



Reducing health inequalities experienced by young people

Checklist of questions for services

This list of questions has been developed to accompany AYPH training on young people's health inequalities. The resources were specifically compiled for a workshop session at the Royal College of Paediatrics (RCPCH) conference on 28/06/2022.

Introduction

This checklist has been designed with health services in mind, to improve the care provided for young people. It is not authoritative or definitive, but it might alert you to some fairly straightforward things to consider to make your service more targeted to reducing inequalities in your local population of young people.

How you use this is entirely up to you, but it might help you to keep a simple record of:

- Who's in your local population, who might need more help and who is at most risk of developing health inequalities
- How health inequalities fit into the aims of your service
- What further action you need to help to reduce health inequalities
- Who needs to carry out the action

Understanding your youth population's needs and challenges

- **What's the problem locally?** Which young people are at risk of poorer health outcomes locally, and who might be struggling to get access to services? How many have protected characteristics or fall into 'inclusion health' groups? Overall, what's the biggest concern for your local population of young people?
- **What are the poorer outcomes that you're particularly worried about?** (Now, in the future, for their children - focusing on HEALTH). Are you particularly worried about asthma? Or unplanned hospital admissions? Or dental health? Something else? Perhaps develop a short list of four or five.
- **Where are the gaps in the current service offer?** To what extent are current health services for children and young people working effectively or ineffectively?

What's the service and who is using it?

- **What does it aim to do?** What was the service designed to do? What would a good outcome from the service look like?
- **How does it serve young people?** Age group? What proportion of all clients? How do they get there/referred? How many young people use your service on a monthly

basis? How many of the young people using your service are frequent users over a long-term, or one-off users?

Planning/action to reduce unequal access to the service

(i) Improving access

- ***Have you assessed the accessibility of your service?*** – Think about applying the Healthwatch accessibility checklist
- ***Have you assessed how poverty may be a barrier for people accessing your service?*** – Think about poverty proofing recommendations (e.g. how much does parking cost?)
- ***Are you aware of the NHSE Core20PLUS5 approach?*** And how do you apply this for young people?
- ***Can you do anything about 'did not attend' rates?*** Or even change the terminology around DNAs to reduce blame?
- ***Are there any data recording or sharing improvements that could be made?*** Do you work with statisticians in your service to better understand data collected on young people? Are you aware of NHS England's children and young people's data dashboard?

(ii) Specific youth friendly actions

- ***Are you aware of the You're Welcome guidance?*** Do you use them in your service?
- ***Could the service's communication with young people be improved?*** If so, how?
- If there was one small step you could do to improve access for the 10-24 age group what would it be?

(iii) Hearing youth voice

- ***Do you record young people's experiences & how?*** Do you have a Healthwatch programme attached to your service? Knowing what young people feel about the service might help to understand who is attending.
- ***Understanding young people's lives*** - How often do you discuss non-health related issues with young people? Do you consider the young people's wider family and friends during your consultation with them? Would they possibly have unmet health needs?
- ***How do you discuss young people's health behaviours?*** Do you discuss these routinely in all consultations? Have you heard of HEADSS to structuring conversations?
- ***What can you do to increase trust with the young people that you work with?***

Evaluation/Leadership

- **Who are the key people locally** with responsibility for health inequalities in our age group? (Local authority, local politicians, ICS/CCG, other?) Do you know them? Can you make a link?
- **Are you ready for social prescribing for young people?** Do you have contacts in other health services, social services, education, youth services, career advice, debt advice, food banks, nature groups etc? How could you signpost young people to other services? Are there social prescribing link workers for young people in your service?
- **Are there any groups or networks** you should connect and work with? Do you have a patient voice network? And how are young people included in this? Are you connected to it?
- **Do you have a named lead for reducing youth health inequalities?** Do you know them and work with them?
- **Do you have a named lead for children and young people?** Do you know them and work with them?
- **Do you have a plan & indicators so that you can track change and improvements?** How will you know if there is an impact? Do you have outcome measures for children and young people?