



Whittington Health
NHS Trust

Patient Experience Network National Awards 2018

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Partnership Working to Improve the Experience

'We matter too.'





The Young Carer Phenomenon

NHS

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Why did we do this?





How did we do this?



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Improving young carers' experiences within the healthcare system by empowering them to understand and assert their rights as young carers.

Aims:

To ascertain and address barriers faced by young carers accessing healthcare in North London

Methods:

1. Semi-structured interviews were conducted with 18 healthcare professionals at The Whittington and 2 young carers.
2. Young carers participated in an educational workshop and several engagement to co-design & evaluate the identification cards
3. A carer policy was created as part of this initiative



What did we do?



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Who were our Partners?



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The Young Carer Identity Card



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Young carers were involved in the entire design process – they gave their opinions on everything from the **colour scheme** to the **information** they thought was necessary.

Rights from UNCRC most relevant and important to the young carers.

Young Carers Identity Card We Matter Too



Full name _____

Contact number _____

Date of birth _____

I care for _____

I understand their needs, my views matter too



GP Practice _____

Contact number _____

The United Nations Convention on the Rights of the Child

- The right for a child to give their opinion and for adults to take them seriously; the right to be heard
- The right to privacy
- The right to information that is important to their wellbeing
- The right to the best possible healthcare

To learn more visit healthylondon.org

YC logo was designed by the young carers.

'We matter too' is a direct quote from one of our young carers.

It was important to include the **NHS logo** as the young carers thought it would help them to be **heard**.

Printed on thick **cardboard** and requires young carers to **hand write** their details.





Feedback and Next Steps



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We removed a lot of information the young carers didn't use to make the card **smaller**

The cards will be printed on **recyclable plastic** with their details printed on them



The young carers felt like the following information was key to the card effectiveness:

NHS logo
'We matter too.'
The UNCRC

Phase two of the project has been funded by **NHS England** and will commence in **April 2019**. We hope to develop an **App** and a **website** in 2020 to allow young carers to easily order the card access information on their rights within the NHS.

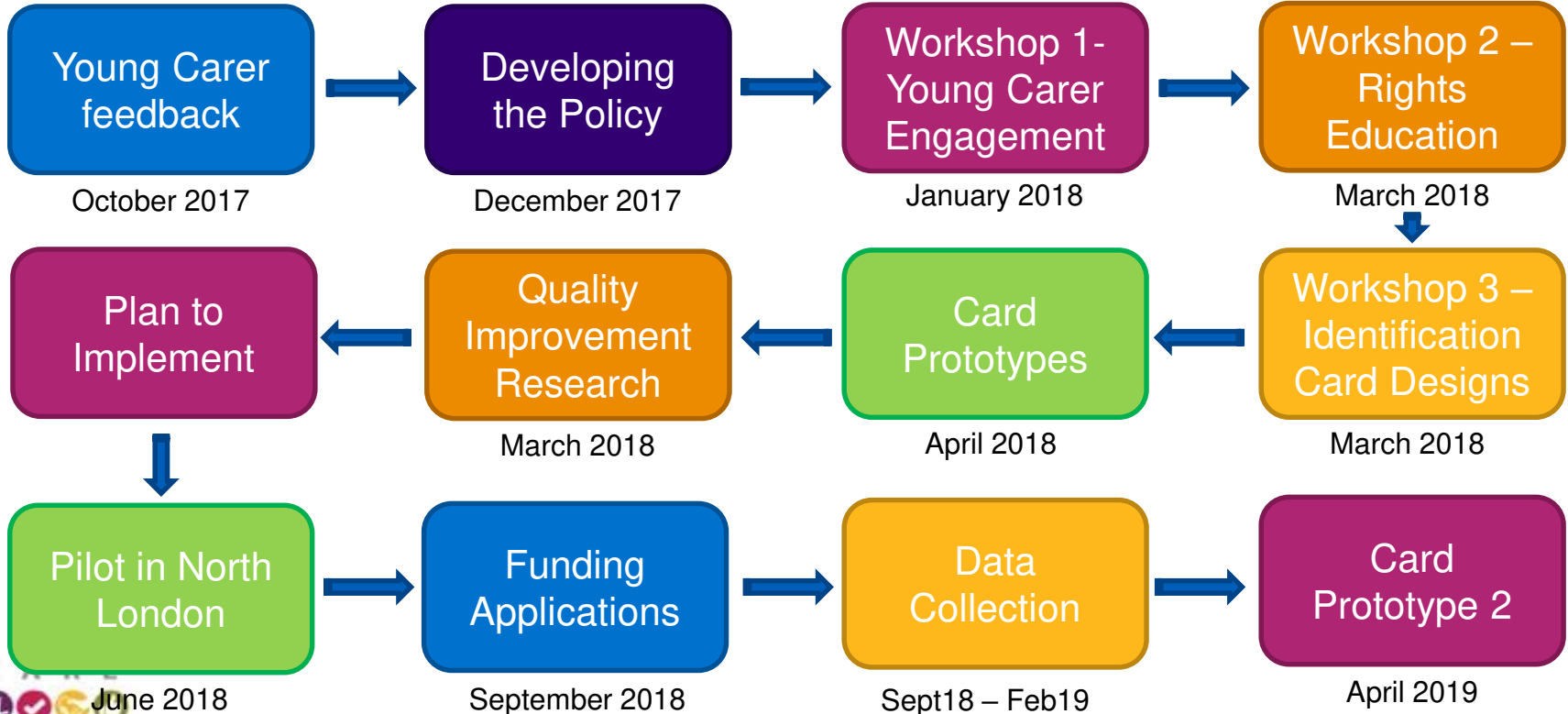




Project Timeline



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Impact



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I used my card to get the flu jab for free



I showed the card to a consultant and he let me sit in my mum's appointment and explained things to me

The card helps me to get free cinema tickets, which is great for when I need a break!



The card helps me to pick up my mum's prescriptions when I wasn't allowed to before.



Reflections



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Co-development
with multiple
organisations

Led by the service
users to give them
a **voice**

QI team:
personal and
group objectives

Transferability



**Challenges with
engagement**

Funding

**Different
organisations have
different priorities**





Questions?



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**“If I cut my body
in half, half of it
would feel like
an adult, half of
it would feel like
a child”**

Katie



‘We Matter Too.’

I · C A R E

