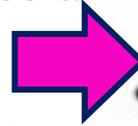


carried out engagement with young people in Calderdale focused on life during Covid-19 lockdown and their thoughts and feelings about the NHS and health organisations' use of social media.

Our engagement is as follows:

- 32 young people aged 16-18 via Snapchat;
- 19 home educated children (wider engagement, their Covid-19-only feedback forms part of this report) via Zoom & email;
- 6 children of keyworkers via schools;
- Muslim young people via social media & community links.

**Playlist:** Our engagement with young people in Calderdale was via Snapchat, a medium they asked to use. We created a feelings playlist and these are songs the young people say reflect their thoughts & feelings of life in 2020 so far. Some of the songs prompted them to ask their friends if they were ok? Others lifted their spirits and made them dance.



**Little Mix & Stormzy, Power:** "A proper anthem, Stormzy makes it cool for boys and the message re grls is good".

**Yeah, Yeah, Yeahs, Maps:** "It's sad but uplifting to." This video prompted one friend to ask another: "Do you feel sad, are you ok?"

**Dua Lipa, Break my Heart:** "It should have been the govt announcement & we mite of listened, lol!" (It has the lyrics 'Stay at Home').

**Little Mix, Change your life:** "Amazing tune!"

**Regard, Ride It!** "It made me want to dance."

**Imogen Heap, Hide & Seek:** "A song from Normal People programme (also a book), which we all loved."

**Ariana Grande & Justin Bieber - Stuck with U:** "I'm stuck with my parents, haha!"

**Jessie Reyez - Far Away:** "I love the song, but I feel far away from everyone too."

**Luz, We'll be fine:** "A new song, been listened to all wk."

**The 1975, If you're too shy:** "Its lyrics make me think about what we expect of each other, in a good way."

**London Grammar, Strong:** "Songs can be beautiful, this is beautiful."

**Christine and the Queens, People, I've been sad.** "The title says it all. I'm ok, but sad."

Listen: <https://www.youtube.com/playlist?list=PLCWm5Hm5HMPPAx7G0D7dv0fOQcO-5ly6X>

## Did you purposefully seek out NHS messages on Covid-19 on your preferred medium?

26 out of 32 said they did **not** go looking for any NHS, government or Covid-19 messages on their social media platforms.

6 did and they saw videos on YouTube which they “think” were from the government or the NHS as they recall seeing logos.

1 said: *“I saw a few adverts that you had to watch for 5 seconds before a video started, I think that was about hand washing and staying home. I watched it until I could press ‘skip advert’ and watch my video.”*

After that comment, 4 others replied “same” indicating they agreed with the YouTube comment.

## What is your preferred way of communicating?

29 out of 32 answered.



16



7



16



11



6

\*Numbers are greater than the number we engaged with (32) as some young people suggested more than one option. These are the social media they use most often with each other. None of them use Facebook or Twitter regularly, if at all.

Have you always stuck by the 2m social distancing rules?

11: Yes

6: most of the time

4: no

If health organisations want to send us important messages, why not have an NHS App that sends pushes (push notifications) for important stuff.

If we register for our age it can be appropriate for us, so we only get adverts aimed at us, not stuff for older people. There is a website, but why not have an App so they can get into our phones easier?

\*Healthwatch Calderdale told the young people about an NHS App via App Store & Google Play. 5 of them said they would look at it & feedback after summer.

## If you have needed to use the NHS since March, what was your experience like?

27 responses, only 5 with experience. Info in brackets and italics is HWC comments to add context to young person's original message.

 Had to go to doc (*GP*), was a bit scared at first but it was fine. There was no-one else there, usually there's a waiting room full.

 I had to go with my mum (*mother has a long-term condition, the young person aged 17 supports her mother's care*), she booked it but I went in the taxi with her. I picked up her prescription which wasn't ready until the next day. Would have been better right away.

 I broke my leg, had to go to Calderdale ED (*A&E*), had an x-ray, had the plaster put on. Haven't ever been before, it was quick. I didn't see anyone else in the waiting room. (*This was late April. Young person returned mid-June for plaster removal, young person says the waiting room was busier & they had to wait longer*).

