

REPORT TO:	NHS SOMERSET INTEGRATED CARE BOARD ICB Board Part A	ENCLOSURE: F
DATE OF MEETING:	27 March 2025	
REPORT TITLE:	10 Year Health Plan – Children and Young People	
REPORT AUTHOR:	Kat Tottle, Engagement & Insight Lead Officer	
EXECUTIVE SPONSOR:	Charlotte Callen, Director of Communications, Engagement and Marketing	
PRESENTED BY:	Charlotte Callen, Director of Communications, Engagement and Marketing Kat Tottle, Engagement & Insight Lead Officer	

PURPOSE	DESCRIPTION	SELECT
Approve	To formally receive a report and approve its recommendations, (authorising body/committee for the final decision)	<input type="checkbox"/>
Endorse	To support the recommendation (not the authorising body/committee for the final decision)	<input type="checkbox"/>
Discuss	To discuss, in depth, a report noting its implications	<input checked="" type="checkbox"/>
Note	To note, without the need for discussion	<input checked="" type="checkbox"/>
Assurance	To assure the Board/Committee that systems and processes are in place, or to advise of a gap along with mitigations	<input type="checkbox"/>

LINKS TO STRATEGIC OBJECTIVES (Please select any which are impacted on / relevant to this paper)
<input checked="" type="checkbox"/> Objective 1: Improve the health and wellbeing of the population <input checked="" type="checkbox"/> Objective 2: Reduce inequalities <input checked="" type="checkbox"/> Objective 3: Provide the best care and support to children and adults <input checked="" type="checkbox"/> Objective 4: Strengthen care and support in local communities <input checked="" type="checkbox"/> Objective 5: Respond well to complex needs <input checked="" type="checkbox"/> Objective 6: Enable broader social and economic development <input checked="" type="checkbox"/> Objective 7: Enhance productivity and value for money

PREVIOUS CONSIDERATION / ENGAGEMENT
<p>From March-October 2024 our engagement roadshow, 'Somerset's Big Conversation' engaged with diverse people and communities across the county. We used the insight we gained from this engagement to help shape our plans for our 10 Year Health Plan engagement.</p>

REPORT TO COMMITTEE / BOARD
<p>Background</p> <p>In October 2024, as part of 'the biggest conversation about the NHS' to have taken place since its creation, the government called on the entire country to share their experiences of the health service and help shape how the NHS should work in the future as part of their 10 Year Health Plan, to be published later this year in the spring/summer.</p>

The focus for feedback was on three key shifts. These shifts are big changes to the way health and care services work, but changes that doctors, nurses, patient charities, academics and politicians from all parties broadly agree are necessary to improve health and care services in England. The three shifts are:

- Moving more care from hospitals to communities
- Making better use of technology in health and care
- Focusing on preventing sickness, not just treating it

This campaign provided us with a great opportunity to expand on the work we did last year as part of Somerset's Big Conversation 2024 and to continue the conversation with local communities and people about their experiences of healthcare services. We wanted to make sure that, in the time we had available, we were able to encourage as many people as possible to get involved and have their say on the Government's national 10 Year Health Plan - whether in person or online.

This report primarily focusses on our work with, and the feedback received from, children and young people in the county.

Somerset's 10 Year Health Plan Engagement

Members of our Engagement team have spent the last few months engaging across Somerset, visiting community groups and engaging in a wide range of locations, as well as talking to ICS colleagues about the three key shifts and hearing about people's experiences of healthcare services.

In Somerset, we engaged with Somerset residents, the Our Somerset integrated care system health and social care workforce and we had a particular focus on hearing from our armed forces and rural communities, children and young people, and colleagues in our Voluntary, Community, Faith and Social Enterprise Sector (VCFSE). We worked closely with Healthwatch Somerset who attended and supported some events and with colleagues in NHS Somerset and across Our Somerset, to use their recommendations for links and networks. We also worked as a 'team of teams' with the other six systems in the South West to share responsibility for focusing on population groups whose voices aren't always heard, to make sure the 10 Year Health Plan engagement across the region was fully inclusive.

