



www.what0-18.nhs.uk



Supporting parents and carers to manage common childhood illness and navigate services

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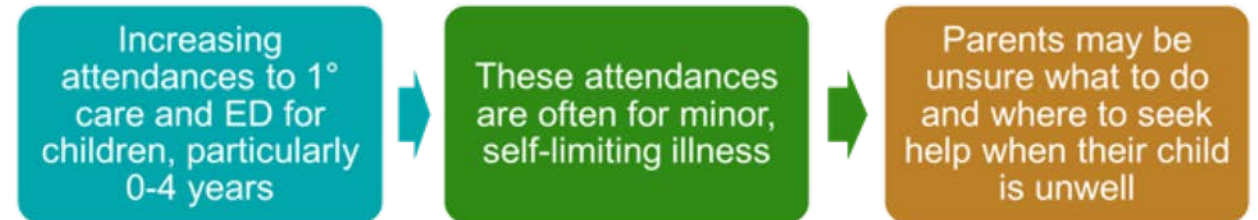
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Healthier Together programme

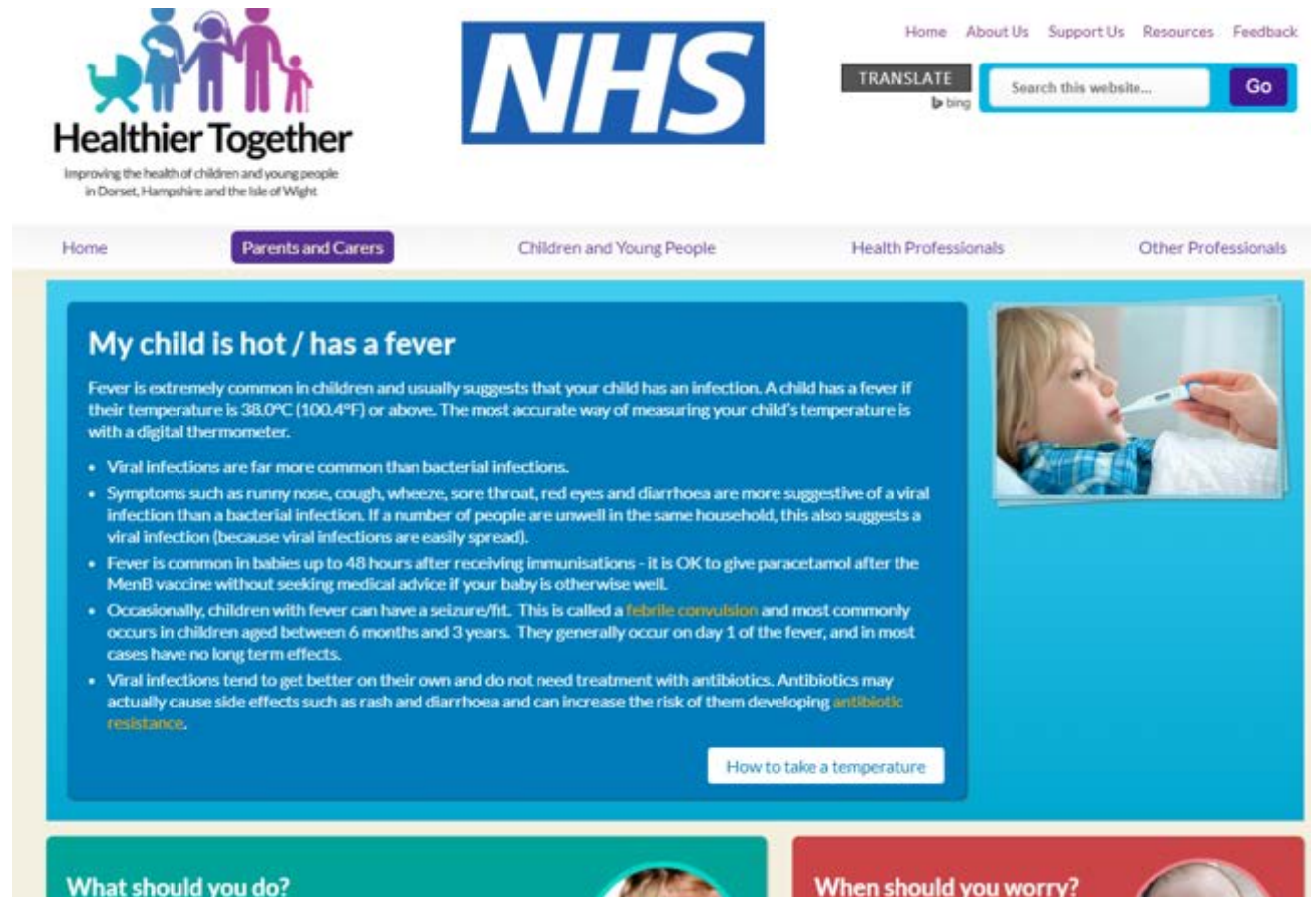
- Whole system approach
- Consistent management and healthcare messages across the healthcare pathway
 - **Health promotion / illness prevention:**
 - Midwives, health visitors, early years staff and schools
 - **Illness management:**
 - Pharmacists, NHS 111 staff, GPs, practice nurses, hospital staff

