

Engagement and Involvement with Broad Oak Community Primary School

Contents

[Overview - Why we did this work](#)

[What we did](#)

[You Said – We Did](#)

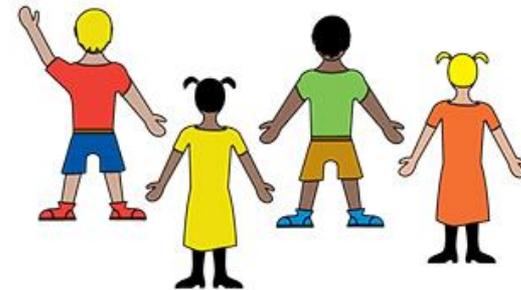
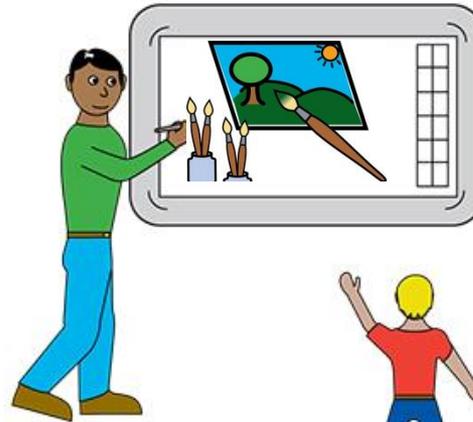
[Appendices](#)

[Appendix 1- Meetings and Events](#)



Overview

NHS St Helens CCG is committed to carrying out meaningful engagement and understanding the experiences of the community. **Children and young people** have the right to be protected from abuse and exploitation and to have their health and welfare safeguarded. Children and young people need to be listened to, and need to feel that those looking after them actually care about them.



Background:

In 2016 the CCG launched a competition **asking the public to develop a poster campaign about** what services are available in the borough and when is appropriate to use those services.

The Winner was announced and the campaign poster PUZZLED was launched across St Helens to support key messages across the community.

The CCG contacted Broad oak Primary school and asked would they support some facilitated sessions with their pupils to gain a clear understanding of their experiences of using NHS services and capture feedback of when they feel they should use certain services.

What we did

Spent a day in Broad Oak School talking to children across different years,

The sessions

The engagement, involvement and communications team spent a day in the school and facilitated sessions with a number of children across different years:

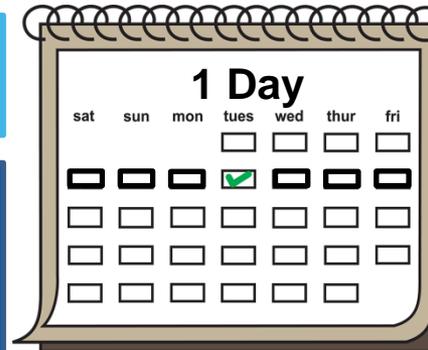
Year 3

Year 4

Year 5

Year 6

Each group lasted approximately 45 minutes and around 12 pupils attended each session. The sessions were built around the PUZZLED campaign using images to gain the pupils feedback and knowledge of each service and when to use them.



48
students

PUZZLED?



Where do your symptoms fit in?



Designed by local resident Amanda Lomas



You Said – We did

All comments and questions from the children were captured and common themes used to support future events / campaigns

You Said

We Did

“We are not aware of some NHS services and how and when to use them”

Leaflets and flyers left with the school to support future promotion of services across the local area such as community pharmacists, walk in centres and 111

“The NHS should spend more time telling people what services are available to make sure people don't use the wrong services”

Promoting all services and when to use them on a regular basis through our website, social media and look at running a dedicated event during Winter.

Appendices

Appendix 1 – Events and meetings

This was a dedicated event working in partnership with Broad Oak Community Primary School

