (2).
- Text ‘chat’ with the service (4).
- Via an ‘app’ (7).

7) Who would you prefer to talk to about your own and your child’s health and wellbeing?

There were 241 responses to this question.
Who would you prefer to talk about your own and your child’s health and wellbeing? (please choose up to 3 answers)

![Bar chart showing percentage responses for different roles]

<table>
<thead>
<tr>
<th>Role</th>
<th>Responses</th>
</tr>
</thead>
<tbody>
<tr>
<td>Health visitor (Registered nurse with additional training and qualifications)</td>
<td>71.37% 172</td>
</tr>
<tr>
<td>School nurse (Registered nurse with additional training and qualifications)</td>
<td>53.53% 129</td>
</tr>
<tr>
<td>Nursery nurse (qualified in child care or early years)</td>
<td>31.54% 76</td>
</tr>
<tr>
<td>Peer supporter i.e. other parent</td>
<td>21.58% 52</td>
</tr>
<tr>
<td>Voluntary sector/ charity worker</td>
<td>12.45% 30</td>
</tr>
<tr>
<td>Youth worker</td>
<td>5.39% 13</td>
</tr>
<tr>
<td>Volunteer</td>
<td>1.66% 4</td>
</tr>
<tr>
<td>Don't know</td>
<td>4.56% 11</td>
</tr>
<tr>
<td>Other (please specify)</td>
<td>9.13% 22</td>
</tr>
</tbody>
</table>

Other:
- My oldest [child] doesn't like the school nurse- she finds her awkward. And so did I as her [parent].
- GP (3).
- GP, I've been previously and haven't been listened to for both me and my child.
- A dedicated professional with experience of family issues or relationships including all sorts of different family set ups. It must be confidential and supportive with constructive ideas on how to manage young people / teenagers and how to get the best possible working family dynamic.
- CAHMS.
- Doctor.
- My doctor / practice nurse (for parents). School nurse for teenagers...through self-referral.
- My GP, nurse practitioner or paediatrician ... Far less judgemental and bossy than the health visitors we encountered.
- Any of the above.
- I would say health visitor however there are very few who are actually helpful....if they were all helpful it would be health visitor.
- Doctor or nurse.
- Trained professionals, who specialise in mother and child's health.
- A member of pastoral School staff. A wellbeing officer.
- Breastfeeding support needs to be given by properly trained individuals.
- Unfortunately all bar 1 health visitor I have experienced over my 4 children has been sanctimonious and judgemental, with frighteningly outdated knowledge and advice.
- Disability specialist health care professional.
- None of theses.
- However these professionals are now ‘thin on the ground’ and not easily accessible.
- Family and friends.
- GP / surgery nurse.

8) Where would you prefer to take your child for health checks or to take part in support programmes?

There were 236 responses to this question.

<table>
<thead>
<tr>
<th>Answer Choices</th>
<th>Responses</th>
</tr>
</thead>
<tbody>
<tr>
<td>Children’s centre</td>
<td>46.19%</td>
</tr>
<tr>
<td>School/college</td>
<td>33.90%</td>
</tr>
<tr>
<td>Library</td>
<td>20.34%</td>
</tr>
<tr>
<td>Local community centre</td>
<td>36.02%</td>
</tr>
<tr>
<td>GP surgery</td>
<td>69.49%</td>
</tr>
<tr>
<td>Pharmacist</td>
<td>6.36%</td>
</tr>
<tr>
<td>Don’t know</td>
<td>1.69%</td>
</tr>
<tr>
<td>Other (please tell us where)</td>
<td>9.32%</td>
</tr>
</tbody>
</table>

Other:
- Health centre.
- Health visitor.
- Home (7).
- However you need to think about the impact on the child, children being ‘taken out’ of a class for ‘an hour session’, opening up about (or not) about something traumatic and then being expected to return to the classroom????
• Local health clinic (2).
• Local hospital.
• My oldest [child] had support from CAMHS. This is now finished.
• None of these.
• Nursery.

Plus the following option adult respondents selected on the young person questionnaire:
• Voluntary sector building (6).

9) Where would you like to get advice and information on how to look after your own and your child’s health and wellbeing?

There were 236 responses to this question.

![Graph showing the distribution of responses for where to get advice and information on health and wellbeing]

<table>
<thead>
<tr>
<th>Answer Choices</th>
<th>Responses</th>
</tr>
</thead>
<tbody>
<tr>
<td>Children’s centre</td>
<td>35.17%</td>
</tr>
<tr>
<td>School/college</td>
<td>27.97%</td>
</tr>
<tr>
<td>Library</td>
<td>15.25%</td>
</tr>
<tr>
<td>Local community centre</td>
<td>10.17%</td>
</tr>
<tr>
<td>GP surgery</td>
<td>64.83%</td>
</tr>
<tr>
<td>Pharmacist</td>
<td>11.86%</td>
</tr>
<tr>
<td>Via an ‘app’</td>
<td>16.95%</td>
</tr>
<tr>
<td>Online instant messaging ‘chat’ with the service</td>
<td>28.81%</td>
</tr>
<tr>
<td>Text ‘chat’ with the service</td>
<td>8.47%</td>
</tr>
<tr>
<td>Private message through social media (e.g. Facebook, Twitter, etc)</td>
<td>12.29%</td>
</tr>
</tbody>
</table>
### Other:

- I think it should be available in all of the above.
- Health visitor.
- Drop in / community clubs for ALL, not just targeted services...
- Face to face is really important to me as I can explain my situation clear and know that the person I'm talking to is listening and has an understanding of where I'm coming from.
- I would rather seek advice when needed, I'd find it really insulting and patronising to be bombarded with information I either already know or do not need (I do accept that some people are not as capable as myself so I've answered above anyway).
- None of these.
- Website with links to phone lines.
- NHS choices and from birth to five are really helpful online sources.
- Local health clinic.

### 10) All families are offered 5 statutory assessments and health checks between aged 0-5, and 5 further health checks are offered in schools. Children are also offered the immunisations and vaccinations programme and the national height/weight programme which measures children at reception age and year 8. If any problems are identified families and/or young people are offered support, advice and information and may be referred to specialist support where appropriate. In addition to this families can contact the service and ask for advice or support at any time.

**What circumstance do you think would prompt you into making contact with the service for support, either for yourself or your child?**