- Initial focus on minor illness management:



Resources developed

- Healthier Together website
www.what0-18.nhs.uk
- Paper-based handouts which were made available to parents in the context of parental health literacy classes delivered in children's centres (these are also available as links from the website).
- Paper-based safety netting sheets given to parents by GPs or health professionals.
- All including facts and advice on what to do when, and how to help child at home if appropriate/self-care



The screenshot shows the NHS Healthier Together website. At the top, there is a navigation bar with links for Home, About Us, Support Us, Resources, and Feedback. Below this is a search bar with a 'Go' button and a 'TRANSLATE' button. The main content area is titled 'My child is hot / has a fever' and includes a detailed explanation of fever, a list of symptoms, and advice on when to seek medical attention. A 'How to take a temperature' button is also visible. The page is designed with a blue and white color scheme and includes a 'Parents and Carers' navigation tab.

Healthier Together
Improving the health of children and young people in Dorset, Hampshire and the Isle of Wight

NHS

Home About Us Support Us Resources Feedback

TRANSLATE Search this website... Go

Home Parents and Carers Children and Young People Health Professionals Other Professionals

My child is hot / has a fever

Fever is extremely common in children and usually suggests that your child has an infection. A child has a fever if their temperature is 38.0°C (100.4°F) or above. The most accurate way of measuring your child's temperature is with a digital thermometer.

- Viral infections are far more common than bacterial infections.
- Symptoms such as runny nose, cough, wheeze, sore throat, red eyes and diarrhoea are more suggestive of a viral infection than a bacterial infection. If a number of people are unwell in the same household, this also suggests a viral infection (because viral infections are easily spread).
- Fever is common in babies up to 48 hours after receiving immunisations - it is OK to give paracetamol after the MenB vaccine without seeking medical advice if your baby is otherwise well.
- Occasionally, children with fever can have a seizure/fit. This is called a **febrile convulsion** and most commonly occurs in children aged between 6 months and 3 years. They generally occur on day 1 of the fever, and in most cases have no long term effects.
- Viral infections tend to get better on their own and do not need treatment with antibiotics. Antibiotics may actually cause side effects such as rash and diarrhoea and can increase the risk of them developing **antibiotic resistance**.

How to take a temperature

What should you do? When should you worry?



Qualitative Evaluation

- **Aims**

- To explore parents' experiences of, and reactions to, accessing information about common childhood conditions (including when and where to seek help)
- To identify perceived changes to parental understandings and help seeking behaviours following interaction with this information
- To explore the effects on parents' feelings about seeking help and making decisions regarding their children's health

- **Methods**

- Naturalistic design including in home semi-structured interviews including 'think aloud' section with an element of participant observation
- Recruited via GP surgery plus attendance at children's centres and soft play sessions



Key messages



Overall, parents appreciated the advice on what to do when, felt that it would reassure them over their help seeking choices and give them confidence over how to help their child at home and promote behaviour change.

“It’s like a mini doctor for you at home, that’s how I see it”



Parents more responsive/receptive to health information when their child actually ill (GP versus children’s centre)



High anxiety about child illness can be a driver for ‘unnecessary attendances’, but ‘push and pull’ factors at work.

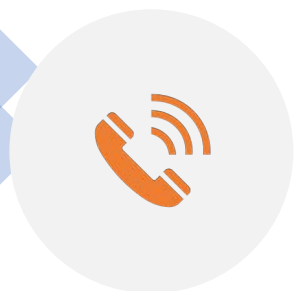
“People panic and that’s why they then rush up to A&E and the doctors”.

“I was really worried about taking her to the doctors with a cough and getting a doctor who was... ‘don’t bring your child here with a cough!’



Anxiety affects information needs

“There’s too much stuff there...If you’re panicking, your child’s got a fever and unwell, you just want information quick. What should I do...?”



