

Project:

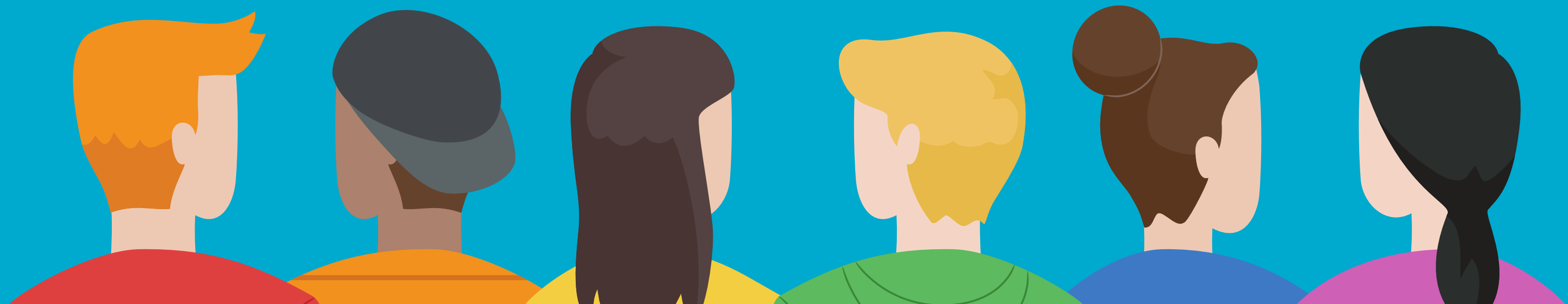
Virtual Youth Involvement Group - Communicating Effectively and Providing Opportunities for Young People

Category:

Communicating Effectively with Patients and Families

Contributors:

Sara Reynolds, Danielle Fletcher and Lisa Smith -
University Hospitals Bristol and Weston NHS Foundation Trust





Who we are

University Hospitals Bristol and Weston NHS Foundation Trust (UHBW):

- 10 different hospital sites
- 100 different clinical services

Bristol Royal Hospital for Children (BRHC):

- Local service for Bristol children
- Referral service for specialist care across the South West and nationally



Youth Involvement

Name: Youth Involvement Group (YIG)

