



London Babies, Children and Young People programme



Shared Decision Making Engagement Feedback

Children's Voice Session: **London Children and Young People's Strategic Forum**

September 5th 2022

Background



Children and young people are over a quarter of our population but 100% of our future and therefore important to consider in all aspects of our work in London.

- The 2021 CQC 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%**.

Through a youth-led campaign event, we aimed to:

- 1. Empower CYP through knowledge, skills and confidence development to navigate and better access health-based resources.**
- 1. Raise awareness and improve skills of healthcare professionals to build positive relationships with young people and advocate for their rights in health.**

July 2022 evening Event – Spotlight London



Collaborative Partnership working across the Capital

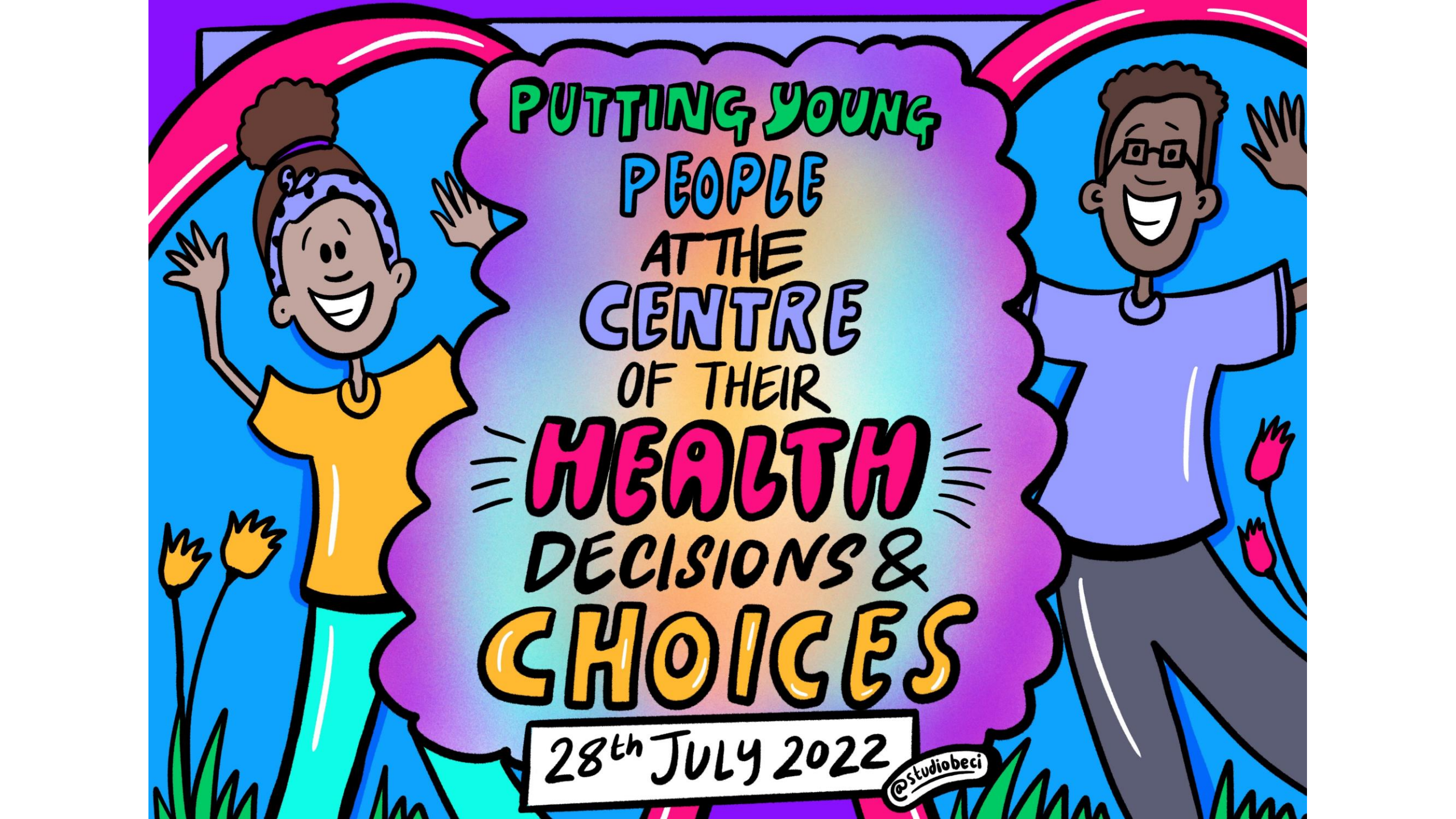
- London Youth Board, Spotlight Youth Club, Partnership for Young London, Mayor of London's Peer Outreach Worker team, Barnardo's Harrow Horizons Youth Panel, and the NHS CYP Transformation Programme partnered together to bring together children and young people from across London to plan and run a youth-led event/campaign to amplify young people's voices in their health choices.

