

Report on Primary School Nurse Service Pilot Project



November 2014 - March 2015

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Executive Summary - Primary School Nurse Service Pilot

Healthwatch Trafford's community engagement with children in Sale Moor in 2014, revealed a lack of awareness and knowledge amongst the children about their School Nurse Service. In addition, while service user led evaluation of school nurse provision had occurred in several Trafford secondary schools, this had not yet happened in the borough's primary schools.

To address this gap, Healthwatch Trafford carried out a pilot project with Firs Primary School, (attended by two of the Sale Moor children), to determine the extent to which the school nurse service met local and national best practice guidelines regarding health service design and delivery for children / young people.¹ Twelve children were engaged over four months to carry out peer led service evaluations using surveys and then develop their own recommendations.




Results from 98 children surveyed revealed:

-  50% had met their school nurse team & described staff as “caring”, “helpful” and “explains things well”
-  62% think it is not easy to see the school nurse team
-  there is a lack of knowledge & awareness regarding:
 - how to access the school nurse service (72%),
 - what the service provides (72%)
- the service confidentiality policy (49%)
-  feeling nervous, scared, embarrassed or worried, were other motives preventing children from visiting the school nurse
-  some see the service as providing support for issues such as emotional wellbeing, growing up, weight & bullying



¹ This is recommended in the Trafford School Nursing Service Review (2013)

Outcomes

Two recommendations made by the children, (Healthwatch Juniors), aimed at addressing the lack of awareness / knowledge of the service and raising children's confidence to access it have been implemented:





-  The Firs Primary school nurse team have delivered a school assembly with content suggested by Healthwatch Juniors
-  Healthwatch Juniors planned and delivered a school assembly sharing their survey findings and recommendations with their peers
-  Healthwatch Juniors have developed posters advertising the service.

In addition,

-  The Trafford School Nurse team have committed to carrying out assemblies (including the content suggested by Healthwatch Juniors) in **all** primary schools with established school nurse drop-ins
-  This executive summary will be shared at a Trafford Primary Head Teachers Conference in June 2015

Outstanding recommendations, (agreed to by Firs Primary School Head), include placing the posters (designed by Healthwatch Juniors) and arrows directing children to the school nurse drop-in around the school around school and putting information about the service on the school website and newsletter.

To take this work forward, Healthwatch Trafford recommends:

-  Repeating the service user led evaluation of the school nurse service at Firs Primary school in September 2015 to evaluate the impact of the work carried out
-  Implementation of the 4 Healthwatch Junior recommendations² across all Trafford school nurse teams and primary schools
-  Service user led evaluations of the School Nurse service to continue in all primary schools across the borough
-  *Healthwatch Trafford would like to thank and acknowledge the hard work of the Healthwatch Juniors and extend thanks to the School Head, Nerys Hitchcock and School Nurse, Kim White for their co-operation and support.*

² The four recommendations: school assemblies (with suggested content by Healthwatch Juniors) to be delivered by school nurse team, posters promoting the school nurse service designed by children (with specific content) to be put around the school, arrows directing pupils to the school nurse drop-in venue to be placed around school and school nurse service information to be placed on school website & newsletters.

Background

Healthwatch Trafford is a local consumer champion in health and social care.

Statutory activities include:

- Providing advice and information regarding health & social care services
- Taking people's experiences to decision-makers to influence positive change
- Involving people in decision making about local services
- Involving people in monitoring health and social care services

All local Healthwatch have a duty to engage with children and young people and the Healthwatch Trafford Engagement Worker developed professional working relationships with children attending a local community centre in Sale over summer 2014.³ It became evident that these children were unaware of their school nurse service - who their school nurse was and what service was provided.

Two children, pupils at Firs Primary School, Sale, in particular, were keen to work collaboratively with Healthwatch to evaluate their school nurse service. Firs Primary School Nurse and Head Teacher were very open to the idea of a pilot project and the Head Teacher selected 8 more Year 5 pupils to take part in the project (in addition to the 2 girls already engaged by the Healthwatch Trafford Engagement Worker).



Before commencing this work, key partners were consulted for their input, to share best practice and avoid duplication among services. They included:

- Integrated Commissioning Unit (Trafford Children & Young People's Service),
- Pennine Care NHS Foundation Trust School Nurse Lead and Patient Experience Team;
- Trafford Youth Cabinet members (2014);
- Children's Rights Service (Trafford Council);
- School Nurse Lead within the Local Area Family Support Team;
- School Nurse at Firs Primary School.

³ The children attend a weekly girls group run by Sale Moor Community Learning Partnership.

Pilot project Aims

- Work towards improved, relevant and effective health services that meet children's needs, leading to better health outcomes for them and their families
- To involve local residents in monitoring and evaluation of health services
- To increase Healthwatch Trafford's engagement with children and young people

Objectives

- Children are able to gather qualitative and quantitative information to determine the extent to which the school nurse service meets local and national best practice guidelines (as recommended in the Trafford School Nursing Review 2013);
- Children (Healthwatch Juniors) are able to present their findings and recommendations to their peers, Head Teacher and School Nurse;
- Healthwatch Trafford to share outcomes with school nurse service providers and commissioners, recognising good practice where it is occurring and promoting service improvements highlighted by service users where possible.

