

# Youth Out Loud!

End of year activity update

April 2023 – March 2024



**Our prioritised work areas in 2023-24 for young people were:**

- a. Support Youth Out Loud! (YOL!) to review health and care services
- b. Support delivery of the Digital Youth Project (year 4) to complete a series of short health and care films and podcasts by young people for young people.
- c. Support YOL! to develop its online and social media content

**YOL!, supported by Healthwatch Kingston, has brought together young people aged 13-17 years from across Kingston and Richmond to scrutinise local health and social care services.**

**Through the Digital Youth Project, YOL! also created podcasts and information films to raise awareness of health and care issues faced by young people.**

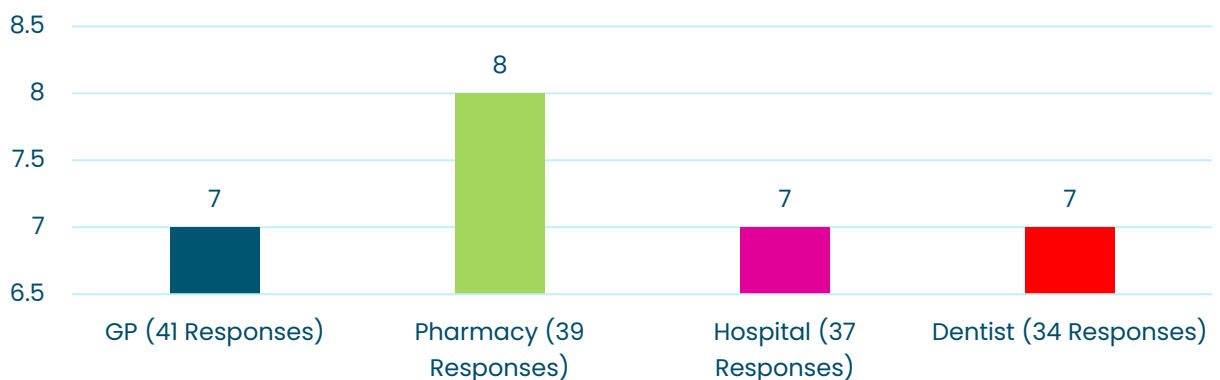
**Healthwatch Kingston Priority 2023 - 24 – Support Youth Out Loud! (YOL!) to review health and care services:**

[Healthwatch Kingston’s Including Communities](#) survey was adapted by members of YOL! to be shorter and more inclusive of other young people.

The survey was taken to Chessington and Kingsnympton youth groups as well as Kingston College Freshers Fair and was completed by 56 young people.

We asked young people to rate health services out of 10. The table below displays our findings:

**How happy are young people with the following services (rating 1 low and 10 high)**



## Experiences of Health and Social Care services

Throughout 2023-24 YOL! engaged with local young people at the events we visited. As part of the Healthwatch Kingston Including Communities project young people shared their experiences of NHS and social care services. Here is what young people said:

### General Practice (GPs, nurses etc.)

"Very long waiting time."

"It was good they made me feel welcome and as I'm 16 now they asked more questions (to me) than my parents. They could improve their accessibility."

"Never any appointments. Rude receptionists."

"Went for a blood test 11 weeks ago and have not heard back."

### Pharmacy

"It was okay didn't really listen. Could be better by letting us talk."

"It was amazing very lovely."

"Very quick pick up could have more good time management."

### Hospitals

"It was okay. A long wait."

"Wasn't great long wait however the nurses were nice food wasn't nice either."

"Were very welcoming, did operation well."

"For a liver check, fast, clear and kind staff and responses. However emails are inconsistent with timings."

### NHS Dentist

"Went very well. Be better if kept on time."

"It could put more interesting books and magazines suitable for kids."

"Switched to private because the old one was judgemental."