From October 2024, our 10 Year Health Plan engagement activity included:

- **NHS Somerset Board** engagement workshop run on 28 November 2025
- **Organisational Responses** submitted by the ICB, Spark Somerset, Healthwatch Somerset and others
- **Promotion through our engagement networks** – communication engagement opportunities through our Engagement Leads Network, Citizens Hub, Patient Participation Group Chairs Network
- **Communications** – development of a webpage to provide updates such as drop-in locations for engagement, capturing emerging themes in feedback at community events through an 'Engagement Blog' as well as social media posts (please see update below)
- **Support for VCFSE engagement** – we worked with Spark Somerset to support their engagement workshop and conversations with VCFSE groups across Somerset
- **Support for Somerset NHS Foundation Trust workforce engagement** – we worked with Somerset FT engagement colleagues, to support their engagement with their workforce
- **NHS Somerset workforce engagement** – we ran a 'Lunch and Learn' session for each of the key shifts, as well as running 10 engagement workshops with NHS Somerset teams
- **Online survey** – we encouraged people to visit our NHS Somerset website to complete our Somerset survey, as well as the official Change NHS website and the national survey.
- **Public engagement** – this included library drop-in sessions across the whole county as well as promoting the engagement opportunity at any other events

- **PPG Workshop in Wells** following engagement with the PPG Chairs Network, worked with Wells PPG group to run a public workshop
- **Targeted groups engagement** – engagement through attendance at existing community groups, Talking Cafes and other community events

The following figures highlight the breadth and depth of our engagement on the 10 Year Health Plan:

- **4,541** individual pieces of feedback
- **760** more than 760 people reached through our engagement networks
- **789** conversations about the 10 Year Health Plan
- **117** surveys completed online
- **49** in-person workforce and public engagement events
- **28** different locations visited for engagement activity across Somerset
- **10** NHS Somerset team engagement workshops
- **3** ICB 'Lunch and Learn' sessions
- **2** PPG public engagement workshops

Children and Young People (CYP) Feedback

We wanted to focus on using the 10 Year Health Plan engagement to find out more about the experiences, views and ideas that young people have about healthcare both in Somerset and nationally. We also wanted to use the feedback to identify the needs of our county's children and young people, to enable us to consider the extent to which we are currently meeting these and areas for improvement.

Feedback was heard from the following groups:

- a) Children and young people – we ran an engagement workshop with Somerset's UK Youth Parliament, comprised of young people aged 10-25 who represent the views of young people across the county.
- b) CYP colleagues – from our engagement with colleagues from across Somerset who support children and young people, who are part of a 'Participation Workers Network' led by Fiona Phur, Somerset Council and a number of colleagues who work at Minehead Eye, an activity centre based in Minehead who also run youth clubs across West Somerset and work closely with PCNs and schools across the region.

Key Themes

The key themes that emerged around the needs of children and young people in Somerset were:

1. Better access to GPs and healthcare services

- Faster GP appointments with more availability for face-to-face consultations.
- Easier online booking systems that are youth-friendly.
- More school-based healthcare services, including vaccinations and mental health support.
- Flexible appointment options (evenings, weekends, and local community clinics).

2. Stronger mental health support

- Lower thresholds for mental health care so young people can access help earlier.
- More school-based mental health services (counsellors, therapists, resilience training).
- Peer support networks to reduce stigma and encourage open conversations.
- Less reliance on GPs for mental health support, with more specialists available.

3. More effective use of technology in healthcare

- A single NHS app for young people to book appointments, access health advice, and manage prescriptions.

- AI chat support for quick health advice, with human backup for serious concerns.
- Short, engaging health education videos to improve understanding of common health issues.

4. Preventative healthcare and early intervention

- Better health education in schools on first aid, mental health, hygiene, and lifestyle choices.
- Support for quitting smoking and vaping, especially among young people.
- More awareness of vaccination programs and their benefits.
- Social prescribing (physical activity, hobbies, peer support) to support well-being.

5. A youth-friendly and inclusive NHS

- Healthcare designed with young people in mind, with communication tailored to them.
- More GPs and NHS dentists in rural areas to ensure equal access.
- Clearer information on how to book appointments and find the right services.

6. Faster emergency and ambulance response

- Better 111 and 999 communication systems for quicker emergency care.
- More ambulances available to reduce wait times.
- Improved triage systems to ensure young people receive the right care promptly.

7. Compassionate and supportive NHS staff

- More doctors and nurses trained in working with young people to ensure they feel heard and understood.
- Improved bedside manner to make healthcare experiences less intimidating.
- More time for patient interactions so young people don't feel rushed during appointments.