Encourage young people's voices to be heard in the hospital community

Established in 2010

Two way engagement space for young people and our organisation



Youth Involvement

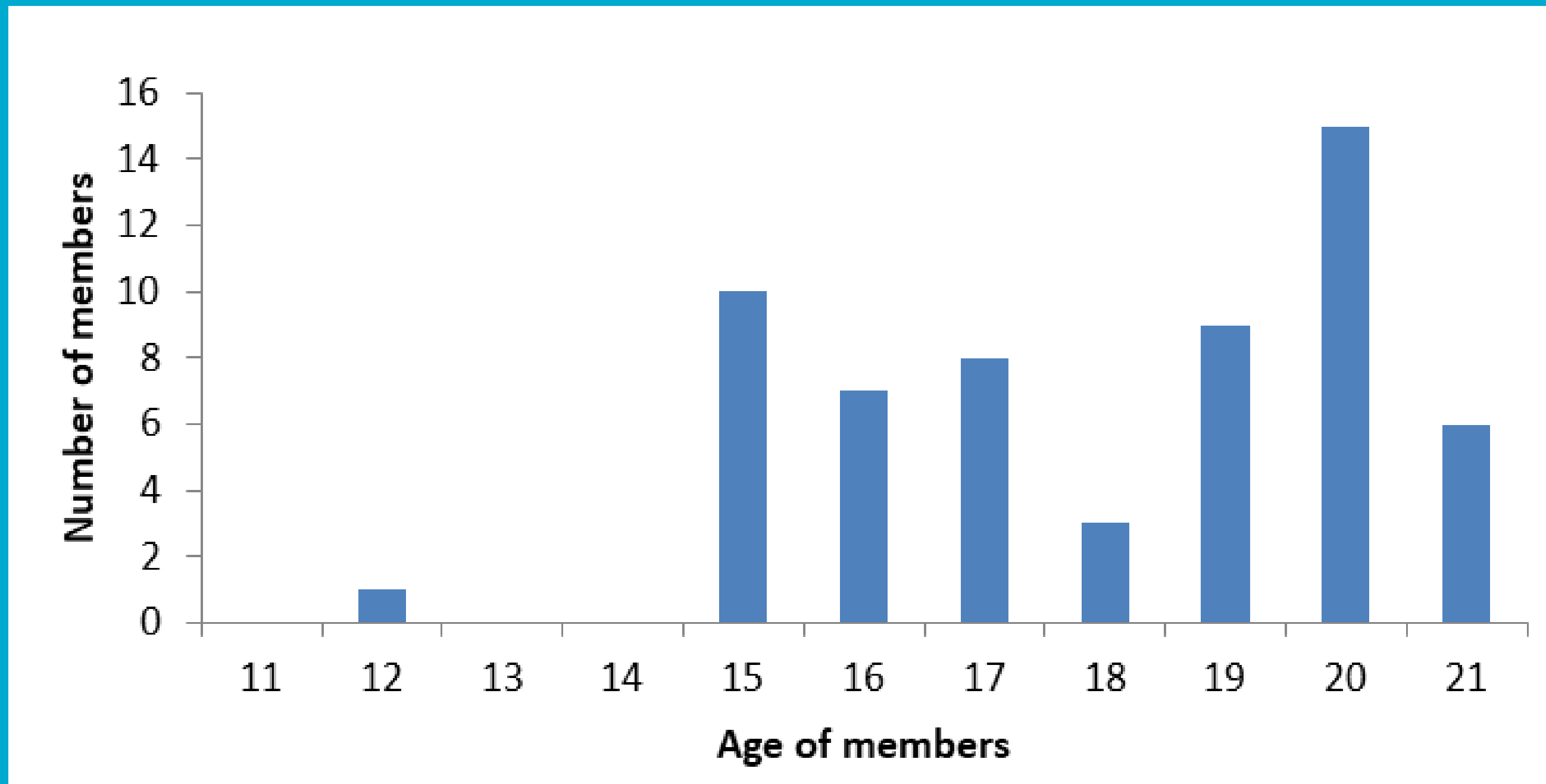
Face to face group meetings - prior to March 2020

