

Engaging and Championing the Public:

Championing the Voice of Young People

Patient Experience Network Awards



Background – why we started

- Important to *hear* and *listen* to young people about their experiences *and* their ideas.
- To bring **fresh, honest, and creative perspectives** – we see things you might not.
- Because **shaping the future of care means involving its future users and workforce.**



How we started – ideas into action

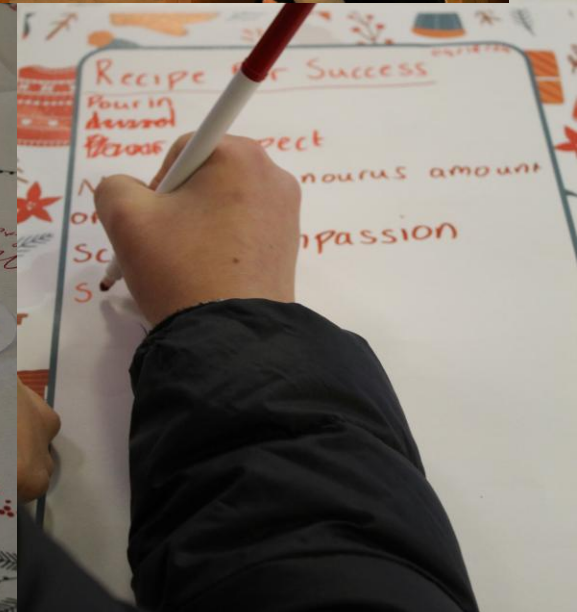
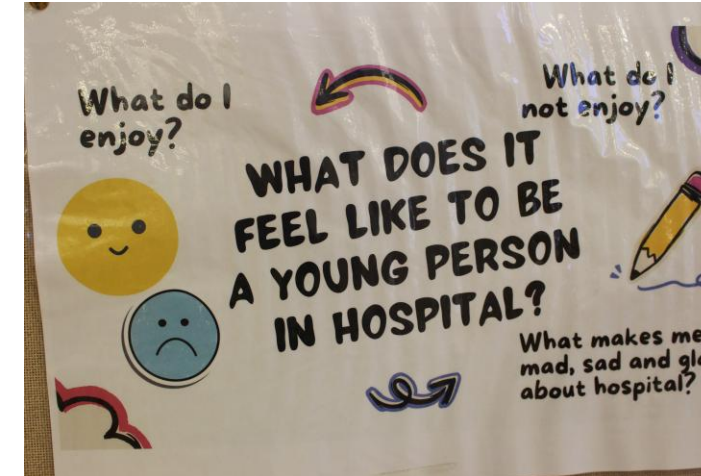
Launch event with young people & carers (October 2024 – 1 year old)

Creative and engaging tools: Mad-Glad-Sad, worry bucket, wish tree, create a name, design a logo

6 sessions since then themed around **fun** and **impact**

- **Festive season:** co-designing our 'Recipe for Success' & Priority Bingo
- **Vision planning** YPPC vision, webpage planning, uniform, Spond
- **Dragons' Den:** staff pitch for YPPC involvement
- **The Apprentice** – pitched ideas to Sarah Brampton (Chief Finance Operator)
- **Summer fete** – murals update, transitions, suicide prevention for young people
- **Back to school** – recruitment panel, young peoples survey results, PLACE assessments