National Context

There are a number of national frameworks placing emphasis on school nursing services as a key link between health, education and wider children's and young people's services, providing guidance and support on a range of health-related issues. These include:

- **National Service Framework for Children, Young People and Maternity** (Department of Health, 2004);
- **Healthy Child Programme from 5-19 years old** (Department of Health, 2009);
- **Healthy Lives, brighter futures - The strategy for children and young people's health** (Department of Health, 2009).

- **Healthy Lives, Healthy People** (Department of Health, 2010)
- **You're Welcome Quality Criteria for young people friendly health services** (Department of Health, 2011)
- **Getting it right for children, young people & families: Maximising the contribution of the school nursing team: Vision and call to action** (Department of Health, 2012)
- **Public Health Outcomes Framework** (Department of Health, 2012)

Local context

The School Nurse Pilot Project complements local priorities drawn from the Trafford Joint Strategic Needs Assessment (JSNA) and outlined in the Trafford Joint Health and Wellbeing Strategy 2013 - 2016. These include: to reduce childhood obesity & improve the emotional health & wellbeing of children / young people.

In 2013, secondary and primary school children, parents/carers, school nurse practitioners and a range of other partners contributed to the Trafford School Nursing Service Review (2013). A number of service recommendations were made including:

- Meeting the School Nursing Charter (agreed to and developed alongside Trafford Youth Cabinet in consultation with primary and secondary age students across Trafford, 2013). See Appendix 1
- Use of the You're Welcome quality criteria for Young People Friendly Health Services (2011) to benchmark service provision, identifying and addressing gaps

Monitoring and evaluation of these service recommendations in several Trafford Secondary Schools has been led by the Trafford School Nurse Champions Co-

ordinator (based in the Advocacy and Children's Rights Service, Trafford Council), working in partnership with young people.⁴

Healthwatch Trafford recognised that there was a gap in terms of evaluating the extent to which the school nurse service in Primary Schools have adapted the recommendations made in the School Nursing Review, 2013. Building upon the work carried out locally in secondary schools, Healthwatch Trafford adapted the existing School Nurse Champions Project structure, training and materials for primary school children in this pilot project.



Two Healthwatch Juniors with survey results & Healthwatch Trafford Engagement Worker (Jan 2015)

Trafford School Nurse Service

All primary schools in Trafford were offered a free School Nurse Service drop-in service in September 2014. Not all primary schools took up this offer. The drop-service is delivered to schools who accepted on average once a term. More information on Trafford's School Nurse Service can be found in Appendix 2.

⁴ The School Nurse Champions project was created by the British Youth Council & partner agencies. Young people are trained to be School Nurse Champions; they ask what their peers know and think of their school nurse, write a report with their findings and recommendations and ask the school nurse to respond. From this, an action plan is created for the school nurse service to ensure recommendations are acted upon where possible.

Methodology

In addition to the duty placed on Local Healthwatch to involve children and young people, listening and acting on their views as service users, engaging these groups is crucial because:

- participation in decision-making is a right owned by all children / young people;⁵
- it brings a range of benefits for school communities, including improved student behaviour and conflict resolution amongst peers;⁶
- the ability to influence positive change for themselves / peers encourages children to be active citizens;
- new learning opportunities in areas such as:
 - children's rights;
 - health services and how to access them;
- build on students existing confidence levels and increase skills including:
 - listening skills
 - teamwork
- problem solving service user feedback on what is working well and areas for improvement leads to increased efficiency and effectiveness of the service to meet needs

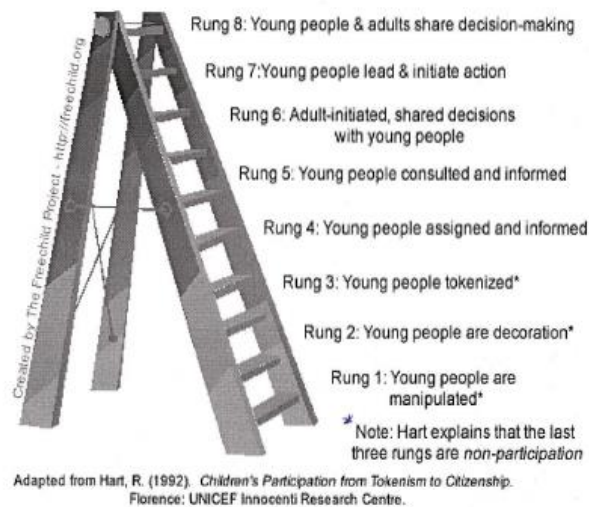
Children's participation and engagement in this project was crucial and can be judged to be at the upper level of Hart's Ladder of Participation (Hart 1992). The project was adult initiated, materials (including the survey), were developed by adults and survey results were collated by Healthwatch without children's involvement due to time constraints. However, decision making throughout the project was shared with the Healthwatch Juniors, they were involved in planning the surveys, delivering them and it was their recommendations which were taken to and agreed to by the School Head and Nurse. The degree of involvement was therefore high, with children empowered to make decisions and initiate change.

⁵ UN Convention on the Right of the Child (1989)

⁶ Schools Council UK.

http://www.myschoolcouncil.info/scuk_content/for_free/Benefits%20of%20school%20councils/scuk_for_free
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Roger Hart's Ladder of Young People's Participation



The Healthwatch Juniors planned and carried out questionnaires with their peers by visiting tutor groups during class time and verbally asking the same set of questions to each group. Some questions were open but the majority were closed questions. Because of time limitations, the results were then collated by Healthwatch Trafford, (rather than gathered with the Healthwatch Juniors), and brought back to the group for them to analyse the results and create recommendations for the School Nurse and Head Teacher.