Attendance: 8-12 young people

Young people from a 20 mile radius of our hospital

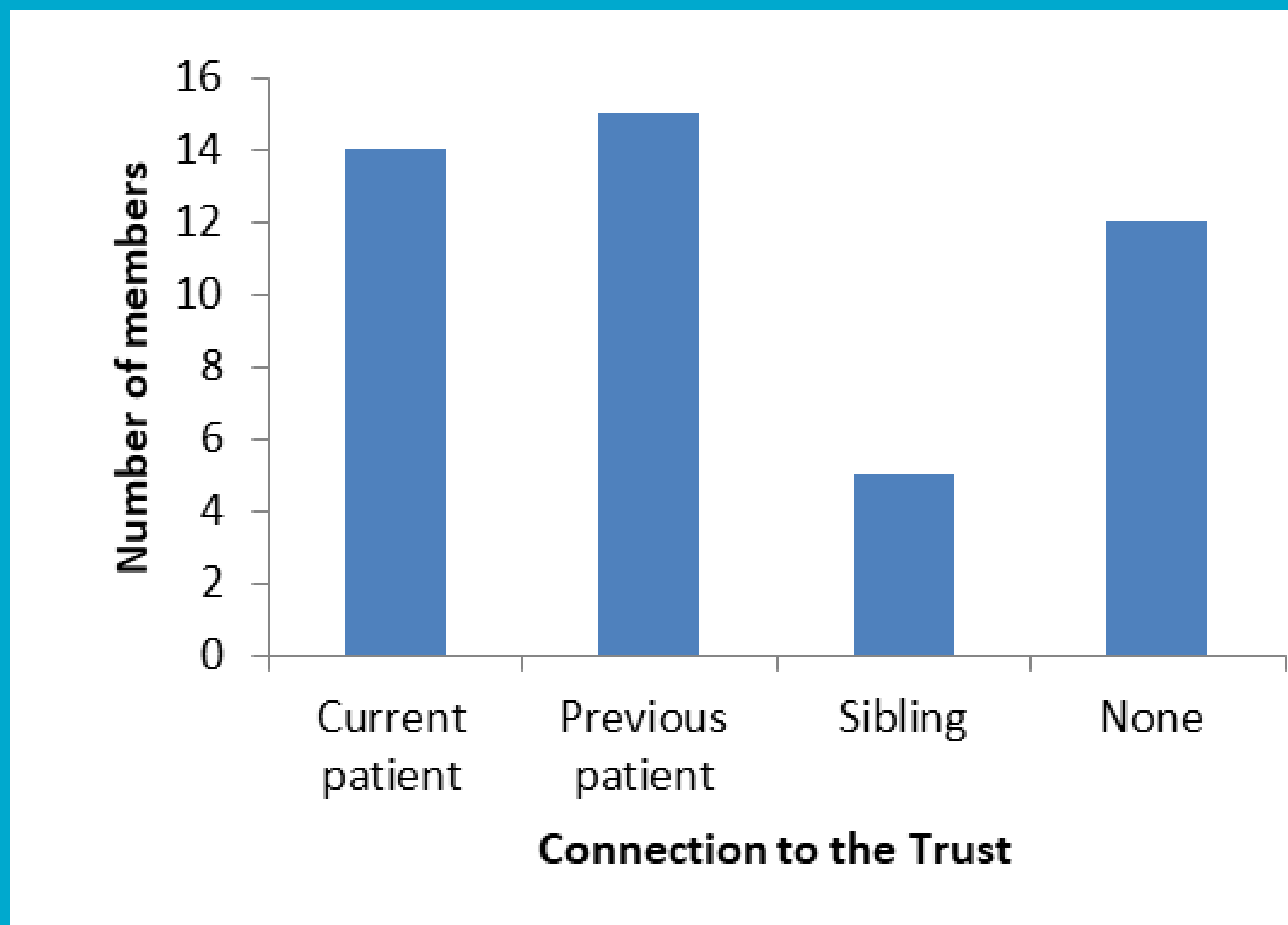
Profile of current Youth Involvement Group

Age of members



Profile of current Youth Involvement Group

Connection with the Trust





Virtual sessions

Why:

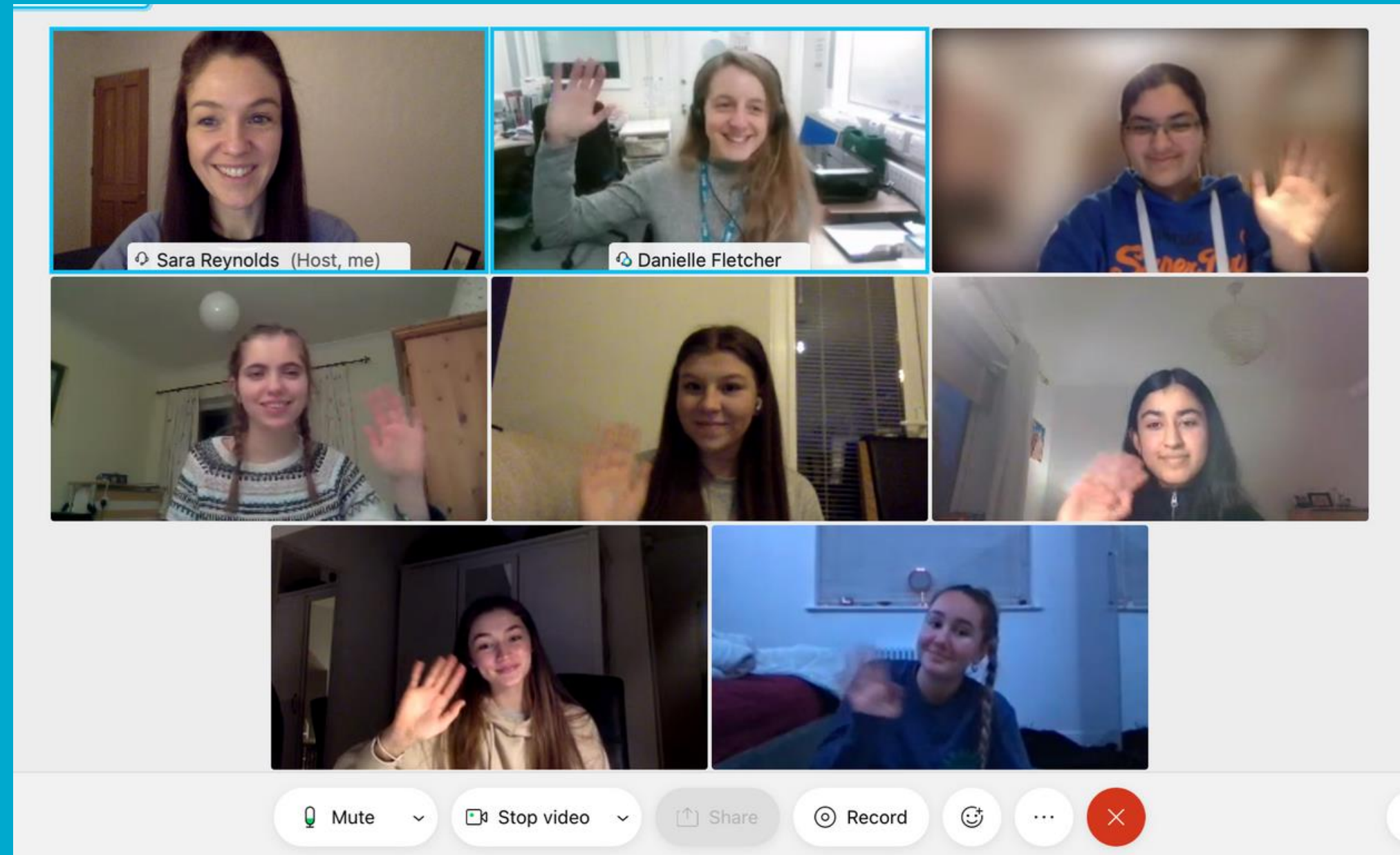
- COVID-19: halt to all in person meetings
- Continue to involve young people
- Provide a space where they can give feedback on the impact of the changes

Benefits:

- Increased direct contact with staff who are able to attend virtual sessions
- Wider representation of young people



Virtual sessions





Virtual sessions

Projects have included:

- Identifying young people's sustainability priorities
- Developing young people's involvement in recruitment
- Engaging with the CCG about young people's provision in the community
- Planning a social media 'takeover'

Youth Involvement Group Social Media Takeover

The Youth Involvement Group planned and developed content for a 'takeover' on the Trust social media platforms. Content included:

- Patient stories
- Interviews with staff
- Young people's 'top tips'




"Thank you for the great session yesterday: I found it really interesting and engaging!"

"It was great to be at the meeting last week and I can't wait to get involved further in the future!"

"I really enjoyed it and it was nice to feel a part of the group."

"Hearing what others in the group have to contribute has highlighted to me the importance of diversity of opinion. It has inspired me to believe that young people's voices are vital for creating change."



**Virtual
Session
Feedback**



Communication

Virtual sessions + fortnightly emails
= increased opportunities for young people

Positive outcomes:

- Young people felt part of what was happening in the Trust
- Contact and projects developed with new specialities and departments



Staff Spotlight

Young people asking questions to staff members.
Spotlights have featured:

- Emergency Department Consultant
- Intensive Care Nurse
- Play Specialists
- Mental Health Practitioner
- Deputy Divisional Director
- Music Therapist

