



# Scenario Cards





## Scenario 1

You are a black 14 year old young woman who wishes to talk to someone confidentially about sexual health issues. You have come to visit Healthwatch in their office but your mum has insisted on coming too.



## Scenario 2

You are a white 15 year old gay young man who is being bullied at school. You want to find out more about safe sex and health issues but don't know where to turn. It has taken you a month to gain the confidence to telephone Healthwatch.

## Scenario 3

You are a white 12 year-old young girl who is frightened about the HPV vaccine. You don't understand why it is necessary and you have heard rumours from your friends that it is dangerous. You see a Healthwatch volunteer stand at a local event.

## Scenario 4

You are the father of a 14 year-old mixed-race girl. You are concerned that her behaviour has been defiant and uncooperative recently. You see she has been calling a number you don't recognise on her mobile phone - this upsets and concerns you. You call the number to demand who she has been speaking to and why.

## Scenario 5

You are a white 10 year-old boy who is being hit by his father. Sometimes the violence leaves marks and bruises. You are scared and worried and don't know who to talk to. You are ashamed of what is happening and think it might be your fault. You don't want your family to know you have spoken to anyone.

## Scenario 6

You are a white 17 year-old young man who thinks he may have a sexually transmitted disease. It is very embarrassing to talk about it. You have phoned Healthwatch because you saw it advertised in the local paper. You would like to visit the office this afternoon and speak directly with a male worker.



## Scenario 7

You are a Asian 15 year-old boy whose mother has recently died after having a long depressive illness. You are feeling depressed and keep imagining you see her and hear her voice. You feel alone, you cannot concentrate on anything and worry that you are becoming mental ill too. You walk in to a Healthwatch drop-in event from the street.



## Scenario 8

You are an black 8 year-old boy whose mum has just been diagnosed with cancer. You are frightened and don't understand all the big words that adults are using. You don't want your mum to get ill. You email Healthwatch to ask for help.



## Scenario 9

You are a white 13 year-old girl. You are really worried about your friend who has started to use drugs. Her behaviour has changed and she looks tired and ill. Recently she has started stealing from your bag at school. You want to get some help for her. You call Healthwatch.

# Scenario 10



You are a white 14 year-old girl who is the sole carer for her mother who has bipolar depression. Yesterday her mum went to A&E after taking some pills. She is OK now and hospital called you to take her home at 2 a.m. this morning. You don't know what the problems are or what the care plan is - the doctors did not involve you in a discharge meeting because you are a child. You are tired and worried this morning and are calling from school.



## Scenario 11

You are a 12 year-old boy from a Traveller background. You are being picked on at school and are feeling very anxious. You have started to self-harm. Your teacher is worried about you and is ringing Healthwatch to find out what help is available. You are sitting next to your teacher as she calls.



## Scenario 12

You are a 12 year-old boy with mild learning disabilities. You enjoy a presentation by Healthwatch at your local school assembly. You go up to the Healthwatch officer after the presentation to find out about ways to get involved.



## Scenario 13

You are a black 15 year-old young man who uses a wheelchair. You want to know what health services are available locally with good access for disabled young people. You see a Healthwatch display in the local library.

## Scenario 14

You are a white 10 year-old boy in a hospital bed in the paediatric ward. You see that a person Healthwatch regularly visits the ward but you don't understand what they do. As they pass you say hello and ask them.



## Scenario 15

You are a parent from a Chinese background who attends a local children's centre with your two young children. This morning during a group session you receive a presentation by local Healthwatch. You ask them what health services are available for children up to 5 years and for their parents.



## Scenario 16

You are a white 15 year-old young woman who has recently become a mother. You are very upset because you feel under pressure from the midwife and health visitor to breastfeed and you don't feel you want to do this. You know you are not a bad mum but sometimes you would rather be with your friends. You see a leaflet for Healthwatch at the local baby clinic and make a call hoping to get some more information.