- If there has been a problem identified or if I had any concerns.
- Anything from sleep, weaning, behaviour, unwell baby / child.
- An apparent on going health issue.
- Emotional health concerns, queries about vaccinations.
- If I had concerns.
- To ensure later vaccinations are added to the ‘red book’.
- If I thought my child was not developing / growing properly, had a diagnosis of a health condition, for mental health issues. Also to keep up to date with the health checks as my child is home educated.
- Child's behaviour.
- Any physical ailment my child had. Speech/language. Weight. Weaning issues
- I contacted the school Nurses about a hearing test for my child. They said they would visit him at school. [Name] has been. My [child] has just finished reception and as far as I am aware has had no hearing or sight test.
- I wouldn’t contact the service for support, prefer to discuss with friends and family. If it was a serious issue I would go straight to GP.
- Not sure I would make contact.
- Minor health issues and or mental health issues e.g. eating.
- Unaware service could be contacted.
- If recommended by school or GP.
- If I required further advice on a non urgent health or development matter. If I required support in getting the school on board / training with child’s health needs. This doesn't always happen automatically as you may expect.
- Having trouble with children.
- In case of any illnesses.
- I would ask for help if I was struggling at home emotionally with the needs of a family. It is not always easy to get to see the doctor.
- Mental health concerns affecting schooling.
- Concerns about behaviour and mental health and weight management.
- Concerns about health / behaviour raised by my own or school / nursery concerns.
- If I had any concerns that weren't alleviated by checking online.
- We have already had an EHA and had support that was started at [venue]. They brought all the services together for my family, which was invaluable. I'm not as confident in accessing support through the school as through the Children's Centre. I think the Children's Centres could be fantastic hubs for family health and wellbeing.
- Bed wetting. Diet advice. SEN support.
- If I was worried about my child's health, development or behaviour. If I wanted support with my child's mental health or my own when my children were babies.
- A mental health issue.
- Anything to do with health and well being of my child as a GP is not a specialist in childhood health where as HV / school nurses and nursery nurses are.
- Mood swings or my children stating they need help and I don't know the answer.
- Breastfeeding issues and questions on what's normal for young babies.
- As a mother of teenagers I have been disappointed that there seems to be no opportunity for my children to freely access a nurse at school. Fortunately we have been very open about sexual health and contraception, and mental and emotional health issues, but my kids have felt reliant on me to make them appropriate appointments. They would have gained in independence and privacy had these appointments been available in the school or college setting, and for families with less open communications, this is critical to keep young people well and safe.
- If my child has issues that I have researched and need further assistance advice i.e. Bed wetting for older child.
- If I had any worries or concern.
- Mental health, child's behaviour, bed wetting, weaning, children's eating habits / weight worries.
- Developmental delays, such as delayed walking, speech etc. Concerns about health issues for which you wouldn't necessarily need to see a GP.
- Any unidentified symptoms in physical development.
- Any concerns with development, eating habits and if I were to feel my emotions getting out of control.
- None following very negative ante natal experiences including pressure to formula feed by the breastfeeding team and being sent unnecessarily to hospital by over zealous health visitor who ignored midwife assessments and test results taken that day.
• Emotional wellbeing, behavioural issues.
• Emotional support for my children or if I had concerns about their height / weight development.
• I think it would have to be something really high level that I couldn’t seek advice from elsewhere because I wouldn't want to waste time of an already stretched service.
• As the quality and availability of care from GP’s become more and more stretched thanks to [the government], the access for support and guidance regarding health of children is becoming more and more sparse. Having access to the valuable resource of specialised support at any time would be amazing, however we’re very lucky in Northampton to have the service from the health visitors that we do currently.
• Mental health/wellbeing. Child not reaching developmental milestones. Late developing communication skills.
• Any concerns about health, development, behaviour or emotional well-being.
• If I had any concerns at all whether it’s for me, my partner or our child.
• If u was concerned about my child or felt I required advice/support.
• When more support is needed or advice on parenting. When I want to know the evidence based approach and research.
• If I had any issues myself wellbeing wise or if I had any concerns about my sons progress, weight or development. We encountered a number of issues along the way and he is only [age] old at the moment but have needed to contact the health visitor a number for times for accurate and evidence based information and support.
• Worried about child’s health or development.
• If I had minor concerns about my child’s wellbeing however I mostly make contact with my GP surgery for this.
• There has been many times at different stages of both my children where I have needed different support and advice. I feel lucky that I have been able to get it when I've needed it. However I feel this is getting harder to find the support needed now.
• Bed wetting. On going mental health issues.
• If I need advice on a certain problem.
• Toilet training, bed wetting, in-toeing & flat feet.
• I am not sure I would as I would feel I was wasting people's time.
• If I had not been provided with any official information on a particular issue previously.
• If needed.
• If I felt I had an issue that needed support and had no success through other channels.
• Difficult with breast feeding. Difficulty with behaviour. For health advice.
• Concerns over health. Unsure - requiring support, or to answer a quick question. Low mood.
• Problems with feeding, weaning, advice on developmental issues.
• An event or occurrence that I did not know how to manage and needed someone to talk to.
• Encountering difficulties with health or development.
• Emotional health and well being concerns advice and support.
• Feeding problems, mental health.
• If I had concerns.
- Knowing that there are trained professional, with a non judgemental approach and offering a confidential service.
- Own and child's emotional distress.
- When child exhibits worrying behaviour.
- If I needed help, I'm not sure what this question means, which service?
- N/A.
- If I had any concerns about development that caused me to believe my child has additional learning needs.
- Weaning advice. Sleep management. Weight monitoring. I have a child who has a low BMI but eats a healthy diet.
- I possibly wouldn't bother. I'd speak to my GP - after being sent some really quite offensive and utterly useless leaflets that changed nothing following my [child's] height and weight being assessed in reception. She weighed 0.2kg over the 'limit' because she needed a poo so I received a load of psychedelic literature that read as though it was aimed at a globally delayed toddler.
- Wouldn't as we home educate.
- If child need meeting milestones, worried about weight.
- Any concerns with my child's health I could speak to a health care professional without bothering my GP.
- I would contact my GP practice in the first instance as these teams are constantly changing and there is no stability from one month to the next.
- If my child was displaying concerning behaviour or not meeting development milestones.
- Concerns relating to child's health and development.
- Illness of child.
- Concerned about baby (weight, feeding, sleeping etc.)
- If I needed support with an issue that I couldn't deal with myself.
- Weaning advice.
- Feeding, sleeping issues.
- A pre-existing and ongoing relationship with the health professional concerned.
- Knowing that they were there, where to contact them, an ‘open door’, availability. Then and only then would I approach them with issues around my child's development, worries, general wellbeing.
- If I would feel something is not quite right compared to my child's peers.
- Housing, financial troubles, disturbing behaviours.
- If I had any concerns about my child. Did consider contacting for night time wetting but found I didn't need it in the end.
- Worry about development. I made contact when my [child] was struggling with school transition.
- Weaning, weight, development stages.
- If I had concerns about our general health or wellbeing.
- Worried about development, worried about growth, concerned about wellbeing or emotions, behaviour or parenting challenges, healthy eating / fussy eating advice and support, wanting to be a better parent / manage difficulties at home.
- To get help and advice.
Not sure.
If I had health concerns, I would probably contact the health visitor. But otherwise, I think I would need to be prompted to contact them by GP or school, who I would probably talk to in the first instance.
If I believed something to be wrong or a teacher / family member pointed out concerns.
If we felt that it was necessary.
If I was worried about their health or development. I think it would be good if parenting courses were available for parents of older children as often these seem to be offered only if the child is under 5 years although maybe schools could offer this rather than health? Although this might impact on my children’s emotional health and wellbeing.
Concerns about my child’s growth or development.
When hit a crisis point i.e. problems with mental health or support with night time routines.
If I felt my child was overweight / underweight. Advice on child behaviour and milestones. Advice on breastfeeding and bonding with a new born. Advice on weaning.
All aspects of health and well being aged 0-5, weight, mental health, behaviour.
If I couldn’t get the support I need from my GP.
If there were any concerns about my children.
If there was a problem.
If the problem’s solution wasn’t easily found on the internet, maybe.
Out of the ordinary difficulties with feeding / diet or emotional issues for my child.
Issues with hearing, sight, weight, recurrent illness, vaccination requirements for abroad.
Anything I was worried about, although more likely to contact someone I know personally e.g. if had met school nurse, which doesn’t happen generally!
Anything that I felt I needed to.
I would make contact if I felt the need to do so.
Concerns or questions about behaviour, development etc.
Alerts on TV or radio or social media or schools.
My [child’s] access to CAMHS was limited. [Name] now sees [name] for grief counselling. With a counsellor that has no expert training in dealing with Childhood bereavement. My [children] lost their [parent] 18 months ago. Very suddenly.

Plus the following options adult respondents selected on the young person questionnaire:
- Advice on dental health (8).
- Advice on healthy diet (10).
- Advice on helping to stop accidents e.g. safe sleep, sun safety, car and travel safety (8).
- Advice on managing stress / anxiety or bullying (16).
- Advice on managing your behaviour (6).
- Help to get an appointment with another health, social care or voluntary agency (8).
- Sexual health services (5).
- Support for emotional / mental health and wellbeing (16).
- Support to deal with bereavement e.g. someone dying (11).
- Support to stop smoking (2).
• Support with bedwetting (9).
• Support with increasing physical activity (7).