## Healthwatch Kingston Priority 2023-24 – Support delivery of the Digital Youth Project (year 4) to complete a series of short health and care films and podcasts by young people for young people:

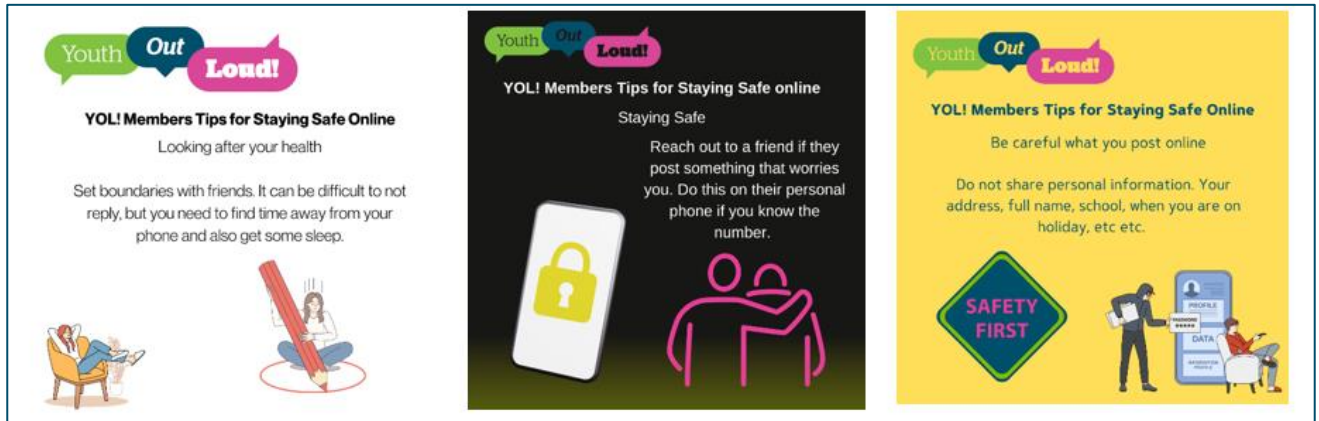
In January 2024 YOL! published their short interview with Tom Baverstock, Kingston's Cycling Paramedic.

Tom told our young volunteer about how he became a Cycling Paramedic, what a typical day looks like, what sort of incidents they responded to, what medical equipment they carried with them, what the process was for receiving emergency calls and if he had any highlights he wanted to share with us. For the full story and to view this short film please visit [YOL! Meets \(yolweb.info\)](https://yolweb.info)



“We can help someone without going to A & E, take pressure off A & E using different pathways and saving the ambulance for someone else” **Tom Baverstock, Kingston Cycling Paramedic**





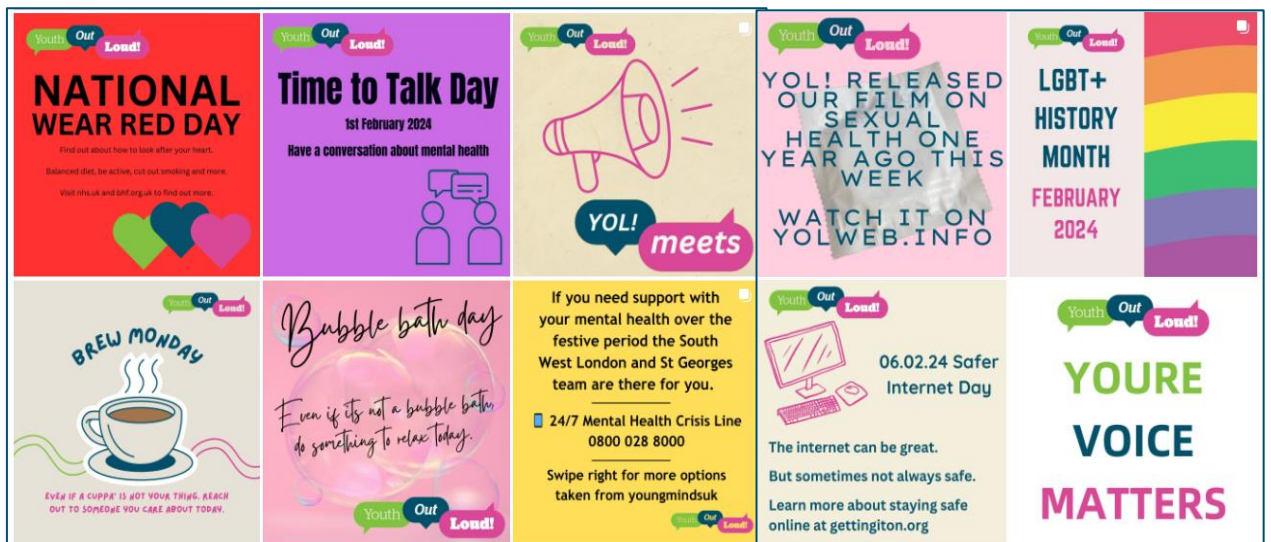
## Healthwatch Kingston Priority 2023-24 – Support YOL! to develop its online and social media:

As part of the Digital Youth Project funded by The Royal Borough of Kingston upon Thames, Community Resilience Fund, the YOL! team supported by Healthwatch Kingston created a series of media assets sharing tips for managing social media issues and online security.

These assets were shared on [yolweb.info](http://yolweb.info) and Instagram to help raise awareness of the issues faced by many young people in a digital world. YOL! divided the social media posts into three areas: looking after your health, staying safe and being careful what you post online.

All posts are available on YOL!’s Instagram. YOL!’s full discussion about social media is available here: [Staying Safe Online \(yolweb.info\)](http://yolweb.info)

YOL! has also increased posts on social media. Linking national awareness days to local support and previous YOL! work (such as LGBT+ History Month, Safer Internet Day and Anti Bullying Week).



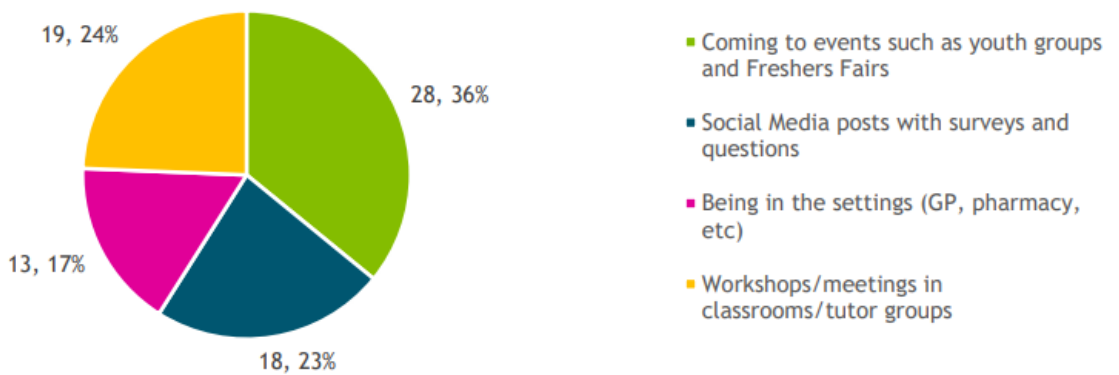


## Supporting Digital Exclusion and Outreach

To support [Healthwatch Kingston's Including Digitally Excluded project](#) we asked young people how they would prefer to give feedback to Healthwatch Kingston on NHS and social care services.

We learnt that young people prefer to give their feedback in person at events like youth groups and Freshers Fairs (36%) and in workshops/meetings in classrooms and tutor groups (24%). One young person we spoke to said: *"Use social media as a boost, make it applicable to all young people."*

What is the best way for Healthwatch Kingston and Youth Out Loud! to get your feedback on NHS and social care services?



### YOL! in 2024

- Funded by The Royal Borough of Kingston upon Thames, Community Resilience Fund YOL! will publish our Podcast on access to NHS and social care services for young people living with a disability and our film by young people for young people on Bereavement and Bereavement services.
- Create, Engage and analyse our social Media and health messaging
- Continued posting on social media
- Continue to grow yolweb.info as a local resource for young people




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Youth Out Loud (YOL!)

[www.yolweb.info](http://www.yolweb.info)

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