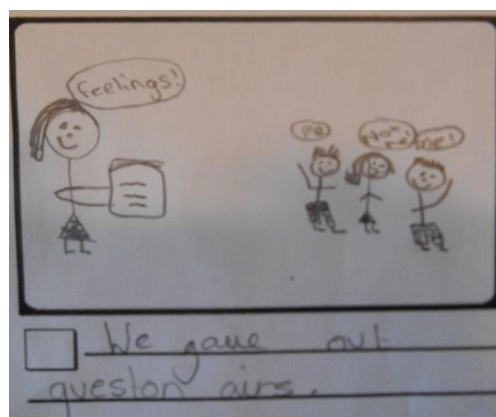
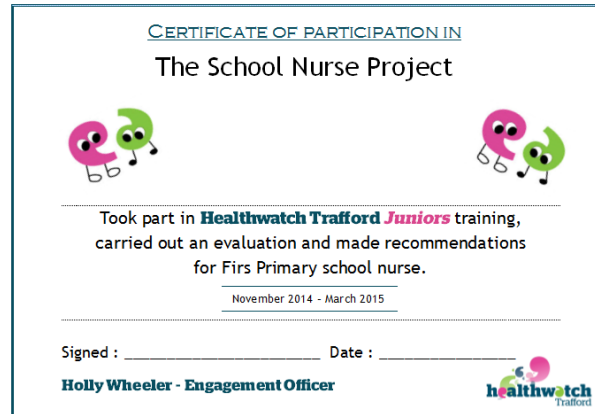


Image created by a Healthwatch Junior to explain the survey process

No financial rewards were given to the children or the school for their involvement, but the Healthwatch Juniors did receive some Healthwatch freebies (stress balls and pens), were presented with certificates of involvement in a school

assembly and attended a free celebration lunch with the Healthwatch Trafford Engagement Worker.



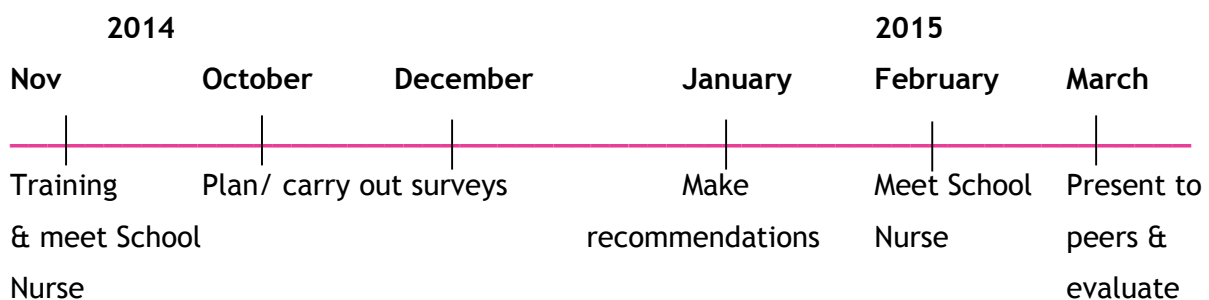
Certificates presented to Healthwatch Juniors in March, 2015

Project Outline

National materials developed by the British Youth Council to involve young people in the evaluation of secondary school nursing services were adapted and new materials added by Healthwatch Trafford for use with younger children in this pilot project.



Healthwatch Juniors during training. December 2014



Training, (including planning to carry out the surveys and meeting the school nurse), was approximately three hours in length and took place over a number of school lunchtimes.



Healthwatch Juniors meeting with the School Nurse,
December 2014

Key results from the 98 children surveyed revealed:

- 🌟 half had met their school nurse team & most commonly used words used to describe staff included caring, helpful and explains things well;
- 🌟 a lack of knowledge & awareness around how to access the school nurse service, what help / support was provided and the service confidentiality policy;
- 🌟 feeling nervous, scared, embarrassed or worried were frequently given motives preventing children from visiting the school nurse;
- 🌟 children commonly perceived the service as providing support for emotional wellbeing, issues around growing up, weight and bullying.

The children made 3 recommendations (see section, Firs Primary Children's Results and Recommendations), to the school nurse during a meeting in January 2015, one of which has already been implemented by the School Nurse team at Firs Primary at time of writing this report and all have been agreed to. One recommendation was made to the Head Teacher.

The Healthwatch Juniors were supported to plan and deliver a presentation about their work to their peers during a Firs Primary school assembly in February 2015. The group were supported by the Healthwatch Engagement Worker to create and carry out a drama sketch which other children complemented with a visual presentation.



Healthwatch Juniors present at school assembly, February 2015

In addition, at a Trafford Primary School Conference in March 2015, two Healthwatch Juniors presented their work to 46 pupils and teaching staff from other primary schools in Trafford.