11) Do you have any other comments you would like to make?
• My [child] was referred to the speech therapist at 5 but after an initial appointment nothing happened. I then contacted them for referral directly where I saw someone else who diagnosed [them] as having cluttering but when I went back for the next appointment I was told [they] didn’t have that and that nothing could be done. I felt very dismissed and had no where else to turn, no one seemed to care.
• The 5 mandatory contacts are not enough, especially as one is an ante-natal contact and then 2 of them are questionnaires. Drop in clinics are not regular enough.
• I feel this is a really valuable service to help keep children and young people healthy and improve their outcomes.
• I have tried to make a referral through my GP for my child to the ADHD / ASD team as my [child] has very obvious issue and we where turned down and no one is giving me any support even though I’m asking for it! I’ve also been turned away from support for my other [child] who has autism, I’ve been passed from pillar to post with no success at all. Me and my family have massively been let down even though I have gone through all the right channels. So even though there’s supposedly support out there for children and young adults not everyone who needs it can access it.
• See above.
• In my opinion parents need more information about healthy eating, weight management, emotional and mental wellbeing both for adults and for children. NCC should focus on prevention in order to reach the 2020 program goals.
• Children’s Centres should be renamed 'Children & Family Centres' and become wellbeing hubs for advice and support. Libraries do not have the required facilities for young children and families.
• I think there needs to be more access to advice and support for managing older children’s behaviour. It is a real shame that the children centre support and activities have been reduced as much as they have. When my children were young it was a valuable service that meant I was able to socialise with my baby and my Health visitor encouraged me to attend. Without this I think I would have felt very isolated and down.
• I had my initial post natal appointments with my health visitor but after that it’s really hard to find support. My local children’s centre shut and the nearest after that has reduced services. I wanted to get baby weighed as I was concerned, they don’t do that anymore so I asked GP surgery, they don’t have scales, I rang some other CC but they only do one day a month so ended up at town library which was very busy and I felt I couldn’t have the time I needed to ask questions. I am also struggling with coping so would love a number to call to see someone or talk something through. The number I was given is confusing and you feel like it’s for really vulnerable families or professionals only. Sometimes you just need to ask a ‘is it normal’ question. Same with breastfeeding support, again I had to travel to town library for this. Again great service but it should be at local children centres. My midwife care was amazing and once discharged from there you feel very alone! Please note everyone I have spoken too or met has been lovely it’s just under resource that’s the problem.
• I think families should be issued with an immunisation booklet via the school / GP showing dates and immunisations received...so that every time kids go on extra curricular activities and health forms need to be completed, we don't have to waste the GP surgery's time calling for print outs or dates.

• Maternal mental health is discussed but some times swept over at the post natal stage....It would be better to advise as to potential symptoms as some women don't know how to process what they are feeling and if it is normal.

• Health visiting service is vital and their services very important.

• I think children's centres are a vital part of the community. You can go there for fun activities for the children and at the same time have the opportunity to chat to workers or other parents.

• The specialist breastfeeding support team were absolutely crucial in enabling me to continue breastfeeding and diagnosing my [child] tongue tie. Brilliant service.

• There’s a lot more to discuss on this subject and would be willing to help more.

• The children's centres are mostly beautiful well equipped buildings and it is a massive shame that so many have closed and that universal services are now delivered in libraries which do not have the same standard of facilities.

• Our Health Visitors are brilliant, a valuable service and must not be lost.

• Health visitors are very important to safeguard children in society and support families.

• My health visitor and the visits she carried out where invaluable in the early days of my [child] being born, to know I have a port of contact if needed as [child] grows and develops is great. [Child] has had dietary issues and I have needed to talk to my health visitor more frequently as this affected sleep and we needed additional support with this. The antenatal visit was very useful as it was good to meet the health visitor before [child] my son was born, this was good to talk about feeding and my concerns before birth but also good as lost birth I already knew her which made the visit more relaxed and much more informative. I also used the health visitor and Breast feeding support service a number of times during breastfeeding my [child] due to complications with feeding and tongue tie. Both services enabled and supported me to continue to feed my [child] until was 17months of age. I don't know what I would have done without my health visitor.

• Not enough parenting support for parents with teenagers. Peer support is not an option to support with parenting. Too judgemental. Schools or libraries should be encouraged as safe places.

• Access to health visitors is extremely limited. I haven't a clue who our health visitor is! In my opinion, they have a crucial role in supporting families (child and mother / parent). With my second child, the support was seriously less than with my first child. Cut in services?!

• Health visiting service was invaluable in the first year, support with breastfeeding enabled me to continue for the first 6 months.

• Would be easier if GP surgery and health visitors were linked. Would also be handier to have more than once a month baby clinics - unfortunately I have only been able to attend 1 in last 5 months.

• I feel that the service that was available and around with my oldest child was far more than there is for my second. I also feel that this depends on your post code and your family income. However my income doesn’t mean I don’t need more or less support than other parents. But I feel that I can be judged by this and at the end of
the day I’m a parent like any other parent dealing with the same struggles as anyone else with children.

- I had my first child in 2011 and the second in 2016. The closures of sure start centres were a massive loss. Every mum with a baby needs to meet other mum's, and have access to health care professionals in a non formal way.
- My child has both of we have never been offered any help.
- No (2).
- A vital service that should not be reduced.
- I received fantastic support from my health visitor and the breast feeding clinic when my [child] was born. I mostly know what to do if I have a medical problem that I need to discuss but there are other things, such as weaning, where I am not sure how to access advice, or even if such advice exists.
- The most important thing for me is to be able to access information and get answers quickly and conveniently. This usually means looking online at an official website or in any documentation provided by a qualified professional. Having to travel, waiting till certain days and being restricted to certain times to speak to someone I am only happy to do for menial matters.
- The support and advice that I receive from my health visitor and breast feeding specialists have been invaluable. Additionally group sessions such as Rhymetime and Stay and Play are a very important part of mine and my [child’s] week, offering not only fun and educational benefits but also a good reason to leave the house in the early days.
- It worked so well in Children’s centres. Parents could come with young child for assessment and be invited to stay for groups that they knew nothing about prior to assessment appointment.
- I have always found school nurse team to be approachable and helpful.
- After asking for support for several years it was only once at breaking point social services were brought in and we had to fight to prove our child had problems not us being bad parents. But even then we had to fight to clear our names. More mental health services for children are needed parents need to be listened to and not fobbed off because of a lack of services!
- If anything the health visiting team need more funding not less which would result in more contact with families. I've never seen or heard of a school nurse at my child's school and he is about to start secondary school in September.
- What parents need are people. People who actually care to support them and their children. Not an algorithm following a phone call. Not leaflets on a wall. Actual people with the knowledge skills and experience to effectively support families.
- Yes, where's the offer and options for home educated families? Health care should not be dependent on school attendance.
- The current provision need more support. It could help ease pressure on GPS and hospitals if health visitor / school nurse became a first line service.
- This service is outdated and needs revising to meet the needs of modern life. There is no stability in the current service and it is constantly changing which has created real instability in the area. The service cannot be relied on currently and certainly my children do not report any level of consistency within there schools that make me feel this service is anywhere near stable. Half baked ideas which aren't followed through with, no stable role model, makes me question whether we even need this service anymore. Definitely huge improvements required.
• Currently limited knowledge about services available to young people from existing services - would have been helpful to know what my child could access especially given health issues in GCSE years.

• I believe that you should spend more time and money on children who do need help in schools instead of wasting money on things that are not required.

• School Nursing and Health Visiting Service are so valuable for families. They offer support and guidance at such crucial stages of a child’s life.

• I like seeing my health visitor. She is always very helpful and nice. I would like to see her more often though, and sometimes I see someone else and I don't like that.

• I would like there to be online support and web links that I could trust to research information for myself.

• It is hard to get to see a health visitor at the moment as too many people take older children to be weighed. It is frustrating when you have a baby that this is happening.

• Hospital Outreach service has not worked for us following a major operation. We were discharged after two days and left to our own devices despite several follow up calls. It may work in the hospital environment but these days you are discharged very quickly and expected to recover and care at home with little support.

• Children's centres are a fantastic resource to support families and should be protected and appropriately funded. Breastfeeding support and training for health professionals should also be a priority, as a preventative health issue.

• Not sure what I'd have done without my health visitor in the first few weeks, being a new mum and having had an emergency C-section. Also invaluable when he wasn't walking at 20 months!

• I think it's fabulous the HV are available almost all the time with support and advice! A service that keeps a lot of mothers sane during a scary part of there lives!

• I value both health visitors and school nurses in empowering me to care for my children's health and wellbeing.

