The Takeover Challenge

Rachel Lovesy: Head of Patient Experience and Engagement
James Gillespie-Allan: Head of Patient Experience and Involvement
Esther Stimpson: Project Manager and Young Healthwatch Lead
The organisations

YHW empowers people with a voice in Northamptonshire and nationally and, is all about local voices being able to influence the delivery and design of services. Not just people who use them, but anyone who might need to in future.

The 2 acute hospitals serve a population of approximately 700,000 and between the 2 sites have around 1400 beds, providing a multitude of specialist services to Northamptonshire and surrounding areas.
What happened?

YHW identified who would like to take part in the day and what they were interested in.

Each hospital produced an agenda for the day with YHW.
On the day

NGH
Meet and greet with the Medical Director
CYP feedback, how are we doing?
All Aboard! The volunteers Service Children's Train
Lunch food taster session
Simulation Suite
Close and debrief

KGH
Meet and greet with the CEO
Attended Trust Board and shared a patient story
Meet the Communications Team
How we collect feedback
Lunch - food tasting
Acting on feedback
The Radiology department
Close and debrief
Next steps

Out feedback tells us that we need to communicate better and involve young people more in their care.

KGH have commissioned YHW to develop and deliver training to the staff.

Both hospitals have worked with YHW on the new FFT.

Changes CYP menu.
Any questions?