8. Smoother transitions between services

- Better pathways from child to adult healthcare to avoid gaps in care.
- More support for young people with additional needs during transitions.
- Consistent healthcare professionals to build trust and avoid constant staff changes.

9. Stronger community and school-based healthcare support

- More collaboration between NHS and voluntary services/VCFSE to fill care gaps.
- Funding for community services to prevent long waiting lists.
- School-based clinics for easier access to healthcare and mental well-being support.

10. Inspiring future NHS careers

- Better promotion of NHS careers to young people.
- More career opportunities in community-based health roles, not just hospitals.
- Recognising social and physical activity jobs as part of health care.

Conclusion

To improve healthcare for children and young people, the NHS must focus on faster access, stronger mental health support, smarter technology, better prevention, inclusive care, and a workforce that is well-trained, compassionate, and sustainable.

Next steps

10 Year Health Plan Engagement

- **Current engagement: 10 Year Health Plan – Priorities for Change survey** – we are continuing to engage on the 10 Year Health Plan, with a second online Somerset survey

which mirrors that on the national portal, asking for peoples' views on their priorities for change. If you would like to share your thoughts and can help us to promote the survey, please visit: <https://bit.ly/Somerset10YearHealthPlanPriorities>

- All feedback we heard from January and February was submitted to the national campaign, to a South West regional analysis and will be used to help shape our response to the Government's 10 Year Health Plan, published later in the spring/summer. We will do the same with the feedback of the current priorities survey.
- Hearing from our communities and acting on what they say is a continual process and, while the 10 Year Health Plan engagement may have finished, we are already using the insight from the campaign to help with our planning for this year's engagement roadshow, Somerset's Big Conversation 2025.

Somerset's Children and Young People

- Our aim is to highlight the feedback we heard from children and young people to ensure that conversations take place across the ICB and ICS to consider how we can shape our healthcare services to meet the physical and mental health needs of our children and young people
- Findings reports will be made available on our website, shared through our engagement networks but also shared directly with those who helped shape them; Somerset Youth Parliament, Minehead Eye and the Children and Young People's Participation Workers Network
- We will use the feedback we heard to help inform our engagement with families and children and young people as part of our Somerset's Big Conversation 2025
- A key focus will be maintaining and strengthening the relationships and effectiveness of ongoing dialogue that we established as part of the 10 Year Health Plan engagement, to be able to ensure that all insight regarding the needs of children and young people feeds into NHS Somerset and Our Somerset conversations, planning and workstreams
- Work with VCFSE CYP colleagues to better understand how we can work effectively in an integrated, collaborative approach
- We will work closely with NHS Somerset's Transformation Team to ensure that Somerset's response to the Government's 10 Year Health Plan, highlights how we can best meet the needs of all children and young people across the whole of the county

To read more about our 10 Year Health Plan engagement in Somerset, visit: [10 Year Health Plan Engagement - NHS Somerset ICB](#).

IMPACT ASSESSMENTS – KEY ISSUES IDENTIFIED (please enter 'N/A' where not applicable)

Reducing Inequalities/Equality & Diversity	The 10 Year Health Plan campaign was nationally directed engagement. In Somerset, we engaged with all of our residents but also used our existing knowledge of our Core20PLUS5 to identify target groups, those who are more likely to experience health inequalities, to ensure that their voices were heard.
Quality	The 10 Year Health Plan feedback that we have heard in Somerset will be shared across the ICB and ICS, to ensure that it informs all aspects of strategy, commissioning and workforce development. This includes all feedback regarding the needs of children and

	young people across the county and the extent to which these are being met by existing health and care services.
Safeguarding	The 10 Year Health Plan engagement campaign worked with local, trusted community leaders and ICS colleagues who work with children and young people. The feedback we heard will be used to shape any new proposals to help protect vulnerable children and young people.
Financial/Resource/Value for Money	The 10 Year Health Plan engagement feedback will be used to shape plans around any future changes, which will include a consideration for improved neighbourhood working to reduce duplication, to produce more efficient models of integrated working, for cost savings.
Sustainability	N/A as this was a nationally-driven engagement programme
Governance/Legal/Privacy	N/A
Confidentiality	N/A
Risk Description	N/A