• I have always had great support from my HV and Sn service, especially children’s weight management with my fussy eater.

• There is not enough support for breastfeeding in term of support groups.

• Information about what is available isn’t in the public domain.

• I am concerned about the lack of mental health provision locally for our young people and the difficulties in accessing correct timely services.

• The childhood measurement programme measures children in year 6 and not year 8.

• I have used the health visitor service provided at both my GP and the drop in at the local library numerous times for both routine checks and for ad-hoc advice. I found the service to be excellent and especially when I was on maternity leave and in the early years of being a new mum, having no experience of babies, an absolutely vital support to help me in knowing what was ‘normal’ for a baby / toddler and what may need to be addressed further. The drop in sessions at libraries are particularly helpful as they are easy to get to and more local than my registered GP.

• The health visitor service is good, when available, but they seem to be stretched a bit thinly.

• Children who live in one county and go to school in another can often end up missing routine school age checks and vaccinations. This is not that unusual and needs better coordination.

• Whatever the outcome is it needs to be accessible for all.
• It would be useful if there were a greater presence in the schools. I have informed my kids they can talk to the nurse about a range of different subjects, but because they do not know who they are, they are reticent to engage.
• My experience of using services is that they are not joined up and this makes it very difficult as different small aspects are looked at by different people and the child as a whole is not looked at.
• I feel we should be concentrating on preventing health issues, not waiting until crisis and therefore specialist advice is required.
• Maybe too much reliance on GPs when there are other equally helpful sources.
• First child was 'in the system'. Second children (twins) were lost from the system after we moved abroad for 12m, even though we re-registered at same GP surgery.
• The care I have received for my two children has been excellent living in Thraps.
• Additional help is needed for young families who do not have support of their own families. Visiting professionals must take care to be user friendly and non critical.

12) What district / borough of Northamptonshire do you live in?

There were 207 responses to this question.

<table>
<thead>
<tr>
<th>Answer Choices</th>
<th>Responses</th>
</tr>
</thead>
<tbody>
<tr>
<td>Corby</td>
<td>12.08%</td>
</tr>
<tr>
<td>Daventry</td>
<td>5.31%</td>
</tr>
<tr>
<td>East Northamptonshire</td>
<td>13.04%</td>
</tr>
<tr>
<td>Kettering</td>
<td>13.53%</td>
</tr>
<tr>
<td>Northampton</td>
<td>30.92%</td>
</tr>
<tr>
<td>South Northamptonshire</td>
<td>10.63%</td>
</tr>
<tr>
<td>Wellingborough</td>
<td>13.53%</td>
</tr>
<tr>
<td>Other (please state)</td>
<td>0.97%</td>
</tr>
</tbody>
</table>

Other:
• I've lived in various over the last 21 years
13) What is your full post code?

There were 164 responses to this question.

- NN1
- NN1 4
- NN1 5
- NN2 6
- NN2 7
- NN2 8
- NN2 8
- NN2 8
- NN2 8
- NN3 2
- NN3 3
- NN3 3
- NN3 6
- NN3 6
- NN3 7
- NN3 7
- NN3 7
- NN3 8
- NN3 8
- NN3 8
- NN3 9
- NN3 9
- NN3 9
- NN3 9
- NN4 0
- NN4 0
- NN4 0
- NN4 0
- NN4 0
- NN4 5
- NN4 5
- NN4 6
- NN4 6
- NN4 7
- NN4 7
- NN4 8
• NN4 8
• NN4 9
• NN4 9
• NN4 9
• NN5
• NN5 5
• NN5 5
• NN5 6
• NN5 6
• NN5 6
• NN5 6
• NN5 6
• NN5 6
• NN5 6
• NN6 0
• NN6 0
• NN6 7
• NN6 7
• NN6 7
• NN6 8
• NN6 8
• NN6 9
• NN6 9
• NN6 9
• NN7 2
• NN7 2
• NN7 4
• NN8 1
• NN8 1
• NN8 1
• NN8 1
• NN8 1
• NN8 2
• NN8 2
• NN8 2
• NN8 3
• NN8 4
• NN8 4
• NN8 4
• NN8 5
• NN8 5
• NN9
• NN9 5
• NN9 5
• NN9 6
• NN10 0
- NN10 0
- NN10 0
- NN10 6
- NN10 8
- NN10 9
- NN11 0
- NN11 3
- NN11 3
- NN11 8
- NN11 9
- NN12 6
- NN12 7
- NN12 8
- NN12 8
- NN13 6
- NN13 6
- NN13
- NN14 1
- NN14 1
- NN14 1
- NN14 1
- NN14 2
- NN14 2
- NN14 4
- NN14 4
- NN14 4
- NN14 4
- NN14 6
- NN14 6
- NN14 6
- NN14 6
- NN15 5
- NN15 5
- NN15 6
- NN15 6
- NN15 6
- NN15 7
- NN15 J
- NN16 9
- NN16 9
- NN16 9
- NN16 9
- NN17 1
- NN17 1
- NN17 2
- NN17 2
14) What language would you prefer to receive information in?

There were 208 responses to this question.
Child and Young Person questionnaire responses

1) How old are you?

There were 108 responses to this question.

- 4
- 9 (4)
- 10 (5)
- 11 (5)
- 12 (14)
- 13 (9)
- 14 (3)
- 15 (14)
- 16 (17)
- 17 (8)
- 18 (10)
- 19 (8)
- 20 (3)
- 21 (2)
- 23 (2)
- 24
- 25 (2)

2) Please tell us if you have had any of the support listed below from your school nurse.

There were 95 responses to this question.
Answer Choices

<table>
<thead>
<tr>
<th>Service</th>
<th>Response</th>
</tr>
</thead>
<tbody>
<tr>
<td>Advice on healthy diet</td>
<td>29.47%</td>
</tr>
<tr>
<td>Advice on helping to stop accidents e.g. safe sleep, sun safety, car and travel safety</td>
<td>24.21%</td>
</tr>
<tr>
<td>Advice on dental health</td>
<td>22.11%</td>
</tr>
<tr>
<td>Support with bedwetting</td>
<td>8.42%</td>
</tr>
<tr>
<td>Support with increasing physical activity</td>
<td>23.16%</td>
</tr>
<tr>
<td>Support to stop smoking</td>
<td>16.84%</td>
</tr>
<tr>
<td>Support for emotional / mental health and wellbeing</td>
<td>28.42%</td>
</tr>
<tr>
<td>Advice on managing stress / anxiety or bullying</td>
<td>31.58%</td>
</tr>
<tr>
<td>Support to deal with bereavement e.g. someone dying</td>
<td>14.74%</td>
</tr>
<tr>
<td>Advice on managing your behaviour</td>
<td>16.84%</td>
</tr>
<tr>
<td>Sent for an appointment with another health, social care or voluntary agencies</td>
<td>9.00%</td>
</tr>
<tr>
<td>Sexual health services</td>
<td>20.00%</td>
</tr>
<tr>
<td>Not applicable – I have never used any of these services</td>
<td>41.05%</td>
</tr>
<tr>
<td>Other (please tell us about any other support you have received)</td>
<td>3.16%</td>
</tr>
</tbody>
</table>

Other:
- Gender / identity.
- My little [child] is not school age - 5 months.
- How to bring up a child when you're young. Give me extra support alongside my family and friends.
3) How would you most like to get advice and information on how to look after your health and wellbeing?

There were 92 responses to this question.

![Bar chart showing preferred methods of receiving health and wellbeing advice and information.]

<table>
<thead>
<tr>
<th>Answer Choices</th>
<th>Responses</th>
</tr>
</thead>
<tbody>
<tr>
<td>Face to face with someone</td>
<td>71.74%</td>
</tr>
<tr>
<td>On the phone</td>
<td>14.13%</td>
</tr>
<tr>
<td>Via a website</td>
<td>30.43%</td>
</tr>
<tr>
<td>Online instant messaging ‘chat’ with the service</td>
<td>20.65%</td>
</tr>
<tr>
<td>Via an ‘app’</td>
<td>20.65%</td>
</tr>
<tr>
<td>Skype / Face-time</td>
<td>5.43%</td>
</tr>
<tr>
<td>Text ‘chat’ with the service</td>
<td>22.83%</td>
</tr>
<tr>
<td>Private message through social media (e.g. Facebook, Twitter, etc)</td>
<td>23.91%</td>
</tr>
<tr>
<td>Other (please tell us how):</td>
<td>5.43%</td>
</tr>
</tbody>
</table>

Other:
- Snapchat / Instagram.
- Parents and grandparents (Nan is a nurse).
- Other (2).
- Website or chat.