 Sought emergency contraception from a pharmacist. It was done via an open door from outside & felt embarrassed talking on the street.

 Parent called GP, they phoned back & I answered the house phone but parent had gone out. I said I didn't know why parent was calling. No idea if they called back. (*Issue with telephone appointments not being allotted to a time/patient not being available to take the call*).

**Have you been asked for your views or feelings on Covid-19 since March? If so, by who?**

**32 out of 32 answered.**

12 of the young people had attended school for March and part of April (they were all aged 16, all in the final year). They were asked then by teachers about their feelings and took part in informal discussions. They have no idea if the schools did anything with that information.

3 were home educated prior, they have done specific tasks with parents and with Healthwatch Calderdale. Some of their feedback follows.

The remainder said “no” or “not sure” to this question.

**Find out more: *“In 1 sentence how have you felt over the last 3 months?”***

**You can discover more on our social media channels here:**

<https://twitter.com/hwcalderdale/status/1285845357310742529>

<https://www.facebook.com/HealthwatchCalderdale/>

**“Felt I was more socially aware:  
BLM, Pride, health.”**

**“Fine, liked not being in  
school.”**

**“Lonely, I missed a lot of  
friends and social life.”**

**“Uncertain about  
my future at uni.”**

**“Missed hugs... I’m a hugger!”**

**\*Above is how some of the young people have felt so far in 2020.**

## Covid-19 feedback from Home Educated children:

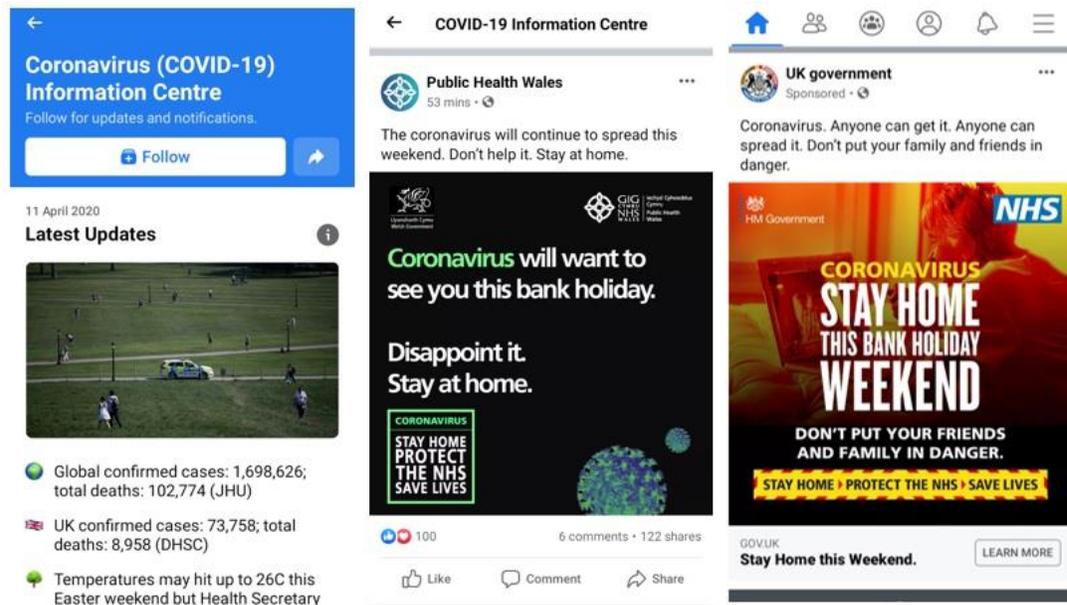
During Healthwatch Calderdale's Zoom engagement 3 young people (aged 15; 13; 11) asked if I would speak about Covid-19.

We decided to look at the NHS online symptom checker for Covid-19 and I asked them if they understood the questions they were asked. They didn't know what a typical temperature should be for a child or adult; they didn't know where in their house to find a thermometer.

After the Zoom engagement the eldest child decided to look at what Covid-19 messages she saw on her own social media. Below is a screenshot of 3 messages. The family live in Calderdale, not Wales, so she wondered why she was receiving 'sponsored' messages from Public Health Wales; whether they were in line with Public Health England messages. She said she believed all of them to be official government messages.

