





The Takeover Challenge

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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 whet they were interested in.



Each hospital produced an agenda for the day with YHW

On the day



KGH

Meet and greet with the Medical Director

Meet and greet with the CEO

CYP feedback, how are we doing?

Attended Trust Board and shared a patient story

All Aboard! The volunteers Service Children's Train

Meet the Communications Team

How we collect feedback

Lunch - food tasting

Acting on feedback

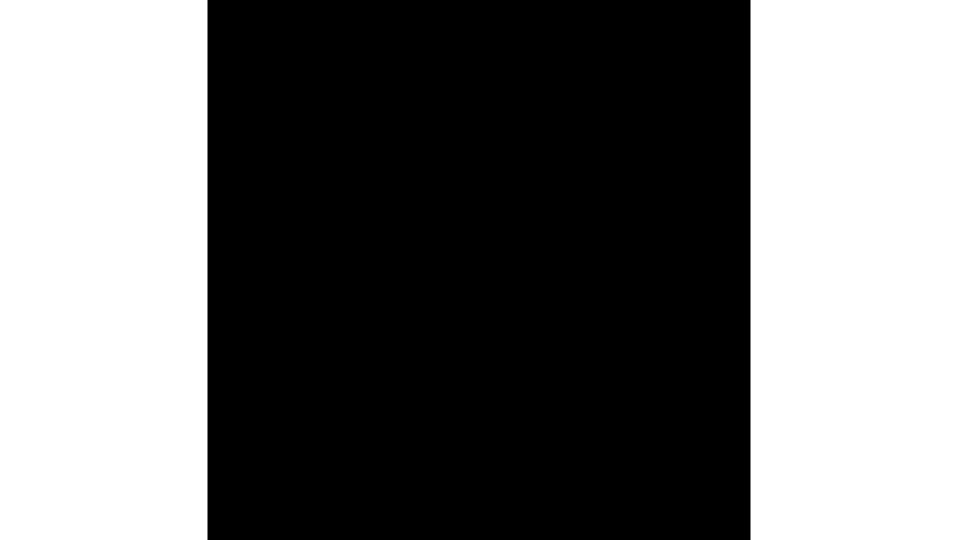
The Radiology department

Close and debrief

Lunch- food taster session

Simulation Suite

Close and debrief





Next steps

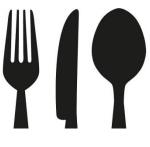
Out feedback tells us that we need to communicate better and involve young people more in there care.



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



Both hospitals have worked wit YHW on the new FFT



Changes CYP menu







Any questions?



