



Session 3: Experience of NHS Services

Purpose: To help professionals get a picture of children and young people's past experiences with and current attitudes towards NHS Lothian services

Time: 30 – 45 minutes

Materials:

- Cartoon strip templates
- 5 pie or puzzle pieces (A3 or larger)
- Pens

Instructions:

To introduce this section, you might say:

'Children and young people have a wide variety of experiences when they use the NHS. Some go to the doctor only occasionally, some spend long stretches of time in hospital, some visit a dentist, but NHS Lothian wants to make sure that children and young people have a positive experience whenever they might need a little help to be healthy. Right now you are going to think about your own experiences.'

Activity 1: NHS Services

As a group, ask the children and young people to brainstorm types of NHS services. Children and young people may be more or less familiar with some types of services so this will get them thinking more broadly than just a visit to a GP.

Answers might include: GPs, visits from midwives and health visitors, dentist, A&E, children's wards in hospital, opticians, etc.

Activity 2: Cartoon strips/storyboards

Once the group has generated a list of various NHS services, ask the children to think about times they have accessed these services. This is some time for some quiet thinking and reflecting. Is there one instance that sticks out in your memories? Was it a good experience or a bad one? What do you remember?

As the group is thinking about these experiences, pass out the templates for the cartoon strips/storyboards provided in this pack – or create your own. Ask the children and young people to tell their story using the template. Focus on the people involved, the place and the action – what happened. When they have finished with their illustrations, ask the children and young people if they would like to share their cartoon strips with the group. However, as these are personal experiences, they do not have to share these memories with the group.

Activity 3: A piece of the whole

In this activity, children and young people will explore NHS services as they relate to some of the GIRFEC wellbeing indicators. On your five pieces of pie/puzzle, write one of the following words on each piece: nurtured, healthy, safe, included and respected. It might be necessary to think about what these words mean so that everyone in the group knows what is being asked of them.

1. **Nurtured** – to feel helped and supported to grow, develop and succeed
2. **Healthy** – to feel well and not be sick or injured
3. **Safe** – to be free from danger, harm or injury
4. **Included** – to feel like part of the group and listened to
5. **Respected** – to feel valued and treated well by other people

Divide your group evenly around the pieces so that a small group is working on each one. The children and young people are going to think about these five indicators in relation to accessing NHS Lothian services. Each pie/puzzle piece will be used to record feedback about one of the indicators. You might say, "What does the NHS make children and young people feel **Nurtured/etc.**? How can the NHS do better?"

Give the groups approximately 5 minutes at each pie/puzzle piece and then rotate so each group visits all five pieces.

When the groups have finished, some prompts for feedback include:

- Why is this important to children and young people?
- What would it be like if NHS did not make us feel Nurtured, Healthy, Safe, etc.?
- Do you think these wellbeing indicators are Wants or Needs? Why?

Record the children and young people's responses.