

June – Young Carers' Forum

Date: 25/06/2024

Attendees: 9 carers

Wallsend Customer First Centre

Discussion: Website Ideas - NHS

Time Out Cards in School

We had 4 new members come along to forum which is fantastic! We started with introductions, sharing our name and favourite food, some of which sound delicious!!

GP Webpage

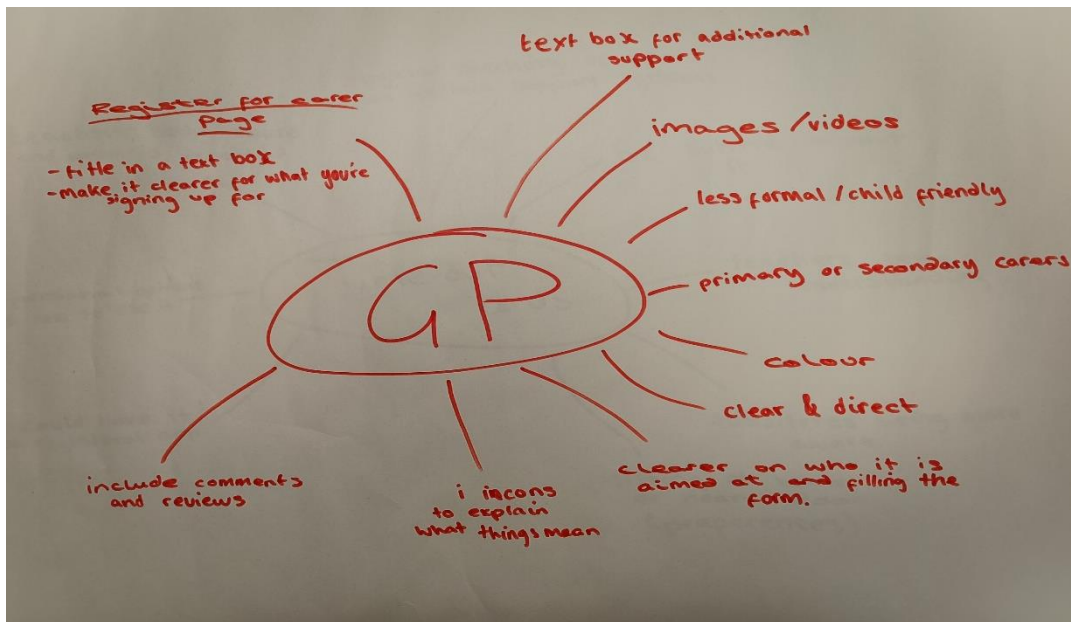
We had been set to look at a local NHS GP webpage, they were looking for inspiration and input from carers to update and make improvements to the information currently displayed.

Our forum group discussed the overall appearance, referral form, the content and language used to come up with the following ideas:

- There needs to be images or videos
- More colour
- Less formal and friendly to all ages
- It needs to be clear and direct
- The page needs to make it clear who can complete the referral form – what age?
- It should include comments or reviews from carers who have submitted their details to find out what help/support they got from doing this.

The registration form:

- Too many title boxes – this could be condensed to a text box
- Make it clear what you are signing up for, how will the information be used?
- Add a text box to allow the carer to add details of support needed
- Add – Primary/Secondary carer question.



Time Out Cards in School

I was interested to find out what the group think of Time Out cards in school. We discussed the use of a Time Out card, the challenges and reason they are given to students.

The group agree that there needs to be clear and constant boundaries and measurements in place to ensure the cards are used in the correct way, by people who need them most.

Some of the members shared their own experiences of having a Time Out card in school.

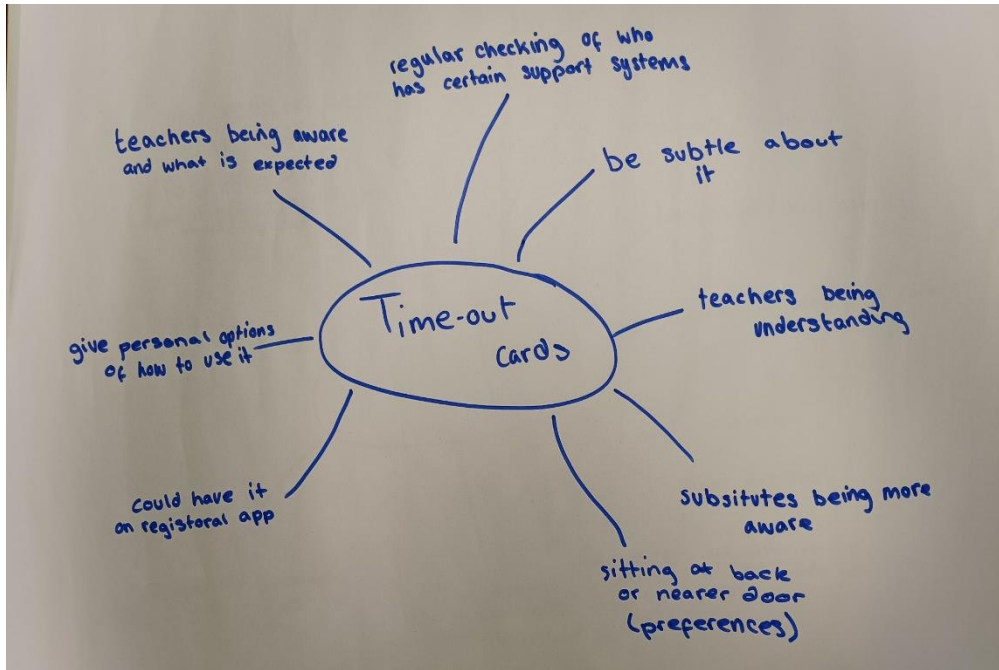
What became a common trend, is that once given to a young person, they do not use them... why? "It's embarrassing!".

Once given to the young person, they are expected to notify a teacher to let them know they need leave the class using their card. They can use the card to leave the room for 5 minutes. All members agreed they would rather avoid any attention and not draw it to themselves by asking a teacher or showing a card.

They discussed seating in the class, stating that sometimes it is better to sit close to the door.

They also all agreed that staff (including supply staff) need to know who has a Time Out card and be aware they can leave at any time without notifying them or drawing attention.

Here are some of their thoughts:



Next session: To say a big THANK YOU, for your contribution and to build friendships, we are going to have fun!!

23rd July 2.30pm – 5pm Escape Rooms, 4A Park View, Whitley Bay NE26 2TH. Please meet outside for 2.25pm.

As always, thank you for attending!