4) Who would you like to talk to about your health and wellbeing?

There were 91 responses to this question.
**0-19 Years Public Health Nursing Services Re-commissioning Consultation Analysis Report**

### Answer Choices

<table>
<thead>
<tr>
<th>Role and Qualification</th>
<th>Responses</th>
</tr>
</thead>
<tbody>
<tr>
<td>School nurse (Registered nurse with additional training and qualifications)</td>
<td>56.04% 51</td>
</tr>
<tr>
<td>Peer supporter i.e. other young person</td>
<td>28.57% 26</td>
</tr>
<tr>
<td>Youth worker</td>
<td>21.98% 20</td>
</tr>
<tr>
<td>Nursery nurse (someone who is trained in child care)</td>
<td>16.48% 15</td>
</tr>
<tr>
<td>Voluntary sector / charity worker</td>
<td>8.79% 8</td>
</tr>
<tr>
<td>Volunteer</td>
<td>17.58% 16</td>
</tr>
<tr>
<td>Other (please tell us who):</td>
<td>15.38% 14</td>
</tr>
</tbody>
</table>

### Other:

- Google it.
- Mum.
- My parents or family.
- Parents.
- Parent, Teacher.
- Teaching Assistant.
- A registered mental health nurse.
- Other (2).
- Doctors / nurses.
- Health visitor.
- Family nurse.
- My family nurse.

5) If you needed to talk to someone face to face, where would you prefer to meet to do this?

There were 88 responses to this question.
If you needed to talk to someone face to face, where would you prefer to meet to do this?

<table>
<thead>
<tr>
<th>Answer Choices</th>
<th>Responses</th>
</tr>
</thead>
<tbody>
<tr>
<td>School/college</td>
<td>64.77%</td>
</tr>
<tr>
<td>Local community centre</td>
<td>21.59%</td>
</tr>
<tr>
<td>Library</td>
<td>19.32%</td>
</tr>
<tr>
<td>Voluntary sector building</td>
<td>12.50%</td>
</tr>
<tr>
<td>Other (please tell us where):</td>
<td>20.45%</td>
</tr>
</tbody>
</table>

Other:
- Home (13).
- Anywhere.
- GP surgery.
- NHS office / council office.
- Other (2).
- Local coffee shop.

6) We now want you to think about what, if any, of the following would make you contact the 0-19 years Public Health Nursing Services for help and support.

There were 70 responses to this question.
We now want you to think about what, if any, of the following would make you contact the 0-19 years Public Health Nursing Services for help and support.

<table>
<thead>
<tr>
<th>Service</th>
<th>Percentage</th>
<th>Responses</th>
</tr>
</thead>
<tbody>
<tr>
<td>Advice on healthy diet</td>
<td>31.43%</td>
<td>22</td>
</tr>
<tr>
<td>Advice on helping to stop accidents e.g. safe sleep, sun safety, car and travel safety</td>
<td>22.86%</td>
<td>16</td>
</tr>
<tr>
<td>Advice on dental health</td>
<td>20.00%</td>
<td>14</td>
</tr>
<tr>
<td>Support with bedwetting</td>
<td>10.00%</td>
<td>7</td>
</tr>
<tr>
<td>Support with increasing physical activity</td>
<td>22.86%</td>
<td>16</td>
</tr>
<tr>
<td>Support to stop smoking</td>
<td>18.67%</td>
<td>13</td>
</tr>
<tr>
<td>Support for emotional / mental health and wellbeing</td>
<td>68.67%</td>
<td>48</td>
</tr>
<tr>
<td>Advice on managing stress / anxiety or bullying</td>
<td>65.71%</td>
<td>48</td>
</tr>
<tr>
<td>Support to deal with bereavement e.g. someone dying</td>
<td>35.71%</td>
<td>25</td>
</tr>
<tr>
<td>Advice on managing your behaviour</td>
<td>35.71%</td>
<td>25</td>
</tr>
<tr>
<td>Help to get an appointment with another health, social care or voluntary agency</td>
<td>31.43%</td>
<td>22</td>
</tr>
<tr>
<td>Sexual health services</td>
<td>32.86%</td>
<td>23</td>
</tr>
<tr>
<td>Other (please specify):</td>
<td>4.29%</td>
<td>3</td>
</tr>
</tbody>
</table>

Other:
- Cancer support - specifically on diagnosis.
- Other (2).

7) Do you have any other comments you would like to make?
- No (23)
- In year 6 they just measured and weighed us.
- We need to make mental health a spoken about topic - assembly's? etc. Not clear where to get help from.
- We will like a lot more PA Staff back with a lot more for me and for Disability & Disabled People.
- We will like a lot more PA Staff & PA Worker with a lot more choice of hours for me and for Disability & Disabled People to help & Support me and for Disability & Disabled People to our own Businesses in the community with a PA Staff & PA Worker and a lot more choice of hours for me & Disability & Disabled People to have a lot more better good choice of rights & Life in the community and at home with a lot more choice of Friends & Friendship & Relationship for us in Northamptonshire & The East Midlands in the UK for me and for Disability & Disabled People today now.
- The health visitors and school nurses provide an excellent service throughout Northampton. It is lovely to know that support is just at the end of a phone. The drop in clinics help at the libraries are great and so easily accessible. I think a lot of mums would feel isolated and unsupported without these services on offer.
- I am very grateful for the help I have received and how it has made me grow as a mother.
- I have ADHD and I find it hard to get help and support. Nobody understands me.

8) What town/village do you live in?

There were 86 responses to this question.
- Brackley (3)
- Brixworth (4)
- Byfield (2)
- Corby (7)
- Daventry
- Desborough (3)
- Ecton Brook (2)
- Finedon
- Hardingstone (2)
- Harpole
- Irchester
- Irthlingborough
- Isham
- Kettering (3)
- Kingsheath
- Kingsley
- Kingsthorpe (5)
- Long Buckby
- Northampton (26)
- Piddington
- Raunds
- Rothwell (2)
- Rushden (2)
- Silverstone
- Sywell
- Thrapston
9) What language would you prefer to receive information in?

There were 85 responses to this question.

<table>
<thead>
<tr>
<th>Language</th>
<th>Responses</th>
</tr>
</thead>
<tbody>
<tr>
<td>English</td>
<td>100.00%</td>
</tr>
<tr>
<td>Welsh</td>
<td>0.00%</td>
</tr>
<tr>
<td>Polish</td>
<td>0.00%</td>
</tr>
<tr>
<td>Punjabi</td>
<td>0.00%</td>
</tr>
<tr>
<td>Urdu</td>
<td>0.00%</td>
</tr>
<tr>
<td>Other (please specify)</td>
<td>0.00%</td>
</tr>
</tbody>
</table>

10) What is your gender?

There were 85 responses to this question.
<table>
<thead>
<tr>
<th>Answer Choices</th>
<th>Responses</th>
</tr>
</thead>
<tbody>
<tr>
<td>Male</td>
<td>40.00%</td>
</tr>
<tr>
<td>Female</td>
<td>57.65%</td>
</tr>
<tr>
<td>Prefer not to say</td>
<td>2.35%</td>
</tr>
</tbody>
</table>
Appendix 2: Demographic Questions

Adult and Parent questionnaire responses

1) What gender are you?

There were 207 responses to this question.

![Gender Graph]

<table>
<thead>
<tr>
<th>Answer Choices</th>
<th>Responses</th>
</tr>
</thead>
<tbody>
<tr>
<td>Male</td>
<td>6.28%</td>
</tr>
<tr>
<td>Female</td>
<td>92.27%</td>
</tr>
<tr>
<td>Prefer not to say</td>
<td>1.45%</td>
</tr>
</tbody>
</table>

2) How old are you?

