

# Putting young people at the centre of their health decisions and choices

## London Babies, Children And Young People Programme

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### Introduction

The 2021 Care Quality Commission National Children and Young Person (CYP) inpatient survey showed that only 47% of CYP surveyed said they'd been involved in decisions about their care. Our objective is to shift this to 95%.

To achieve this, the NHS England London Region Babies, Children and Young People Transformation team partnered with several London youth organisations<sup>7</sup> to co-produce a youth-led event to amplify young people's voices in their health care.

The event was held in July 2022 at Spotlight Youth Centre with 80 young people and 25 healthcare professionals in attendance.

### Methods

#### 1) Co-production

- A group of 15 young people assembled as a steering group to plan, co-design and lead the event.

#### 2) Event activities (all facilitated and led by young people)

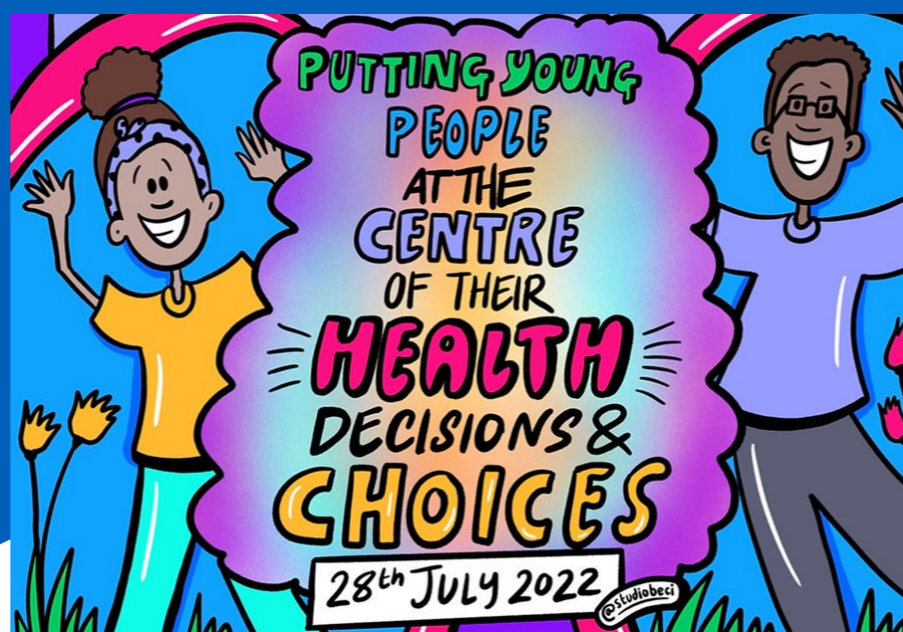
- **Quiz** on CYP rights in healthcare
- **Storytelling** – young people's healthcare experiences in their own words
- **Workshops** – youth-led discussions between CYP and healthcare professionals on building trust, power dynamics, accessibility and mental health
- **Reverse Panel** – a panel of young experts answered questions from healthcare professionals on how to provide better care.



From left to right: Elena Ashton, Saarah Rahman and Osesumen Odia.



From left to right: Jonas Andrew-Phillip (Chair), Tiana Doshi, Theo Sergiou, Roda Abokor and Moosa Miah.



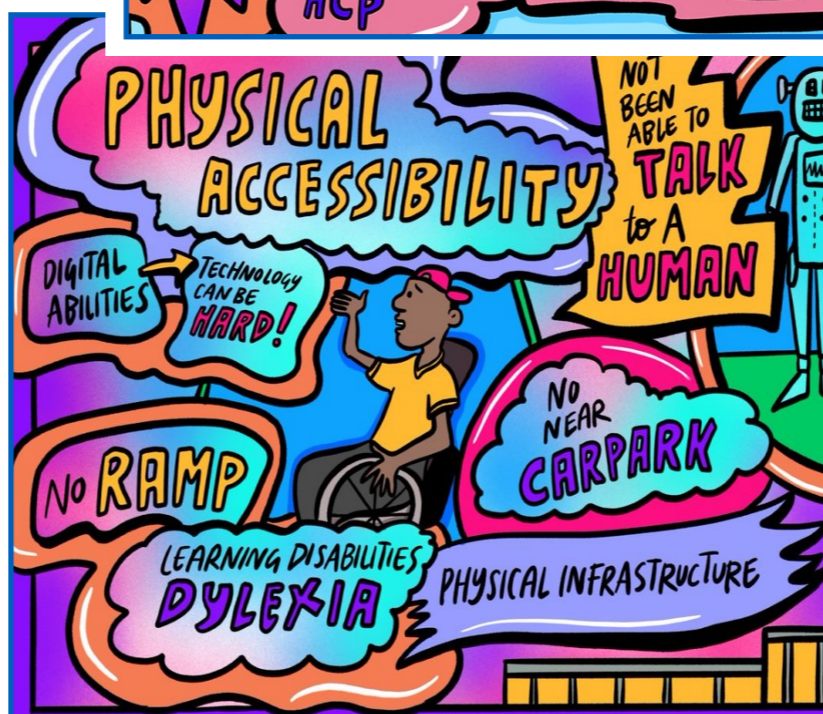
### Results

#### What young people told us:

1. Young people don't feel listened to or valued by healthcare professionals.
2. Being in a traditional health care environment can be stressful for young people.
3. More diversity and training is needed within the healthcare system.
4. Healthcare professionals should prioritise the importance of mental health.
5. Negative experiences of healthcare influence how CYP feel about the NHS today.
6. Young people are fearful about the future of the NHS.
7. Young people find health care difficult to access, especially if you have a disability or learning disability.
8. Young people want more choice over their healthcare: where, when, and who they see.

#### What young people learned:

1. **Young people have rights in their healthcare**  
"I have rights over my care and I am allowed to voice my opinions over my care."
2. **The importance of sharing stories with others and speaking up**  
"[I learned] How much of a change we can make if we work together."
3. **A better understanding of the NHS**
4. **Improved relationships with healthcare providers**  
"Don't be afraid to trust adults working in the NHS."



### Conclusion

#### What did we do?

1. Empowered CYP through knowledge, skills and advocacy development to better navigate and access health-based resources.
2. Raised awareness and improved skills of healthcare professionals to build positive relationships with young people.

#### Nearly all (98%) of attendees:

- learned something new at the event
- rated the event as good, very good, or excellent.

"[I liked] The fact that it was so youth led... Reverse panel was amazing too."

#### What's next?

Healthcare professionals and decision makers within the NHS have a responsibility to listen to young people and prioritise their rights in healthcare.

We will continue this campaign to ensure outcomes from this event are embedded into the NHS so that young people feel that they are at the centre of their healthcare choices.



Scan QR code to see all illustrations from the event by Beci Ward - [www.studiobeci.com](http://www.studiobeci.com)