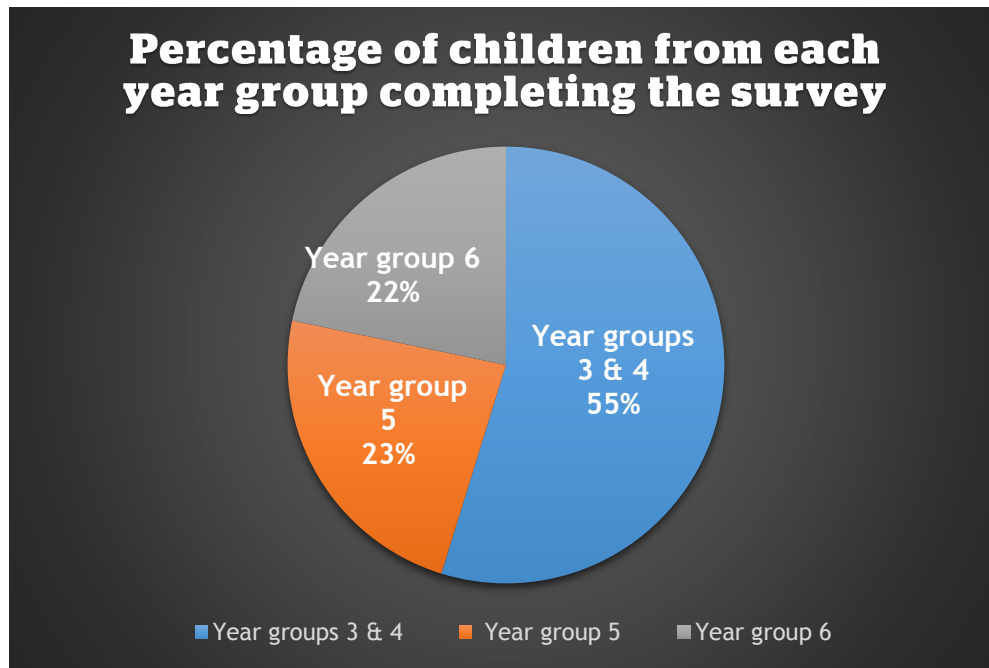
Healthwatch Juniors present at Trafford Primary School Conference

Healthwatch Junior's suggestions for overall improvements to the project included better planning and support to carry out the peer survey. In terms of the impact their involvement has made on them, the children expressed gaining new knowledge and confidence (see Evaluation - Healthwatch Juniors section of this report)

Firs Primary Children's Survey Results

Quantitative Data

98 children in total completed the survey over a two week period in December 2014. They were from year groups 3, 4, 5 and 6.



General Comments about the School Nurse team

“they give us good info about our helf [sic]”

“they are very careing [sic] and helpful”

“they help you be better”

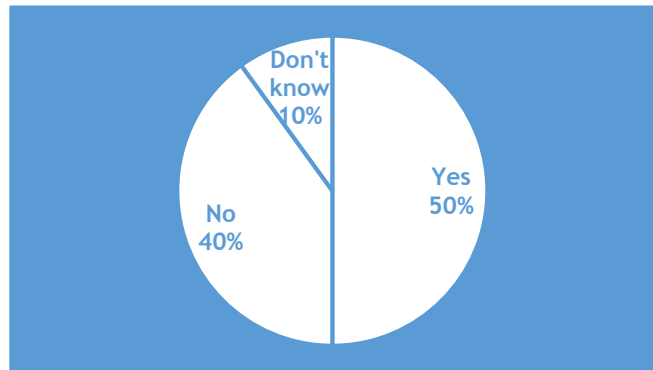
“there is nothing I would really change, maybe if they told us every time that the school nurse was in then it would be easier for me”

“I think we could get the school nurses to come in and have a talk with us all again like 2 a month to talk about health and growing up.”

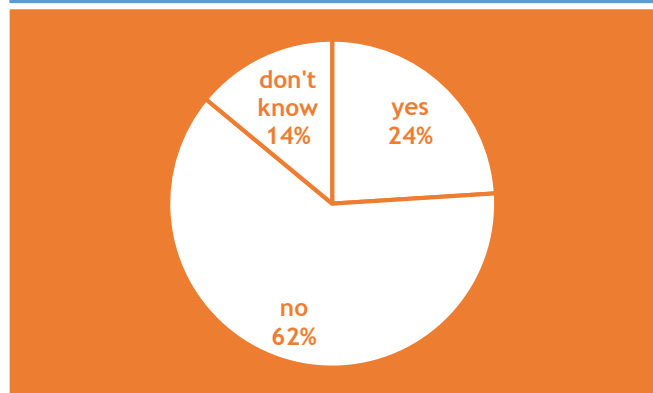
Survey Responses

Part 1

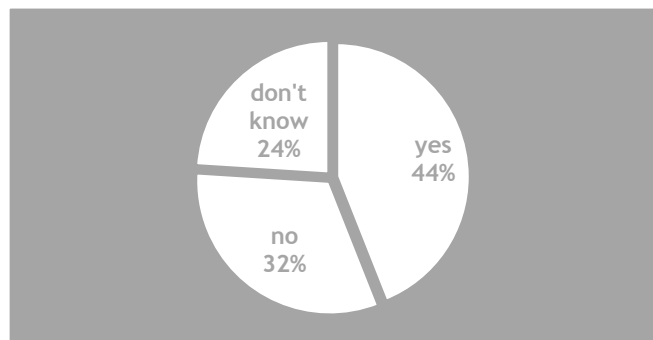
1. Have you ever met any of your school nurses?