15/18 accessed information via smartphone

Changes made as a result

The screenshot shows the NHS Healthier Together website. At the top, there are navigation links for Home, About Us, Support Us, Resources, and Feedback. Below this is a search bar and a language selector. The main content area features a 'Popular Topics...' section with four tiles: 'Fever / High Temperature', 'Asthma and wheeze', 'Tummy ache', and 'Diarrhoea and vomiting'. Below this is a section titled 'Improving the quality of care for children and young people in Wessex' with a 'CLICK HERE' button. There are several other topic tiles: 'Protecting your baby in pregnancy', 'You and your baby', 'Keeping your child safe and healthy', 'Worried your child is unwell?', 'Child unwell? OK to go to nursery/school?', 'Concerned about your child's behaviour/emotions?', 'Children with complex needs', and 'Information on local healthcare services'. A 'Latest Tweet' section is also visible. At the bottom, there is a 'Follow us' button and a footer with the NHS logo and mobile app download instructions.

Fever / High Temperature

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[How to take a temperature](#)

When should you worry?



RED

If your child has any of the following:

- Becomes pale, mottled and feels abnormally cold to touch
- Is going blue around the lips
- Has a fit/seizure
- Becomes extremely agitated (crying inconsolably despite distraction), confused or very lethargic (difficult to wake)
- Develops a rash that does not disappear with pressure (the 'Glass Test')

You need urgent help.

Go to the nearest Hospital Emergency (A&E) Department or phone 999



AMBER

If your child has any of the following:

- Is finding it hard to breathe
- Seems dehydrated (dry mouth, sunken eyes, no tears, drowsy or passing less urine than usual)
- Is becoming drowsy (excessively sleepy) or irritable (unable to settle them with toys, TV, food or picking up) - especially if they remain drowsy or irritable despite their fever coming down
- Has extreme shivering or complains of muscle pain
- Is under 3 months of age with a temperature above 38°C / 100.4°F or 3-6 months of age with a temperature above 39°C / 102.2°F (but fever is common in babies up to 2 days after they receive vaccinations)
- Continues to have a fever above 38.0°C for more than 5 days
- Is getting worse or if you are worried

You need to contact a doctor or nurse today.

Please ring your GP surgery or call NHS 111 - dial 111



GREEN

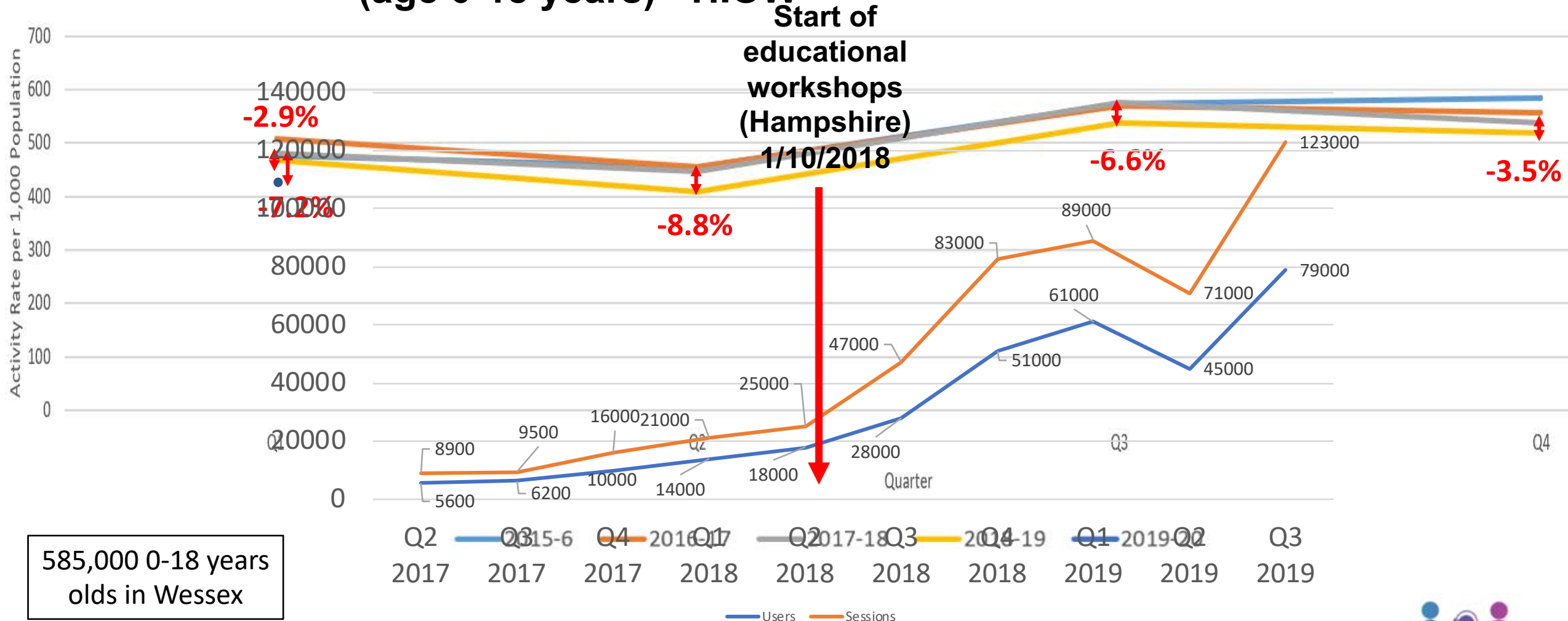
If none of the above features are present