There were 223 responses to this question.

![Age Graph]

<table>
<thead>
<tr>
<th>Answer Choices</th>
<th>Responses</th>
</tr>
</thead>
<tbody>
<tr>
<td>0 to 9</td>
<td>0.00%</td>
</tr>
<tr>
<td>10 to 19</td>
<td>0.00%</td>
</tr>
<tr>
<td>20 to 29</td>
<td>8.07%</td>
</tr>
<tr>
<td>30 to 49</td>
<td>76.23%</td>
</tr>
<tr>
<td>50 to 64</td>
<td>11.21%</td>
</tr>
</tbody>
</table>
3) Do you have a disability?

There were 186 responses to this question.

<table>
<thead>
<tr>
<th>Answer Choices</th>
<th>Responses</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>9.68% 18</td>
</tr>
<tr>
<td>No</td>
<td>88.17% 164</td>
</tr>
<tr>
<td>Prefer not to say</td>
<td>2.15% 4</td>
</tr>
</tbody>
</table>

3a) If Yes, please tick the appropriate box(es) which best describes your disability?

There were 20 responses to this question.

<table>
<thead>
<tr>
<th>Which of the following best describes your disability?</th>
<th>Responses</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mental Health</td>
<td>35.0%</td>
</tr>
<tr>
<td>Physical Disability</td>
<td>25.0%</td>
</tr>
<tr>
<td>Hearing Impairment</td>
<td>15.0%</td>
</tr>
<tr>
<td>Learning Disability</td>
<td>20.0%</td>
</tr>
<tr>
<td>Sight Impairment</td>
<td>5.0%</td>
</tr>
<tr>
<td>Other</td>
<td>25.0%</td>
</tr>
</tbody>
</table>

4) What is your religion or belief?

There were 187 responses to this question.
0-19 Years Public Health Nursing Services Re-commissioning Consultation Analysis Report

**What is your religion or belief?**

- **None**: 37.4% (70 responses)
- **Christian**: 52.41% (98 responses)
- **Hindu**: 0.53% (1 response)
- **Jewish**: 0.53% (1 response)
- **Muslim**: 0.00% (0 response)
- **Sikh**: 0.00% (0 response)
- **Buddhist**: 0.00% (0 response)
- **Prefer not to say**: 7% (13 responses)
- **Any other religion (please specify)**: 2.14% (4 responses)

**Other:**
- Pagan (2)
- Roman Catholic
- Humanist

5) **How would you describe your ethnic origin?**

There were 188 responses to this question.
6) If you are 16 or over which of the following options best describes how you think of yourself?

There were 186 responses to this question.
7) Is your gender identity the same as the gender you were assigned at birth?

There were 187 responses to this question.

![Bar chart showing gender identity responses]

<table>
<thead>
<tr>
<th>Answer Choices</th>
<th>Responses</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>94.65%</td>
</tr>
<tr>
<td>No</td>
<td>0.00%</td>
</tr>
<tr>
<td>Prefer not to say</td>
<td>5.35%</td>
</tr>
</tbody>
</table>

8) What would you describe your marital status as?

There were 188 responses to this question.

![Bar chart showing marital status responses]

<table>
<thead>
<tr>
<th>Answer Choices</th>
<th>Responses</th>
</tr>
</thead>
<tbody>
<tr>
<td>Married</td>
<td>64.9%</td>
</tr>
<tr>
<td>Single</td>
<td>10.1%</td>
</tr>
<tr>
<td>Civil partnership</td>
<td>3.7%</td>
</tr>
<tr>
<td>Widow / Widower</td>
<td>0.5%</td>
</tr>
<tr>
<td>Other</td>
<td>14.4%</td>
</tr>
<tr>
<td>Prefer not to say</td>
<td>6.4%</td>
</tr>
<tr>
<td>Answer Choices</td>
<td>Responses</td>
</tr>
<tr>
<td>---------------------------</td>
<td>-----------</td>
</tr>
<tr>
<td>Married</td>
<td>64.89%</td>
</tr>
<tr>
<td>Single</td>
<td>10.11%</td>
</tr>
<tr>
<td>Civil Partnership</td>
<td>3.72%</td>
</tr>
<tr>
<td>Widow / Widower</td>
<td>0.53%</td>
</tr>
<tr>
<td>Other</td>
<td>14.36%</td>
</tr>
<tr>
<td>Prefer not to say</td>
<td>6.38%</td>
</tr>
<tr>
<td></td>
<td>122</td>
</tr>
<tr>
<td></td>
<td>19</td>
</tr>
<tr>
<td></td>
<td>7</td>
</tr>
<tr>
<td></td>
<td>1</td>
</tr>
<tr>
<td></td>
<td>27</td>
</tr>
<tr>
<td></td>
<td>12</td>
</tr>
</tbody>
</table>
Appendix 3 – Consultation Distribution List

**Audience (group leads have been asked to disseminate amongst their members):**

- Users of the service (including children, young people, parents, guardians & carers)
- Acute/General Hospitals
- Adoption services
- Alive’n’Kicking
- Aquarius
- Area Support Officers
- Ask Norman
- Bangladeshi Association
- Black and Minority Ethnic Sub-Regional Partnership
- Care Leavers Council
- Children and Young People Partnership Board
- Children in alternative and specialist education
- Children in Care Council
- Children’s Centres
- Children’s locality forums
- Clinical Commissioning Groups (Nene and Corby)
- Country Parks Activities
- County Councillors
- District and Borough Councils
- Early Year Providers
- Faith based groups
- Family Nurse Partnership
- Family Support Link
- First for Wellbeing (including its advisors)
- Foster carers
- Grendon Outdoor Learning Centre – Summer Activities
- Health and Wellbeing Board Members, locality chairs and fora
- Healthwatch Northamptonshire
- Homestart
- Kettering Youth Information
- Kidzaid (bereavement support)
- Learning Disability Partnership Board
- Libraries (for promoting)
- Libraries Social Media
- LibraryPlus Activities
- Maternity Northants
- Maternity Systems Board
- Mum’s Net
- NCC’ staff
• NCC’s Consultation Register members
• NCC’s Public Health Team
• Northamptonshire Carers and Young Carers
• Northamptonshire Healthcare NHS Foundation Trust (including Health Visitors and School Nurses)
• Northamptonshire Residents’ Panel
• Northants Parents Forum Group
• Nsport Holiday Clubs
• Out of school clubs
• Parent support advisors
• Parish Councils
• Pearls of Peace
• Schools Bulletin
• Service Six
• Shooting Stars network
• Stonewall – gay equality (Northamptonshire Rights and Equality Council or local LGBT)
• The Lowdown
• Time to Talk
• Transitions Challenge Board
• Trilogy gyms
• Young Healthy Minds Partnership
• Young Leaders (mental health in schools)
• Young Northants
• Youth Offending Service
• Youthworks
Appendix 4 – Copy of the Adult and Parent Questionnaire

The following is a copy of the text used for the adult and parent online questionnaire.

0-19 years Public Health Nursing Services Re-commissioning

What is this about?

Northamptonshire County Council is responsible for making sure that all children (aged 0-19) are safe, as healthy as they can, and that any health or development problems are identified as early as possible and the right treatment and care offered.

This includes offering every pregnant mother wellbeing assessments during the third trimester of pregnancy and after the birth of a child, providing support for breast feeding, health assessments and development checks at key points in every child’s life, and advice support and information to help all families support their children to grow up happy, healthy and achieving their full potential.

This service is currently delivered by the 0-19 Public Health Nursing Service, which is made up of Health Visitors and School Nurses (these are registered nurses who have additional public health qualifications depending on whether they work with families and young children 0-4 or with young people aged 5-19), specialist breast feeding nurses and nurses who have been specially trained to deliver support to teenage parents. The nursing teams are supported by nursery nurses and other support staff and liaise closely with family doctors, hospital A and E departments, Children’s Centres and social care staff.

We want to make access to this service as easy as possible for parents and their children.

How can I help?