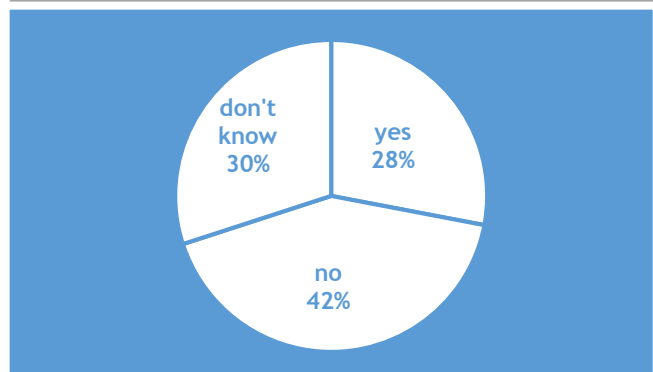
2. Do you think it's easy to see the school nurses?



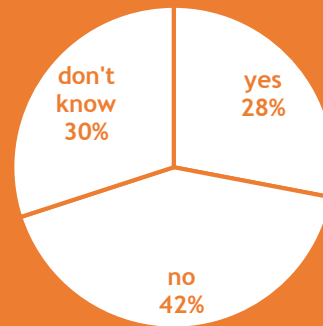
3. Is it easy to talk to the nurses in your school nurse team?



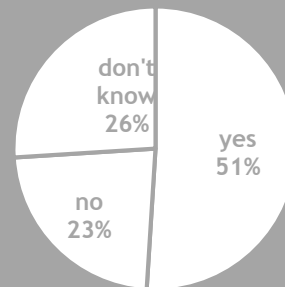
4. Do you know how to get help from your school nurse?



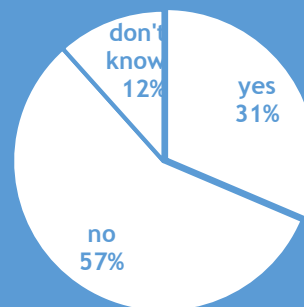
5. Do you know what help and support you can get from your school nurse?



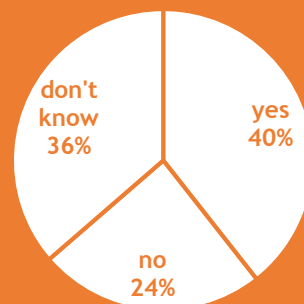
6. Do you think the school nurse service is private (the nurse won't tell anyone what you say unless you are in danger of being harmed)?



7. Have you ever seen posters or anything telling children if the school nurse can keep things private?

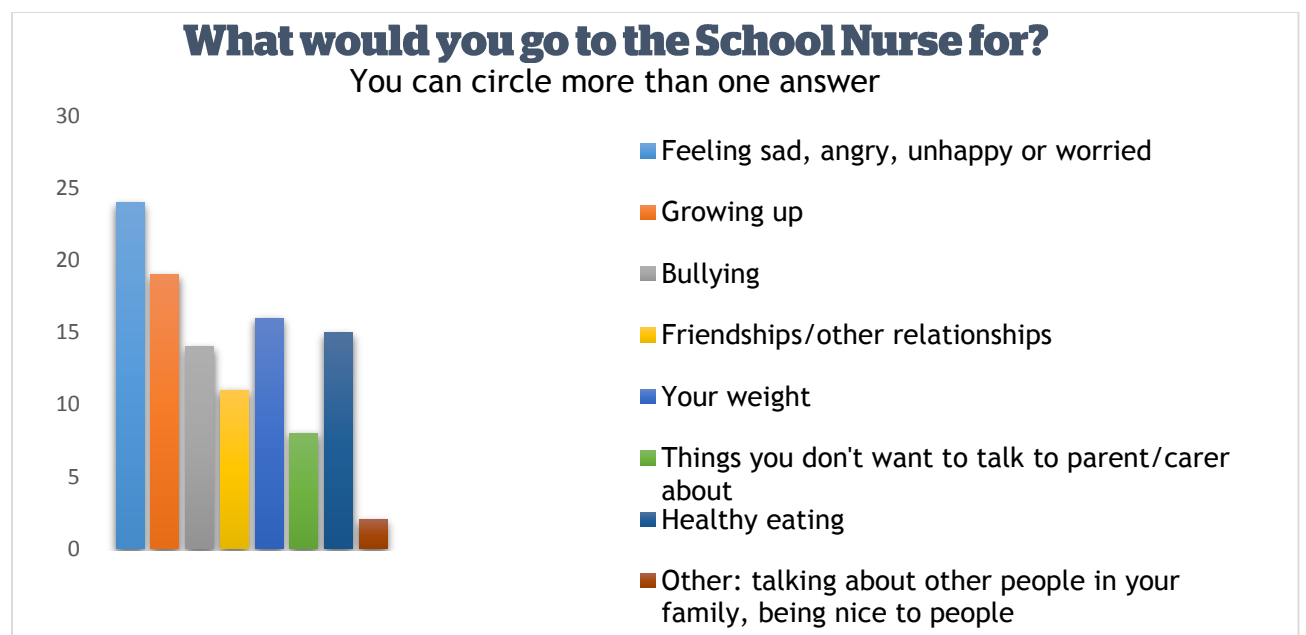


8. Did you know that the school nurse can help you find out about other places you can go to get help to stay happy and healthy?