Designed *with* young people, *for* young people – Youth Led



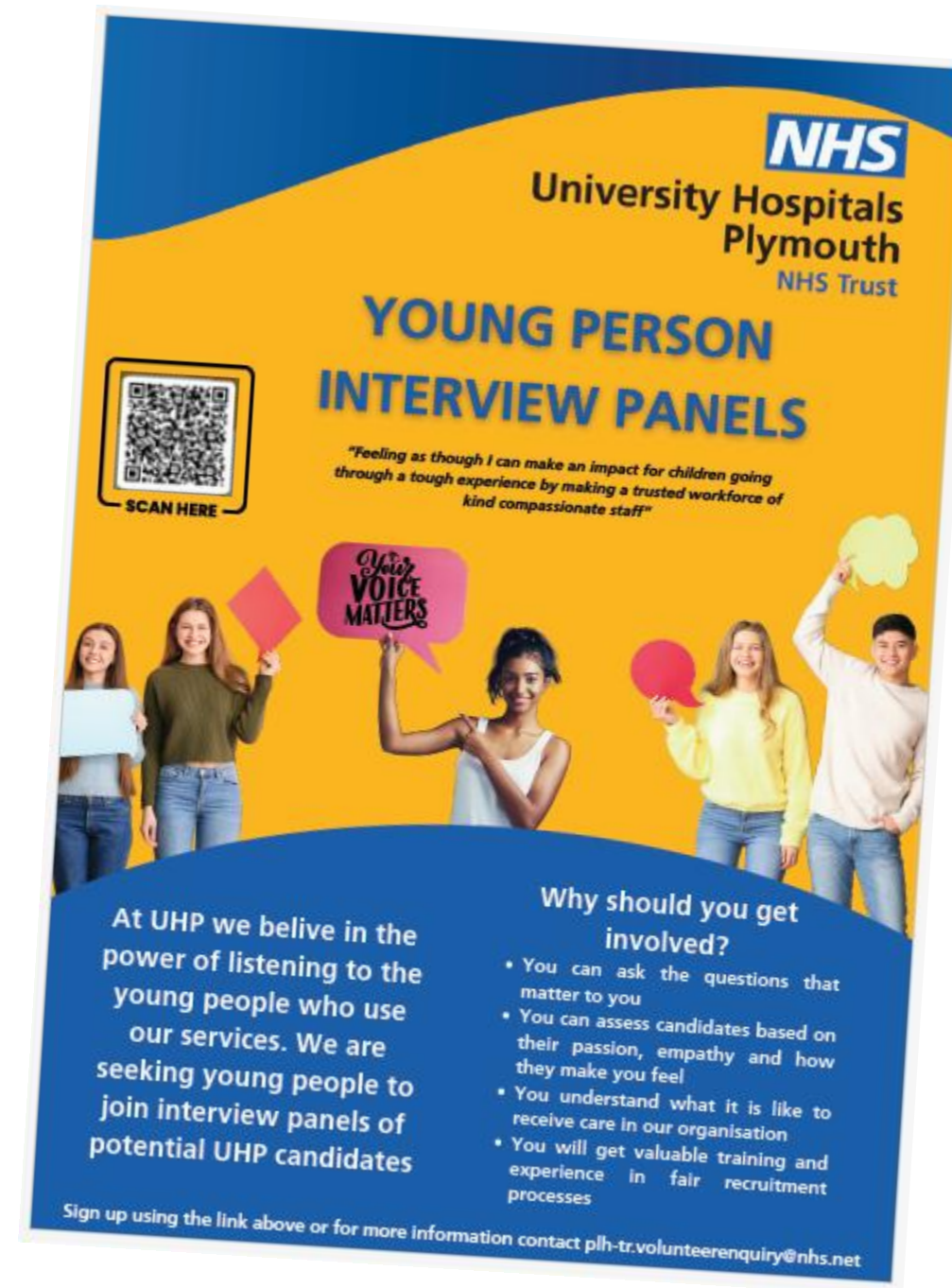
What's worked well

- **Organic, co-production** – optional
- **Youth-led identity:** own logo, badges, lanyards
- **Flipping the power:** exploring what matters most to us, not being done to
- **Parents stepped back** as confidence grew
- **Consistent format + flexible attendance** = continued engagement
- **Financial support** from Women's and Children's – this has been vital
- **Change in location**
- Reaching out to **seldom asked groups**
- **Trusting relationships** with staff who go *above and beyond*