*"They're all a bit serious, dark and gloomy. The colours look menacing, 1 of them is red, orange and yellow, I thought this was a fire advert when I first saw it. The words were clear, I understood them and (child 2, aged 13) did too. Child 3 (who has SEN), understood the black one, but she couldn't easily read all capital letters on the third one and didn't want to either, it put her off."*

None of the young people knew what the acronyms meant on the first image. In total over 2 days she saw 17 Covid-19 messages on her social media in April: Facebook (9), Instagram (6) and Snapchat (2), the latter were links sent via friends.

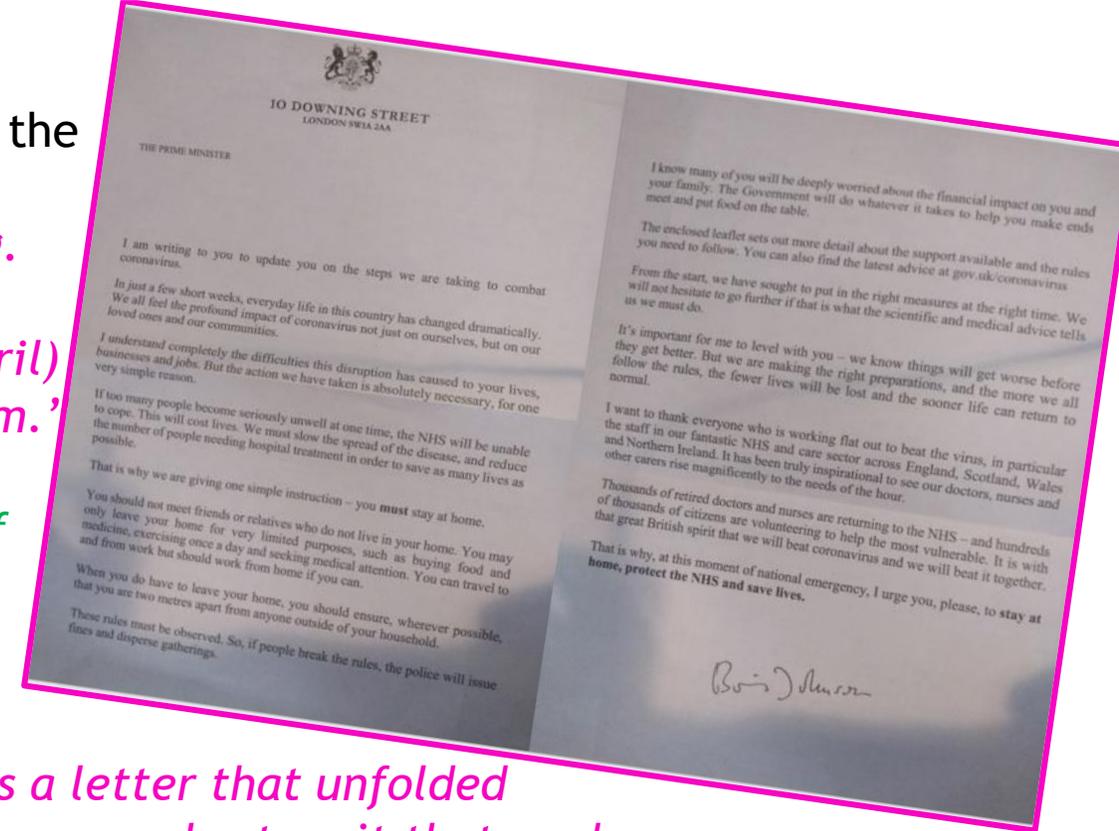


## Home educated children, continued...

The family of 2 children (aged 17 and 14) received a letter from the Government about Covid-19.