Part II

Answered by children who have seen one of the school nurses:



What would stop you from going to see the School Nurse?

Most common responses were:

15 children said feeling nervous, scared, embarrassed or worried would stop them from visiting the school nurse

9 children said "nothing"

6 children said not knowing where to find the service or knowing what to do

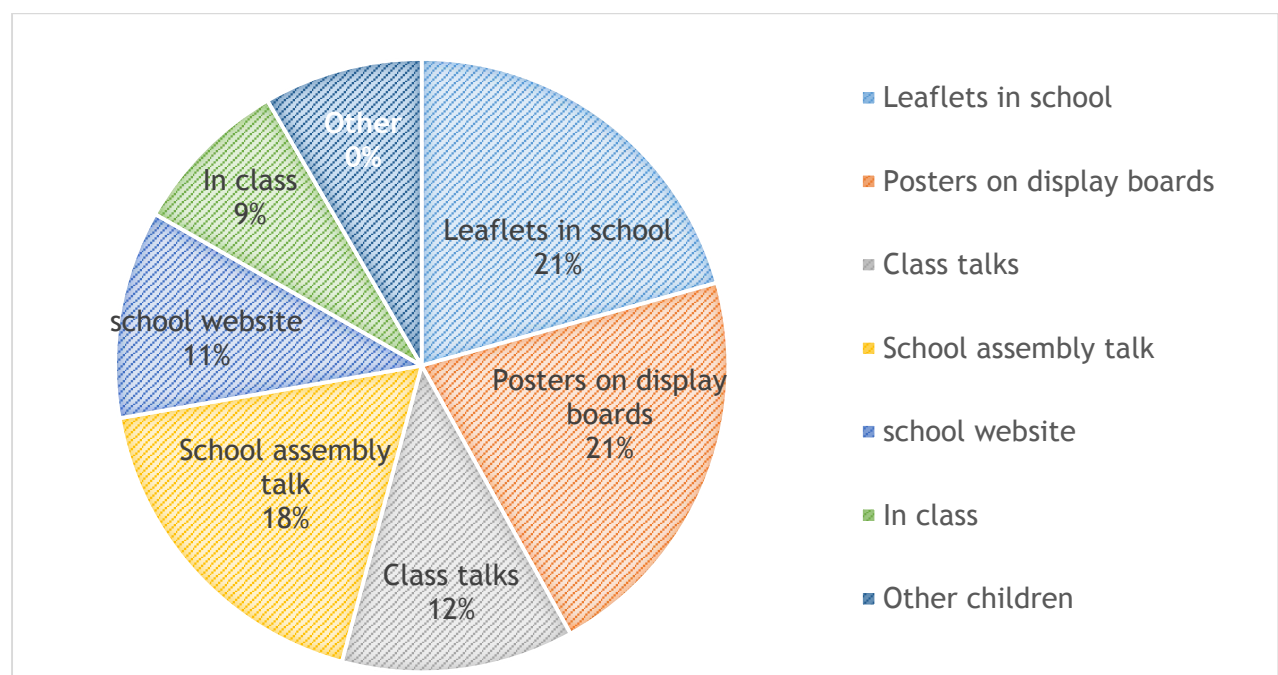
3 children mentioned fear of medical treatment : "because I don't like having any medicine"

Other comments: "incase I don't know her and maybe can't trust her"

Other comments: "When I get angry it stops me from going to see the school nurse"

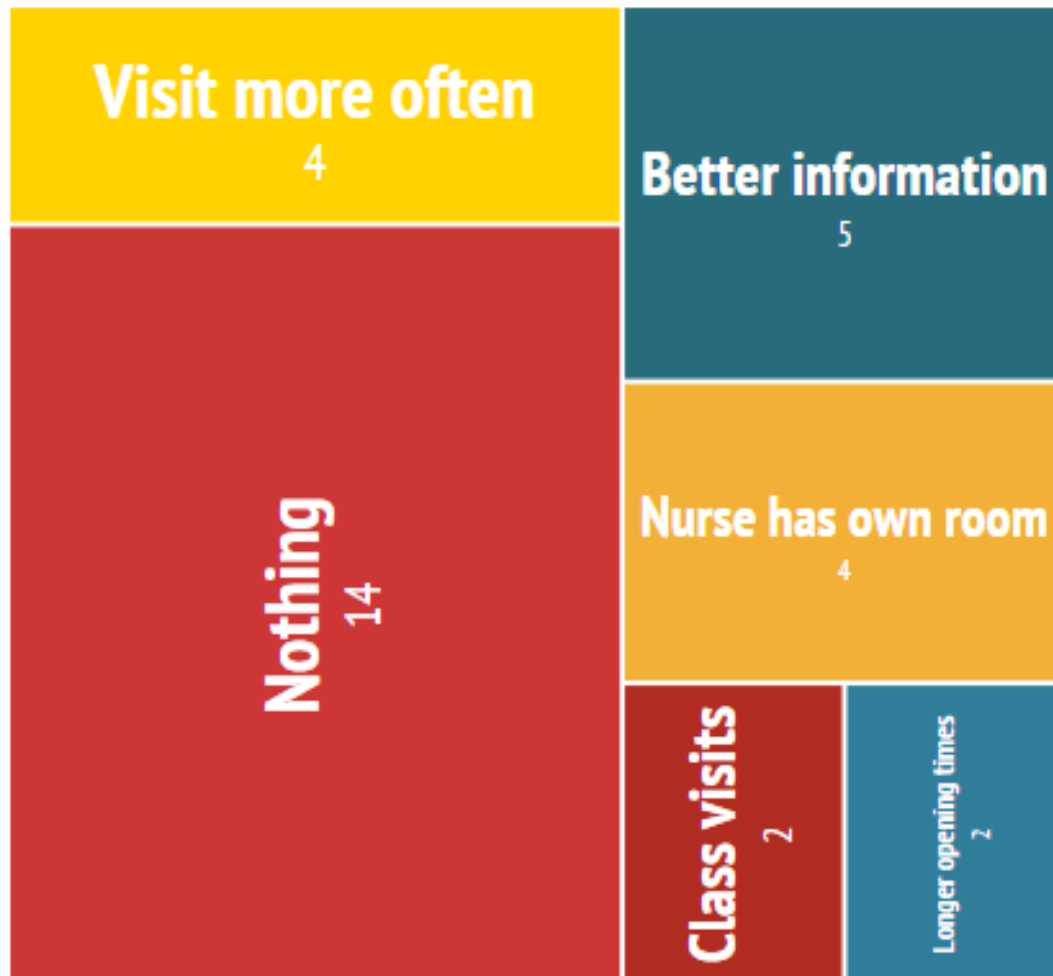
How should children find out about the school nurse service?

