

Involving young people in interviews of new staff

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@UCLH

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We want to hear from you – here is how to do it....

Patient surveys / comments

Complete our friends and family test



Two routes to feedback either
iPAD or paper

For children & young people– they can complete one of our **postcards** with drawings or comments on things they like

How to complete: please ask at reception



Do you want to be involved in service development?

We have opportunities for patients and parents to be involved in service development initiatives, including:

- To be part of the interview process of new staff
- To be part of project groups for new developments

How to get involved:

Contact Irene O'Donnell

Irene.O'Donnell@uclh.nhs.uk



Face to face

Please feel free to speak to the ward manager or Matron for your area. Alternatively we run weekly sessions on the ward where you can feedback or suggest new ideas

- Weekly breakfast club on Wednesday's at 10am for all wards (except T11s)
- Patient groups
 - T12n on Tuesday 4-5
 - T12s on Wednesday 4-5



Raising concerns...

If you are not satisfied with your hospital experience please feel free to speak to the person in charge of the ward or clinic about your concerns.

We are keen to ensure the highest standards of patient care and will try to resolve any problems quickly.

You can also speak to our Patient Advice and Liaison Service (PALS) who will help with your problem quickly and informally. Contact PALS on 020 3447 3042 email PALS@uclh.nhs.uk

Why are we involving young people in recruitment?





Help wanted! We value your voice!



We want patients to be part of our interview process to help appoint our future staff at UCLH. We are looking for teenagers and young adults who would like to get

involved. Opportunity to ask the questions that we would not dare to ask!

What's in it for us?

We want to make sure that we are appointing the best staff. We want staff who will engage well with children & young people. We believe patients are best placed to help give us advise.

Interested in finding out more?

Please contact - **Irene O'Donnell**

Play Services Manager and Patient Engagement Lead Paediatric and Adolescent Division UCLH

email- Irene.O'Donnell@uclh.nhs.uk Telephone- **020 3447 4626**

What's in it for patients?

Patients who have already taken part have told us that....

Really useful experience to put on my CV.

Great to have experience being on the other side of an interview.

Good to know that my opinion was valued.

- Young people have been involved in the interview panels for:

Play Specialists
Youth Support Coordinators
Psychologists
Occupational Therapist
Nurses
Consultant Oncologist



Participation and co-production – shaping services



Next steps.. Plans to develop this project

- Formalize the involvement of young people in the interview process
- Develop a tool kit for patient engagement in recruitment- speed interviewing!
- Explore use of social media and messaging- Young Voices@uclh
- Recruit a representative cohort of young person to join our recruitment team
- Recognition for YP- certificate of achievement
- YP to help train 'new recruits' with interviewing skills



Next steps...

**Become a Child and Young Person's Health
Champion and join our new Engagement
Collaborative.**

RCPCH

Royal College of
Paediatrics and Child Health
Leading the way in Children's Health



& Us★

The voice of children,
young people and families

“Thank you for listening to what we have to say”!