Self care

Continue providing your child's care at home. If you are still concerned about your child, call NHS 111 - dial 111

Website hits

GP presentation rates per 1,000 population (age 0-18 years) - HIOW



585,000 0-18 years olds in Wessex

Q1 = Apr-Jun, Q2 = Jul-Sept, Q3 = Oct-Dec, Q4 = Jan-Mar



Key 'unanticipated' messages



A subsection of parents struggled to engage with resources/and or the evaluation.



These parents exhibited characteristics of low health literacy linked to social deprivation*.



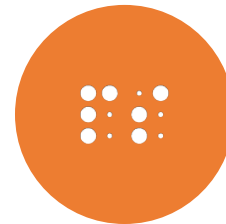
These parents faced several barriers including anxiety/lack of confidence in their ability to use IT, language difficulties (reading/using search terms/being interviewed), unease about researcher's purpose, often resulting in refusal to participate/no shows.



Sensitive research process mitigated to some extent but accessing vulnerable groups requires more tailored/co-produced research designs.



To avoid reinforcing existing health inequalities, it is important to consider how the needs of more vulnerable parents at risk of low health literacy, can be responded to.



This is important because health literacy is a social determinant of health and low parental health literacy can impact on dependents' health and health service use.

**Health literacy is defined as 'the cognitive and social skills which determine the motivation and ability of individuals to gain access to, understand and use information in ways which promote and maintain good health'*

Opportunities for research and service evaluation in Wessex

Parent workshop pilot- parental health literacy

Health literacy as a social determinant of health



Question: True or false? Coughs and colds are usually caused by a virus?

Answer: True

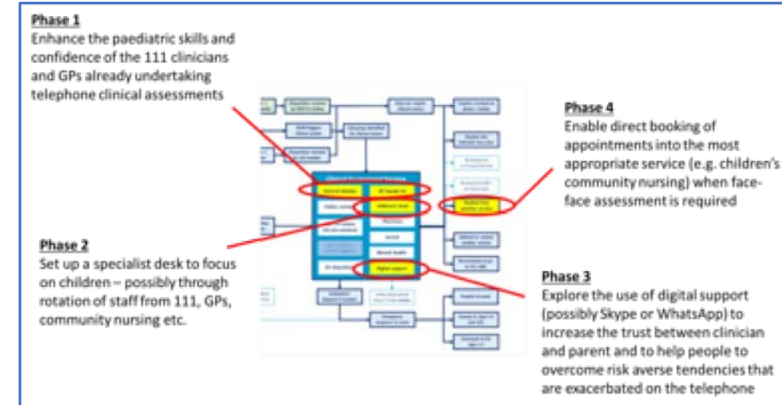
Question: True or false? Coughs and colds are not contagious.

Answer: False - very contagious.

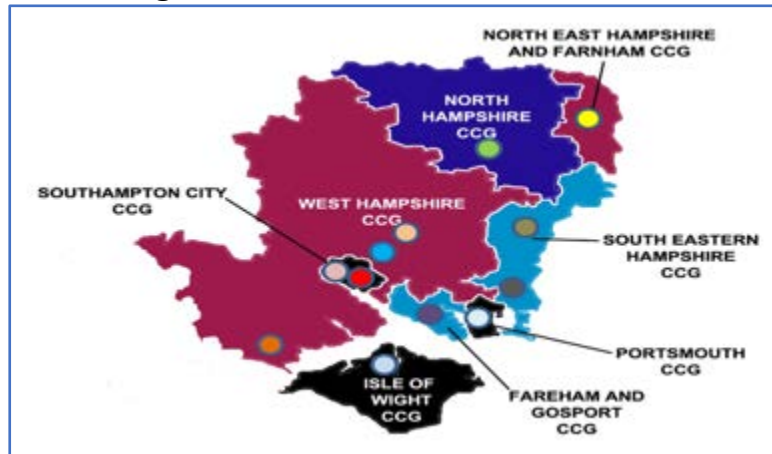
Question: True or false? Coughs and colds are usually mild.

Answer: True

NHS 111 and Integrated Urgent Care



Connecting Care Children's Hubs



Channel shift app pilot (funded by NHSE)