You can circle more than one answer.



What would you change to make your School Nurse service better?

Responses and number of children making each comments are shown below:



Healthwatch Junior's Recommendations

After looking through the results of the surveys, the Healthwatch Juniors developed the following recommendations:

1. **The school nurse and Healthwatch Juniors do a school assembly together for junior pupils.**



**14 children surveyed
said feeling embarrassed,
scared, worried or nervous
would stop them from visiting
the nurse.**

Healthwatch Juniors said: *“an assembly with the school nurse is a good chance for children to see that the nurse is friendly and will reassure them not to be scared or embarrassed to go and see her.”*

The school assembly should tell children:

- When things can be kept private by the nurse and when she would have to tell someone else
- What help they can get at the school nurse drop-in
- Where the drop-in is and how a drop-in works (first come, first served)
- Where the community hub is

2. Pupils design a series of new posters advertising the school nurse drop-in . Posters placed around the school.

Healthwatch Juniors said they wanted posters that are more “noticeable” and that help children know more about the school nurse service.

Posters should:

- have a photo of the school nurse
- be bigger & more colourful (noticeable)
- say where the drop-in takes place
- say what the school nurse can help with
- explain privacy rules
- say which day she is visiting school

3. Put a paragraph explaining the school nurse drop-ins on school newsletter and website

Healthwatch Juniors said if parents / carers know about the school nurse they can tell children about when the school nurse is having her drop-in.

4. Put up signs & arrows directing children to the drop-in at the community hub

This will help children to find the School Nurse drop-in and raise awareness of it.

School Nurse and Head Teacher's responses

The following table show responses from the School Nurse team and school Head Teacher.

Children's Recommendations	School nurse & Head Teacher responses
1. The school nurse and Healthwatch Juniors do a school assembly together for junior pupils.	<p>School nurse: A junior assembly is an excellent idea and I will liaise with the head teacher to organise this as soon as possible. This will indeed, highlight who the school health team are and what we can offer.</p> <p>Head Teacher: We have planned a date for this. It will be great for everyone to know exactly who our school nurses are.</p>
2. Pupils design a series of new posters advertising the school nurse drop-in . Posters are placed around school.	<p>School nurse: Again, another excellent idea. Some bright, colourful posters designed by the pupils would be a perfect way of advertising the school nurses.</p> <p>Head Teacher: We can certainly put these posters around school. Good idea!</p>
3. Put a paragraph explaining the school nurse drop-ins on school newsletter and website	<p>School nurse: As part of the school nurse team I am more than happy to write a short piece on our service, explaining who we are, what we offer and how to contact us</p> <p>Head Teacher: I will put this on our website and mention it in newsletters in the future.</p>
4. Put up signs & arrows directing children to the drop-in at the community hub	<p>School nurse: If school could signpost the community hub in school and on the designed posters and I will talk about the location in the assembly, so everyone is familiar with where it is.</p> <p>Head Teacher: Great idea. As it is quite a new building, people are still getting used to using it and knowing where it is.</p>

Conclusion

The survey results and recommendations made by the children at Firs Primary highlight that in this particular primary school the school nurse service is meeting the Trafford School Nursing Charter (2013) and You're Welcome Quality Criteria recommendations in the following areas:

- Staff skills, attitudes and values
- A minimum level of provision
- Services are offered to ALL children / young people

Improvements can be made in the following areas:

- **Access** - the majority of children surveyed said they were unsure how to access the school nurse service
- **Confidentiality** - many children were not aware of what the school nurse service could keep confidential
- **Young people's involvement in the monitoring and evaluation of patient experience** - there are no clear mechanisms in place for children's involvement in the service (with the exception of this project) currently