Please could you take about 5-10 minutes to tell us your views by completing this short questionnaire. Please note this questionnaire is aimed at adults and parents of children under 25 years old, if you are a young person who uses these services then please contact us using the contact details below for a copy of the young persons questionnaire or you can complete it online at https://www.surveymonkey.co.uk/r/0to19PublicHealthNursingCYP2017

Your feedback will be used to help us have a better understanding of people’s views on the services we provide and will help us shape the future of these services. Your feedback will be part of a report with many other people’s feedback, so you will not be personally identified.

You do not have to answer all of the questions. If you don’t want to answer a question, or don’t know the answer, then move on to the next question.

If you have any queries, comments or would like a copy of this survey in another format (including easy read or large print) you can contact us by email, post or telephone. Our contact details are as follows:
The deadline for completing this survey is **8th September 2017**.

Thank you for helping us by completing this questionnaire.

### 1) Please tell us in which respect you are responding to this questionnaire?

<table>
<thead>
<tr>
<th>Please tick (v) all that apply</th>
</tr>
</thead>
<tbody>
<tr>
<td>I am / my child is a user of one of the services</td>
</tr>
<tr>
<td>I am an interested member of the public</td>
</tr>
</tbody>
</table>

**Other (please specify):**

### 2) Please tell us how many children do you have currently living with you?

<table>
<thead>
<tr>
<th>Please tick (v) relevant answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>None but I am / my partner is currently pregnant</td>
</tr>
<tr>
<td>1</td>
</tr>
<tr>
<td>2 or more</td>
</tr>
<tr>
<td>My children do not live with me</td>
</tr>
<tr>
<td>Not applicable – I do not have any children</td>
</tr>
</tbody>
</table>

### 3) Please tell us the age(s) of all of your children?

<table>
<thead>
<tr>
<th>Please tick (v) all that apply</th>
</tr>
</thead>
<tbody>
<tr>
<td>0 – 6 months old</td>
</tr>
<tr>
<td>7 – 12 months old</td>
</tr>
<tr>
<td>1 – 2 years old</td>
</tr>
<tr>
<td>3 – 5 years old</td>
</tr>
<tr>
<td>6 – 11 years old</td>
</tr>
<tr>
<td>12 – 19 years old</td>
</tr>
<tr>
<td>20+ years old</td>
</tr>
<tr>
<td>Not applicable – I do not have any children</td>
</tr>
</tbody>
</table>
4) **Please tell us which of the health checks / support programmes listed below that you or your child have received?**

Please tick (v) **all that apply**

<table>
<thead>
<tr>
<th>Service</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ante natal meeting with a health visitor</td>
</tr>
<tr>
<td>Mother’s mental health assessment</td>
</tr>
<tr>
<td>Health and development reviews for 0-5s: for example new baby check</td>
</tr>
<tr>
<td>Health and development reviews at school: for example health questionnaire</td>
</tr>
<tr>
<td>on school entry</td>
</tr>
<tr>
<td>Physical examinations for your child (for example eye sight test)</td>
</tr>
<tr>
<td>Vaccinations</td>
</tr>
<tr>
<td>Family Nurse Partnership Programme</td>
</tr>
<tr>
<td>Specialist breast feeding support</td>
</tr>
<tr>
<td>Advice on managing bed wetting</td>
</tr>
<tr>
<td>Don’t know</td>
</tr>
<tr>
<td>Not applicable – I have never used any of the above</td>
</tr>
</tbody>
</table>

Other (please specify):  

---

5) **Please tell us if you or your child have received any of the support listed below from your health visitor or school nurse?**

Please tick (v) **all that apply**

<table>
<thead>
<tr>
<th>Support</th>
</tr>
</thead>
<tbody>
<tr>
<td>Support with breastfeeding</td>
</tr>
<tr>
<td>Advice on healthy diet e.g. weaning and a balanced diet</td>
</tr>
<tr>
<td>Advice on accident prevention e.g. safe sleep, sun safety, car and travel safety</td>
</tr>
<tr>
<td>Advice on dental health</td>
</tr>
<tr>
<td>Support with enuresis (bedwetting)</td>
</tr>
<tr>
<td>Support with increasing physical activity</td>
</tr>
<tr>
<td>Support to stop smoking</td>
</tr>
<tr>
<td>Support to deal with bereavement</td>
</tr>
<tr>
<td>Support for emotional / mental health and wellbeing</td>
</tr>
<tr>
<td>Advice and support with breast feeding</td>
</tr>
<tr>
<td>Advice on parenting e.g. managing children’s behaviour and/or support with teenagers</td>
</tr>
<tr>
<td>Onward referral to other health, social care or voluntary agencies</td>
</tr>
<tr>
<td>Sexual health services</td>
</tr>
<tr>
<td>Don’t know</td>
</tr>
<tr>
<td>Not applicable – I have never used any of these services</td>
</tr>
</tbody>
</table>

Other (please specify):
6) **Where would you like to access information about the services?**

<table>
<thead>
<tr>
<th>Please tick (v) up to 3 answers</th>
</tr>
</thead>
<tbody>
<tr>
<td>Posters/leaflets about the service in local library</td>
</tr>
<tr>
<td>Posters/leaflets about the service in local GP surgery and/or other healthcare environment i.e. a pharmacist</td>
</tr>
<tr>
<td>Local radio and/or newspaper media campaign</td>
</tr>
<tr>
<td>Online</td>
</tr>
<tr>
<td>Via social media (i.e. Facebook, Twitter, etc)</td>
</tr>
<tr>
<td>Children’s Centres and nursery’s</td>
</tr>
<tr>
<td>To be sent reminders from the service itself</td>
</tr>
<tr>
<td>Don’t know</td>
</tr>
</tbody>
</table>

Other (please specify)

7) **Who would you prefer to talk to about your own and your child’s health and wellbeing?**

<table>
<thead>
<tr>
<th>Please tick (v) up to 3 answers</th>
</tr>
</thead>
<tbody>
<tr>
<td>Health visitor (Registered nurse with additional training and qualifications)</td>
</tr>
<tr>
<td>School nurse (Registered nurse with additional training and qualifications)</td>
</tr>
<tr>
<td>Nursery nurse (qualified in child care or early years)</td>
</tr>
<tr>
<td>Peer supporter i.e. other parent</td>
</tr>
<tr>
<td>Voluntary sector/ charity worker</td>
</tr>
<tr>
<td>Youth worker</td>
</tr>
<tr>
<td>Volunteer</td>
</tr>
<tr>
<td>Don’t know</td>
</tr>
</tbody>
</table>

Other (please specify)

8) **Where would you prefer to take your child for health checks or to take part in support programmes?**

<table>
<thead>
<tr>
<th>Please tick (v) up to 3 answers</th>
</tr>
</thead>
<tbody>
<tr>
<td>Children’s centre</td>
</tr>
<tr>
<td>School/college</td>
</tr>
<tr>
<td>Library</td>
</tr>
<tr>
<td>Local community centre</td>
</tr>
<tr>
<td>GP surgery</td>
</tr>
<tr>
<td>Pharmacist</td>
</tr>
<tr>
<td>Don’t know</td>
</tr>
</tbody>
</table>

Other (please tell us where)
9) Where would you like to get advice and information on how to look after your own and your child’s health and wellbeing?

Please tick (v) up to 3 answers

- Children’s centre
- School/college
- Library
- Local community centre
- GP surgery
- Pharmacist
- Via an ‘app’
- Online instant messaging ‘chat’ with the service
- Text ‘chat’ with the service
- Private message through social media (e.g. Facebook, Twitter, etc)
- Don’t know

Other (please tell us where)

10) All families are offered 5 statutory assessments and health checks between aged 0-5, and 5 further health checks are offered in schools. Children are also offered the immunisations and vaccinations programme and the national height/weight programme which measures children at reception age and year 8. If any problems are identified families and/or young people are offered support, advice and information and may be referred to specialist support where appropriate. In addition to this families can contact the service and ask for advice or support at any time.

What circumstance do you think would prompt you into making contact with the service for support, either for yourself or your child?

11) Do you have any other comments you would like to make?
12) What district / borough of Northamptonshire do you live in?  
Please tick (v) relevant answer  
| Corby       | Kettering       |
| Daventry    | Northampton     |
| East Northamptonshire | South Northamptonshire |
| Wellingborough |               |

Other (please state)  

13) What is your full post code?  

