

Appendix 2 Outcomes to stakeholder and user surveys

5 – 19 years Stakeholder Survey

Surveys were sent out to local stakeholders including schools, colleges, NHS bodies and other interested parties. Two stakeholder events were held. We had a good response to the survey and events. 23 Organisations and six Individuals responded to the survey including six GP Practices, both local CCGs, three local NHS Trusts, six schools including one independent, one local college, two Cheshire East Council departments and one independent sector organisation. The two stakeholder events attracted schools, CCGs, council departments, college, voluntary sector, local NHS Trusts, and a local GP.

There was overall support for the proposed service model with some useful suggestions that we will incorporate for example on the mid teen review, working with other services. There were a number of comments on the future role of school nursing on safeguarding. These have all been noted and further discussions with relevant parties have been initiated.

The full report can be found at:

[2015-01-15 School Health User Survey.pdf](#)

Stakeholders have received a copy of the report and further comments were invited during December and January

5 – 19 years User Survey

The user survey was completed by over 400 recipients, both young people and parents. The survey and discussions with young people indicated that use and awareness of the service was low but that they would use such a service in the future and would welcome a service after school but not during the holidays (a service during holidays will be commissioned in the light of national guidance and good practice but will be kept under review) .

The ‘top 6’ areas of importance to users are – in order of importance of users - minor injuries, emotional feelings, school absence due to illness, mental health, healthy eating and healthy weight.

A majority of parents of primary school children felt that all results of the National Child Measurement Programme should be sent to parents.

In response to questions on how to communicate with the service email was the preferred method by both parents and young people. Finally, there was a clear cut winner for re-naming the service of the options presented – “Children and Young Peoples’ Health Service”. However there were also lots of other suggestions and further discussions will be needed on the future name.

The full report can be found at:

http://www.cheshireeast.gov.uk/council_and_democracy/council_information/consultations/consultations_results.aspx

Breastfeeding Survey

A user survey at the Children’s Centre receiving the current targeted breastfeeding service recorded that mother’s considered the service as high quality.