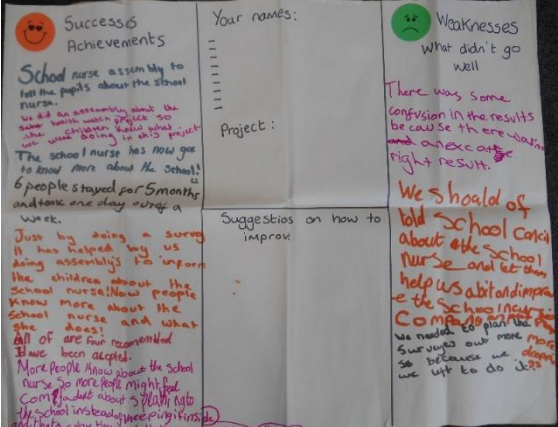
Healthwatch Trafford Recommendations

As a result of the findings from this pilot project, Healthwatch Trafford recommend that:

- Firs Primary Healthwatch Juniors are supported by the school to carry out their remaining three recommendations (this is ongoing)
- children at Firs Primary repeat the survey in the 2015 - 2016 school year to determine the impact of the actions taken by the Healthwatch Juniors (see their recommendations)
- the pilot school nurse project is rolled out across the borough to determine the extent to which the recommendations made in the Trafford School Nurse Service Review (2013) have been carried out;
- all primary school nurses staffing drop-ins to carry out assemblies in their school (including the recommended assembly content suggested by Healthwatch Juniors)

Healthwatch Junior's Project Evaluation

The impact of the pilot project was explored with the Healthwatch Juniors at Firs Primary. Their comments are below.

What do you think went well and what has changed as a result of your work	Areas for improvement
"School nurse assembly to tell the pupils about the school nurse."	"There was some confusion in the results because there wasn't an exact right result."
"We did an assembly about the Health Watch project so the children knew what we were doing in this project."	"We should of told the school council about the school nurse and let them help us a bit more and improve the school nurses company and put in more drop ins."
"The school nurse has now got to know more about the school!"	"We need to plan the surveys out more because we were left to do it."
"6 people [Healthwatch Juniors] stayed for 5 months and took one day out of a week [to work on the project]."	
"Just by doing a survey it has helped, by us doing assembly's to inform the children about the school nurse!! Now people know more about the school nurse and what she does."	
"All of are four recommendations have been accepted."	
"More people know about the school nurse so more people might feel comfortable about speaking to the school instead of keeping it inside and that's why they need to know more about her and her crew."	
NOT only can the pupils go and see the school nurse you can book an appointment with the school nurse at Trafford and go and see her/him with a parent/guardian to talk about your health or your parent's health.	
Our successive Achievements [sic] are that we got information around the school such as posters, assembly's and much more. This will have a great impact on the school."	

What difference has the project made so far to you, your family, school community and where you live?

"I feel I can express myself more to people"

"made me think more and I can be more confident with the school nurse"

"I now know that "keeping up something at lunchtime can have a big impact."

"Made me think more and be more confident with the school nurse."

"Know more about the school nurse. I didn't know anything before."

"Know more about Healthwatch, who they are and what they do and other companies in Trafford."

School Nurse

The school nurse, Kim White said: "I really enjoyed working with the young people at Firs Primary. It has proved an excellent opportunity for me to raise the awareness of School Health and to listen to the ideas the young people have to make our service better. It's been really helpful and I've talked to the other school nurses in the team and they may look at doing assemblies in other schools"

Firs Primary Head Teacher

"Our children have loved working closely with Holly [Healthwatch Trafford] and the School Nursing Team. They have done a brilliant job of keeping everyone informed about the vital role that School Nurses play in keeping our children safe and well".

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Appendix 1

Trafford School Nurse Charter

Written by Trafford Youth cabinet and agreed to by primary aged children, this list outlines what a health service for young people / children should provide:

1. We want a confidential service
2. We want you to respect and maintain our right to privacy
3. We want a well promoted service
4. We want to be provided with a certain level of minimum provision (e.g. X hours per week)
5. We want a qualified workforce, and we want to know who is treating us
6. We want you to offer services to ALL children and young people
7. We want you to offer additional services to those who need it most
8. We want you to support us to access other health services
9. We want you to treat us with respect and provide a non-judgemental service
10. We want to be able to provide you with feedback on your service

Trafford School Nursing Review (2013).

Appendix 2

The Trafford School Nurse Service

The Trafford School Nursing Service aims to promote the health of the school-aged child. All children from Reception year to year 11 who attend a Trafford school or who are not on a school roll but live in Trafford (for instance Home Educated children) are offered a service.

Children are routinely offered growth screening in Reception Year and Year 6 and hearing screening in Reception year. The School Nursing Service also supports the delivery of the immunisation programme in secondary schools.

The service can offer information, advice, support and referral to specialist agencies to children, young people and families on a range of health related issues including medical conditions, behavioural difficulties and lifestyle issues. The service is delivered through health promotion activities, drop-in services in primary and secondary schools and one to one contacts. The service can be accessed directly by parents/ carers, children/ young people themselves or through referral from other professionals.

The best way to contact School Nurses is through school. Alternatively you can contact us through the local area Family Support Team, see below.

Other Details

Costs

Free

Referral required?

No

Age Range

From birth to 15 years old

<http://servicedirectory.trafford.gov.uk/kb5/trafford/fsd/service.page?record=iisjiIfiZi> [30/03/15]