14) What language would you prefer to receive information in?  
Please tick (v) relevant answer  
| English | Bengali       |
| Welsh   | Gujarati     |
| Polish  | Arabic       |
| Punjabi | French       |
| Urdu    | Chinese      |

Other (please specify)  

Equality monitoring  

1) What gender are you? (Please tick the appropriate box)  
☐ Male ☐ Female ☐ Prefer not to say  

2) How old are you? (Please tick the appropriate box)  
☐ 0 to 9 ☐ 10 to 19 ☐ 20 to 29 ☐ 30 to 49 ☐ Prefer not to say  
☐ 50 to 64 ☐ 65 to 74 ☐ 75+  

3) Do you have a disability? (Please tick the appropriate box)  
☐ Yes ☐ No ☐ Prefer not to say  

3a) If 'Yes', please tick the appropriate box(es) which best describes your disability?  
☐ Mental Health ☐ Physical Disability ☐ Hearing Impairment  
☐ Learning Disability ☐ Sight Impairment ☐ Other  
☐ Other  

4) What is your religion or belief? (Please tick the appropriate box)  
☐ None ☐ Muslim ☐ Hindu ☐ Jewish ☐ Christian ☐ Buddhist ☐ Sikh ☐ Prefer not to say  

Any other religion (please write in)
5) **How would you describe your ethnic origin?** (Please tick the appropriate box)

- **White**
  - White British
  - White Gypsy or Irish Traveller
  - White Irish
  - Other White Background

- **Asian or Asian British**
  - Indian
  - Bangladeshi
  - Other Asian Background

- **Mixed / Multiple ethnic Background**
  - White & Black Caribbean
  - White & Asian Other mixed / multiple background

- **Other ethnic group**
  - Arab
  - Any other ethnic group (please state)
  - Prefer not to say

- **Black or Black British**
  - Caribbean
  - African
  - Other Black Background

6) **If you are 16 or over which of the following options best describes how you think of yourself?** (Please tick the appropriate box)

- **Bisexual**
- **Gay Man**
- **Gay Woman / Lesbian**
- **Heterosexual**
- **Prefer not to say**

7) **Is your gender identity the same as the gender you were assigned at birth?** (Please tick the appropriate box)

- **Yes**
- **No**
- **Prefer not to say**

8) **What would you describe your marital status as?** (Please tick the appropriate box)

- **Married**
- **Single**
- **Civil Partnership**
- **Widow / Widower**
- **Other**
- **Prefer not to say**
Appendix 5 – Copy of the Child and Young Person Questionnaire

The following is a copy of the text used for the child and young person paper questionnaire.

0-19 years Public Health Nursing Services Re-commissioning

Northamptonshire County Council is responsible for making sure that all children and young people (aged 0-19) are safe, as healthy as they can, and that any health or development problems are seen as early as possible and the right treatment and care offered.

This includes offering all young people regular health assessments such as sight tests and height and weight measurements, help prevent against some diseases, help to deal with anxiety, stress and bullying, and advice and support to help keep a healthy weight, stop smoking or manage concerns about drugs or alcohol, pregnancy and sexually transmitted infections.

The service for young people is mainly delivered by School Nurses (these are registered nurses who have additional public health qualifications), and nurses who have been specially trained to deliver support to teenage parents, supported by nursery nurses and other support staff. The nurses work closely with family doctors, hospital A and E departments, Children’s Centres and social care staff.

We want to make it as easy as possible for you to get help and support when you need it. Please could you tell us your views by completing this short questionnaire. Closing date is 8th September 2017.

To say thank you completed questionnaires will be put into a raffle and the first 3 names pulled out will win a gift voucher of £10. You don’t have to give us your contact details but if you do want to enter the raffle please tell us your name and contact details and the end of this survey.

1. How old are you? 

2. Please tell us if you have had any of the support listed below from your school nurse. (Tick all that apply)

<table>
<thead>
<tr>
<th>Support</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Advice on healthy diet</td>
<td>Support for emotional / mental health and wellbeing</td>
</tr>
<tr>
<td>Advice on helping to stop accidents e.g.</td>
<td>Advice on managing stress / anxiety or bullying</td>
</tr>
<tr>
<td>safe sleep, sun safety, car and travel</td>
<td>Support to deal with bereavement e.g. someone dying</td>
</tr>
<tr>
<td>safety</td>
<td>Advice on managing your behaviour</td>
</tr>
<tr>
<td>Advice on dental health</td>
<td>Sent for an appointment with another health, social care or voluntary agencies</td>
</tr>
<tr>
<td>Support with bedwetting</td>
<td>Sexual health services</td>
</tr>
<tr>
<td>Support with increasing physical activity</td>
<td>Not applicable – I have never used any of these services</td>
</tr>
<tr>
<td>Support to stop smoking</td>
<td></td>
</tr>
</tbody>
</table>

Other (please tell us about any other support you have received):
3. How would you most like to get advice and information on how to look after your health and wellbeing? (Tick up to three options)

<table>
<thead>
<tr>
<th>Face to face with someone</th>
<th>Via an ‘app’</th>
</tr>
</thead>
<tbody>
<tr>
<td>On the phone</td>
<td></td>
</tr>
<tr>
<td>Via a website</td>
<td>Skype / Face-time</td>
</tr>
<tr>
<td>Online instant messaging ‘chat’ with the service</td>
<td>Text ‘chat’ with the service</td>
</tr>
<tr>
<td></td>
<td>Private message through social media</td>
</tr>
<tr>
<td></td>
<td>(e.g. Facebook, Twitter, etc)</td>
</tr>
</tbody>
</table>

Other (please tell us how):

4. Who would you like to talk to about your health and wellbeing? (Tick up to three options)

<table>
<thead>
<tr>
<th>School nurse (Registered nurse with additional training and qualifications)</th>
<th>Nursery nurse (someone who is trained in child care)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Peer supporter i.e. other young person</td>
<td>Voluntary sector / charity worker</td>
</tr>
<tr>
<td>Youth worker</td>
<td>Volunteer</td>
</tr>
</tbody>
</table>

Other (please tell us who):

5. If you needed to talk to someone face to face, where would you prefer to meet to do this? (Tick all that apply)

<table>
<thead>
<tr>
<th>School/college</th>
<th>Library</th>
</tr>
</thead>
<tbody>
<tr>
<td>Local community centre</td>
<td>Voluntary sector building</td>
</tr>
</tbody>
</table>

Other (please tell us where):

6. We now want you to think about what, if any, of the following would make you contact the 0-19 years Public Health Nursing Services for help and support. Please tick all that apply.

<table>
<thead>
<tr>
<th>Advice on healthy diet</th>
<th>Support for emotional / mental health and wellbeing</th>
</tr>
</thead>
<tbody>
<tr>
<td>Advice on helping to stop accidents e.g. safe sleep, sun safety, car and travel safety</td>
<td>Advice on managing stress / anxiety or bullying</td>
</tr>
<tr>
<td>Advice on dental health</td>
<td>Support to deal with bereavement e.g. someone dying</td>
</tr>
<tr>
<td>Support with bedwetting</td>
<td>Advice on managing your behaviour</td>
</tr>
<tr>
<td>Support with increasing physical activity</td>
<td>Help to get an appointment with another health, social care or voluntary agency</td>
</tr>
<tr>
<td>Support to stop smoking</td>
<td>Sexual health services</td>
</tr>
<tr>
<td></td>
<td>Nothing – I would not want to use any of these services</td>
</tr>
</tbody>
</table>

Other (please specify):

7. Do you have any other comments you would like to make?
8. What town/village do you live in? 

9. What language would you prefer to receive information in? (Tick only one option)

- English
- Welsh
- Polish
- Punjabi
- Urdu
- Other (please specify):

10. What is your gender?

- Male
- Female
- Prefer not to say

If you want to enter the raffle for a chance to win a £10 gift voucher please tell us:

First name or nick name: ..............................................................................................................................................

Contact details (this can be your mobile number, email or address):
............................................................................................................................................................................
............................................................................................................................................................................