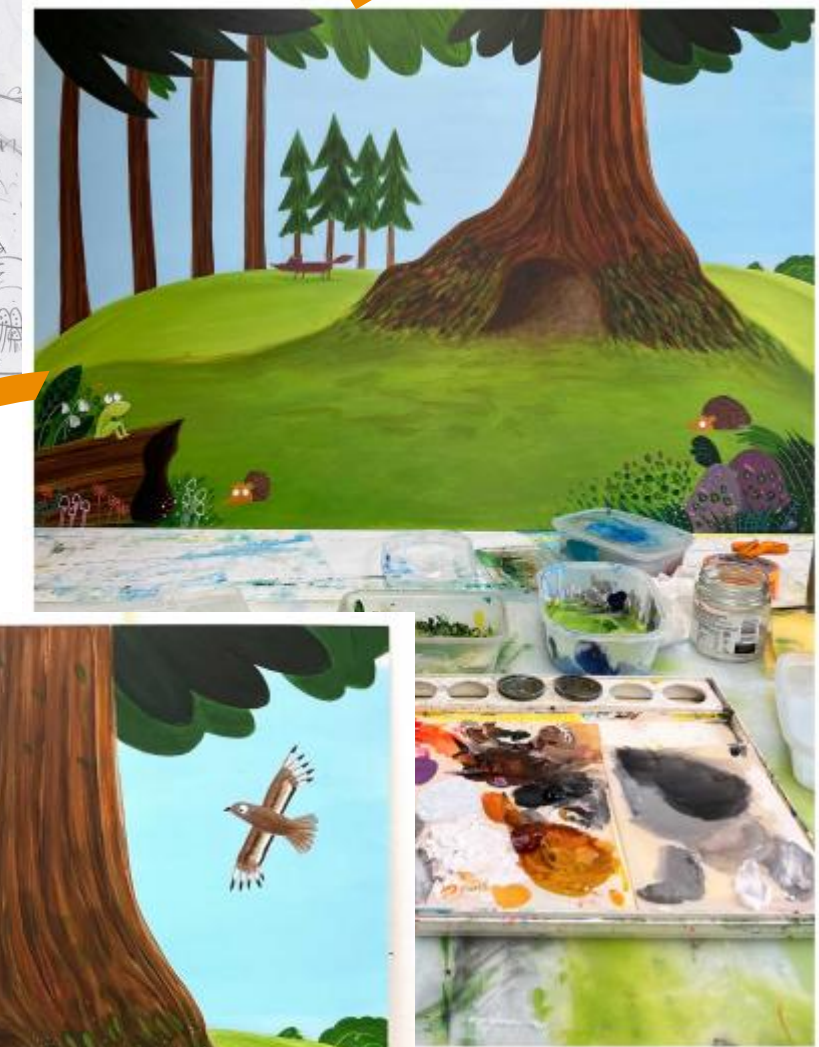


Where we've had impact – influencing real change

- **Murals:** from idea to reality
- **Recruitment:** training, questioning, appointing, decision-making
- **Young Peoples survey results:** deciding where the Trust focuses improvements
- **Accessibility assessments** of new buildings etc.



University Hospitals
Plymouth
NHS Trust



Feedback: Panel Members

Thanks to
Dr George
Davis

"The most positive aspect was the **opportunity to connect with other passionate young individuals** and share ideas in a supportive environment. It was **empowering to see our voices genuinely valued and considered.**"

"Young people are very important as they are the ones being treated by staff and having to be involved in difficult conversations. They need to feel comfortable and to trust the staff."

"It helped me **communicate well**, and **build on giving constructive criticism**"

"I felt as though I **can make an impact for children** going through a tough experience and make a trusted workforce of kind and compassionate staff."

Feedback: Candidates

**“This is incredible and
their feedback is
fantastic. Thank you”**

**“It was insightful,
getting to actually
interface with the
actual group or
individuals that we
work for.”**

**“Confidence
and intelligence was top
notch”**



Looking forwards - where we're going

Our shared projects:

- Recruitment
- PLACE
- Mystery shoppers
- Podcasts and myth busting
- PRIDE in theatres
- Transitions
- Young carers
- Young people friendly green spaces



The difference we're making

- **First time** we've truly heard youth voices consistently
- We have a **good active mix of people**: age, experience, ethnicity, motivations and locations
- **Membership continues to grow** – 22 members age 11-25
- **Representation from across Devon & Cornwall**
- **Growing confidence and experience**
- Members are *influencing care*, not just commenting on it
- **Nominated for YMCA award**
- **Nominated for PENA award** – helps justify what we're doing and proves that other people see the value

Young Persons Patient Council



YPPC

Can anyone see me?
Try to fit in, proud to stand out.



What we need to sustain this

- Ongoing funding
- Continued evidence of change
- Keep the YPPC in the front of people's minds – not an after thought
- Involve us from the beginning
- Support all involved – youth and staff
- Perhaps most importantly - *keep the fun, engagement and imagination alive.*
Anything is possible.....



Thank you

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