



Bristol Royal Hospital
For Children



University Hospitals
Bristol and Weston
NHS Foundation Trust

Making room at the top: The Young Ambassadors Programme

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We are
supportive
respectful
innovative
collaborative.
We are UHBW.



Bristol Royal Hospital for Children



- Part of the wider UHBW foundation Trust
- Providing local, south west regional and national paediatric services
- In 2021/22 we cared for 2,839 inpatients and 76,878 outpatients across a range of settings
- All of these young people will have differing views and experiences of healthcare
- How can we hear from patients and young people about what matters to them?

Our Baseline



How do we join this up?

Could we invite young people into our Divisional Board
and Children's Leadership meetings?

Developing the model

- Working collaboratively with our young people and divisional leaders
- Looking at best practice outside the organisation
- Looking at research and evidence, e.g. RCPCH

Key points identified

- Two roles for each meeting to support a ‘buddy’ principle
- Ensure clarity of role
- Support for young people and staff to build partnerships
- Safety of young people re: organisational sensitivities

The Role and Purpose

For young people to listen, challenge and provide the Divisional Board and CLT with a view on how issues may affect young people

For young people to highlight topics of concern for them and report on youth involvement group activities locally and with other organisations outside of the Trust

For the Divisional Board and CLT to hear feedback from young people during the inception of ideas to audits and service reviews to fully shape how services are developed and reviewed.

To develop mentors and their skills to engage with young people to hear their views and support them to actively participate in strategic meetings.

To support young people to develop a voice, actively participate in strategic meetings and identify areas for the youth involvement group to be involved in or consult on.

Mentoring and support

- Staff identified with interest and capacity to work with young people
- Written role description and agreement developed and signed
- Meet and greet with staff and young people – establishing partnerships
- Minimum contact level agreed but relationships open to evolving over time

- Support for young people via Young Person's Involvement Worker
- Support for mentors via Leads for Child and Family Support Services

- Individual feedback sought from Young Ambassadors
- Focus group with mentors
- Survey shared with all Divisional Board and Leadership group members

Young Ambassadors

We feel included and welcome

We've gained confidence in participating in the meetings and this has helped our personal confidence

Meeting with our mentors is really helpful - we can contribute more when we better understand the papers and the subjects being discussed

Mentors

We love hearing from our young people as they see things differently

Our relationships with them have impacted on all of our day to day work, not just the meetings

Changes to conversation style (clearer explanations, no acronyms) have made the meetings better for all

The flexible mentoring structure means we can work in a way that meets both our needs

Wider Divisional Board and CLT Feedback

Positives

- They help us see a different perspective and question established practice
- They help us keep their needs central
- Supports transparency and accountability – we are there to provide a public service

Actions

- Continue to clarify the role and ensure this information is shared with new members
- Continue to monitor impact of discussions – some topics may be difficult to listen to for young people
- Gender ethnic and socio-economic representation
- Offer focussed sessions for young people to bring key issues to allow everyone to prepare

We are still learning...

“They see things from a very different perspective, and are able to question some of the dogma and patterns that we routinely follow unquestioningly.”

Where do we go next?

- Improve recruitment to all roles including Youth Involvement group itself – improve diversity and accessibility
- Explore new roles for young people over 21 – Alumni group?
- Put young people on the agenda – identify opportunities for them to lead and not just contribute
- Ensure all activity is rooted in co-creation
- Continue the annual review process so that we continually refresh the priorities of our children and young people

Our new Young Peoples agenda

Theme	12 month goal
1.Encouraging young people to initiate follow up and ask questions	<ul style="list-style-type: none"> •Trial a questions inbox monitored by LIAISE. •Scope potential to include a statement on clinics letters to remind young people how to access services themselves.
2.Supporting clinicians to ask young people about their questions	<ul style="list-style-type: none"> •Produce guidance from young people •Produce a question prompt card
3.Not feeling a 'plus one'	<ul style="list-style-type: none"> •Create a video by young people to include in training on what would help them •Use the digital diary and transition booklet to support the message of how to engage in consultations (potentially using an options grid)
4.Writing to young people	<ul style="list-style-type: none"> •Youth involvement group to scope with clinicians the national guidance around this and gather examples of processes and protocols in other children's hospital across the UK
5. Offering more ways to talk confidentially about risk issues	<ul style="list-style-type: none"> •Include advice line information in the digital diary and scope a project to consider creating poster to reflect this for outpatient and ward area.
5.Transition and engaging young people to take charge of their healthcare	<ul style="list-style-type: none"> •Create one transition booklet for young people and one for parents to help them to support young people to ask for information and parents to support young people to be more independent

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Current projects

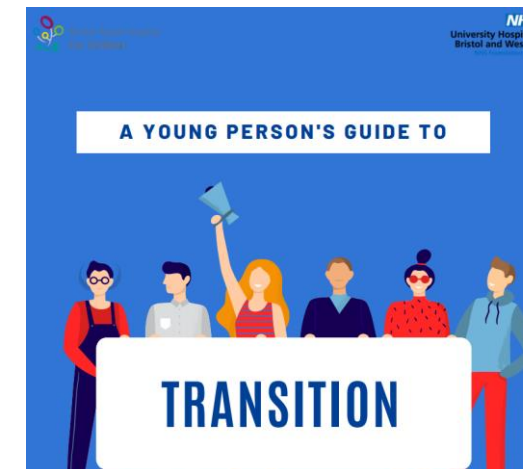
Building confidence in appointments

- Pilot of key topic cards to help young people share what matters to them
- Pilot co-facilitated by young people



Transition

- Information by young people for young people
- Giving them confidence to ask, rather than wait to be told



Want to know more?

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