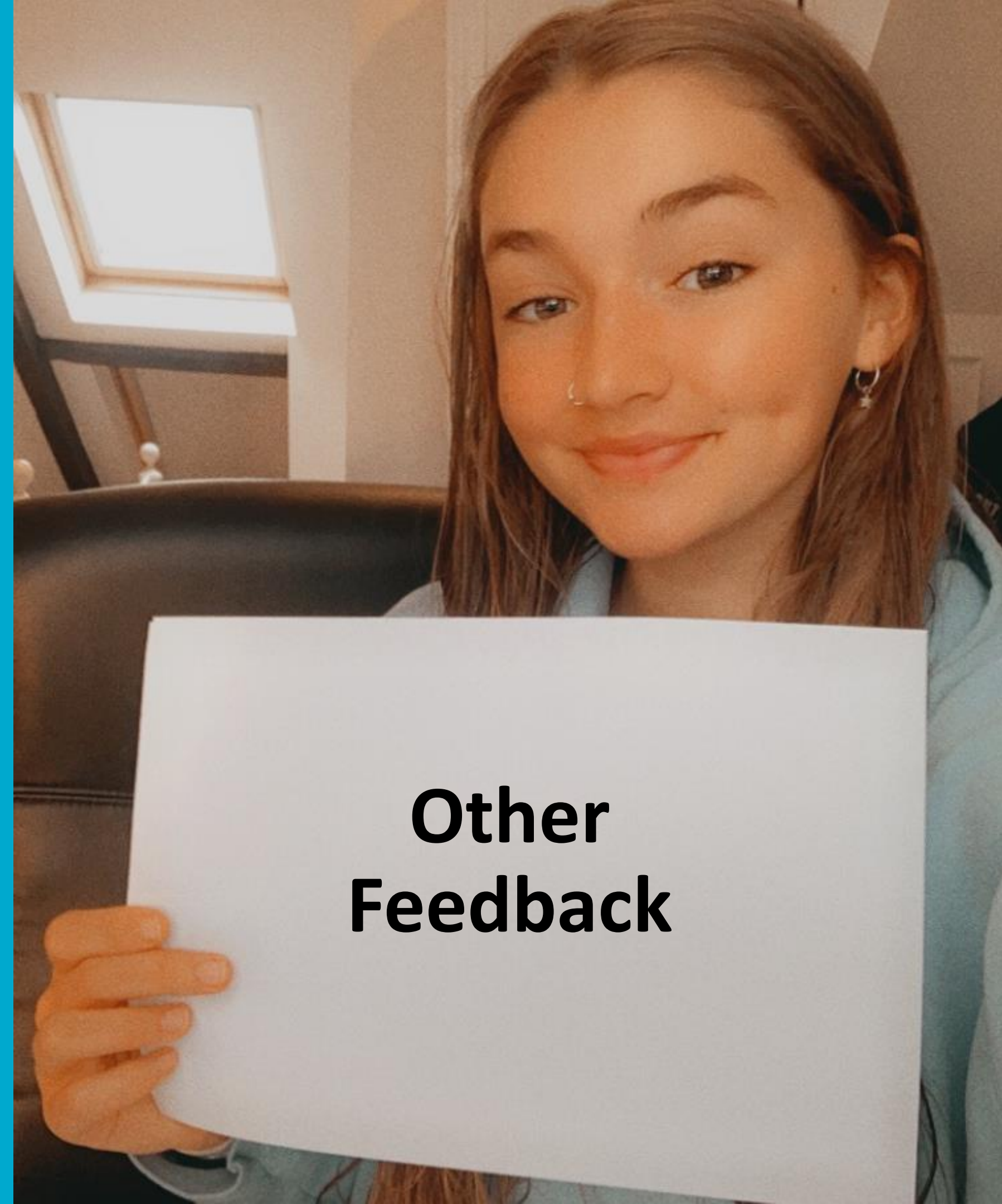


"Thank you for continuing to give us opportunities and activities to get involved in throughout this year."

"The work done by Youth Involvement Group has inspired me to keep doing more to make change. This is part of the reason why I applied to be a [GMC] Student Associate!"

"Thank you for the email and organising the Staff Spotlight - I found the responses fascinating and very moving to read."

**Other
Feedback**





Looking ahead

Since March 2020 - 14 new members!

To build on our success we plan to:

- Continue running virtual sessions
- Increase integration of young people
- Increase young people's involvement
- Continue to develop national collaborations



Key learning

From our virtual sessions we've learned:

- Reduced barriers to participation - geography, health conditions and time
- Increased opportunity for young people and staff to be involved
- Improved communication to help integration
- Increased equality between staff and young people



Final words from the Youth Involvement Group