The 17-year-old said: *“The letter was for adults, it was too long. It didn’t look like something I wanted to read and it wasn’t written for my age. Loads of people I know socially are still (April) hanging out in the park, they need a letter that is clear for them.”*

The 14-year-old added: *“The “one simple instruction” was half way down the page. It should have been the first thing we read as many people may not have bothered reading that far.”*



They said it came with an 8-page leaflet. The eldest said: *“It was a letter that unfolded and kept unfolding, I think I read it all in the wrong order. There was a chart on it that made no sense (dad helped explain it to me, but mum interrupted to say he’d got it wrong too, I still don’t know).”*

They watched the 5pm news conference with their parents and 1 other sibling. The eldest said: *“It was a bit scary, they started by telling us how many people had died. Our parents have been clear to us why we need to stay away, but I doubt those who were ignoring it (the stay at home messaging) were even watching. The people who are ignoring this probably don’t watch the news like this. It went on too long to hold (child 2’s, age 14) attention, I watched it all but probably wouldn’t if I wasn’t doing this.*

*“Everything they said was for adults. I saw on Insta the president (PM) of New Zealand did a press conference answering children’s questions, they should do this here and put it on Insta or Snap, talk to us”.*

To my mum

You went to work worried  
about other people

I worried about you

My teacher helped me  
My friends asked me if you  
saw the disease.

You came home at night and  
washed right away

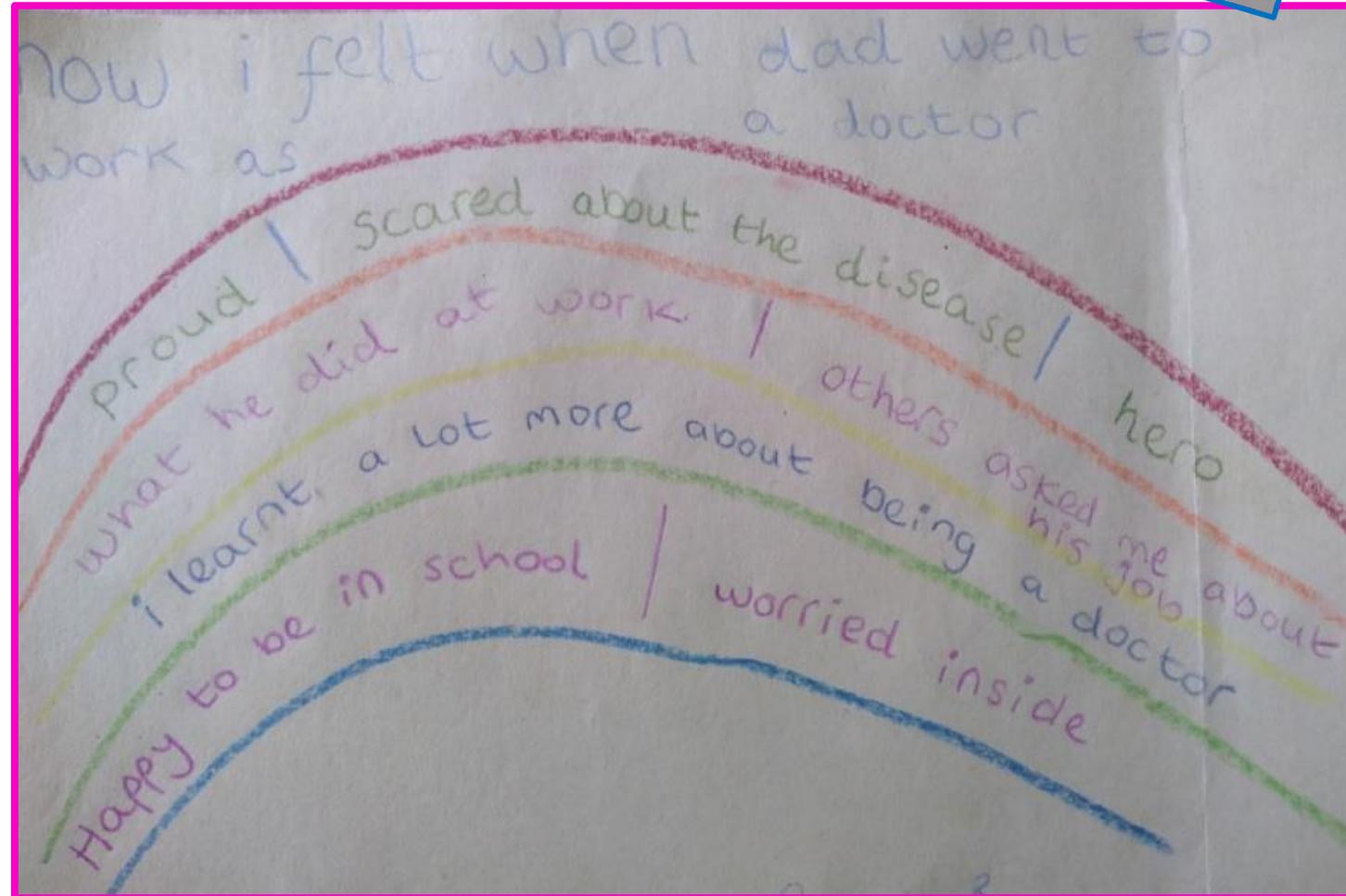
Then you gave me a hug

Mum you are my hero  
I want to be like you

## Feedback from children of keyworkers in year 6

Left, a letter written by child E (age unknown) to her mother who works in a hospital. Below, a rainbow drawing by R, aged 8, a child of a Calderdale doctor; and right, words written by A, aged 8, whose dad works as a hospital porter.

RESPECT  
HOPE  
HEROES  
LOVE  
NHS



## Feedback from Muslim people aged under 30, including some school pupils whose comments have been highlighted.



“I feel...” responses were from 7 males and 5 females aged under 30.

Aged under 18:

- I feel like I've missed a lot in school and worry how I will finish my education. (M, aged 15)
- I felt worried being in school about catching a disease. (From a keyworker's child aged 14). (F)

Aged 18-30:

- I feel lonely a lot. (F)
- I did not understand a lot of what I had to do. (M)
- I felt supported by the people here (in the Park ward community). (M)
- I am happy that I could see my doctor when I called and I was seen before I usually would. (M)
- I felt scared. (F)
- I had to support my family more as they are old. I felt this was a big responsibility for me. (M)
- I am not happy I could not attend (mosque). (M)
- I feel I am alone a lot. (F)
- I feel worried. (M)

“I would like...” responses from 5 males and 3 from females, all aged 14 to 30.

Aged under 18:

- I would like to go back to college. (F, aged 16)
- I want to know my exams results & know if I will go to university this year. (F, aged 17).
- I would like to be a doctor but do not know if university is possible in September. (M, aged 18)

Aged 18-30:

- I want feedback in my language. (F)
- I would like to see my doctor in person more. (M)
- I would like more information in my language. (M, Urdu)
- I would like community people here (in Halifax) to be the ones telling us what to do. (M)
- I would like people to communicate with us (clarity: in Urdu). (M).





**Young person, E, aged 17:**

It's okay to feel anxious or worried about this change, I know I do!

Due to the circumstances I had to teach my A Levels to myself. I felt like everything was changing and I didn't know what to do.

With the news of the lockdown I found this really hard and had to find a way to keep the routine.

There have been times where I have had bad days but when this happens I know there is people around me who are supportive which gets me through it.

I think of the hard work the key workers are taking part in to help everyone who is suffering from Covid-19 and I'm thankful we have them even though they are putting themselves at risk.



### **Young person B**

...My emotions have varied, but knowing we are all going through this hard time together is a reason to remember that everyone will have different experiences and emotions throughout this time and that is okay.

One part of my routine that I have struggled to keep the same is my sleeping pattern. I have been falling to sleep at different times every night and waking up either early or really late...

I never thought I wouldn't be able to see some of the people closest to me for over a month. I have realised that the once called "little things" in life you never really thought about, are definitely big things that cannot be taken for granted.

### **Young person, J, aged 14:**

I used to go swimming regularly but now my swimming baths is closed so I can't go swimming anymore which impacts me a lot because I really enjoyed swimming.

My friends have also found this situation very hard to adapt to especially my friends who play sports to keep them entertained because they can't play them anymore.

My sleeping pattern has changed a lot since we have been off school because there has been nothing to do I have been waking up later than usual!

Through this hard time we have to stay positive, I think we should all take time to look after ourselves and our family.