Youth Led

- A group of 15 young people assembled as a steering group and led two meetings in July 2022 to plan the details and workshops of the event.

Healthcare professionals were invited as Guests





PUTTING YOUNG
PEOPLE
AT THE
CENTRE
OF THEIR
HEALTH
DECISIONS &
CHOICES

28th JULY 2022

@studiobeci

Event Activities



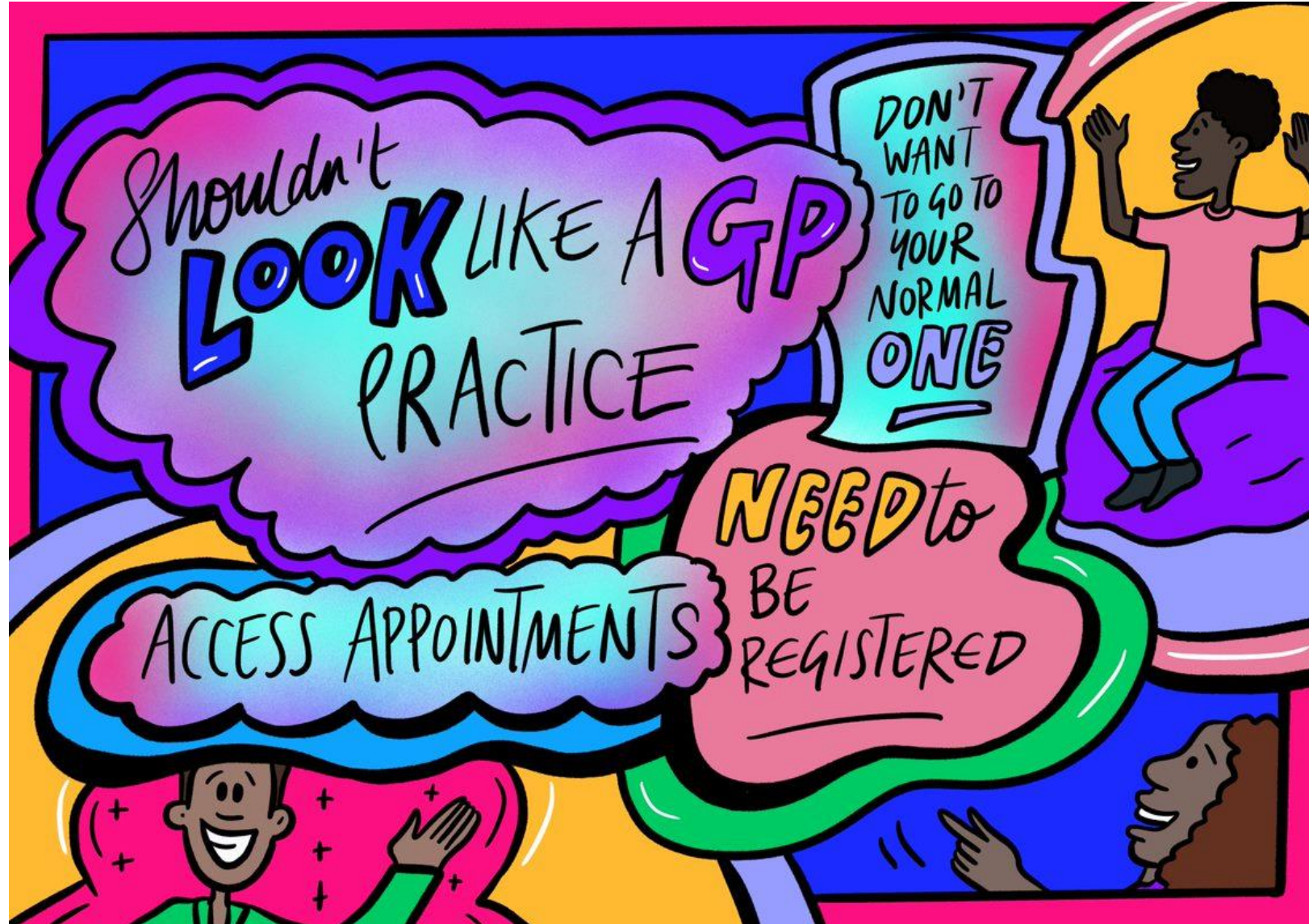
- **Quiz** for Young People to test their knowledge on their rights in Healthcare
- **Storytelling** – positive and negative experiences in a healthcare setting
- **Workshops** – discussion between CYP and Healthcare Professionals on:
 - Building trust, confidence, and relationships
 - Power dynamics and health care
 - Accessibility and health care
 - Mental Health
- **Reverse Panel** – Healthcare professionals submitted questions to a panel of young experts about their healthcare experiences.

Themes from the Workshops

Theme 1: Young people don't feel listened to or valued by healthcare professionals, which causes mistrust and delays seeking help.



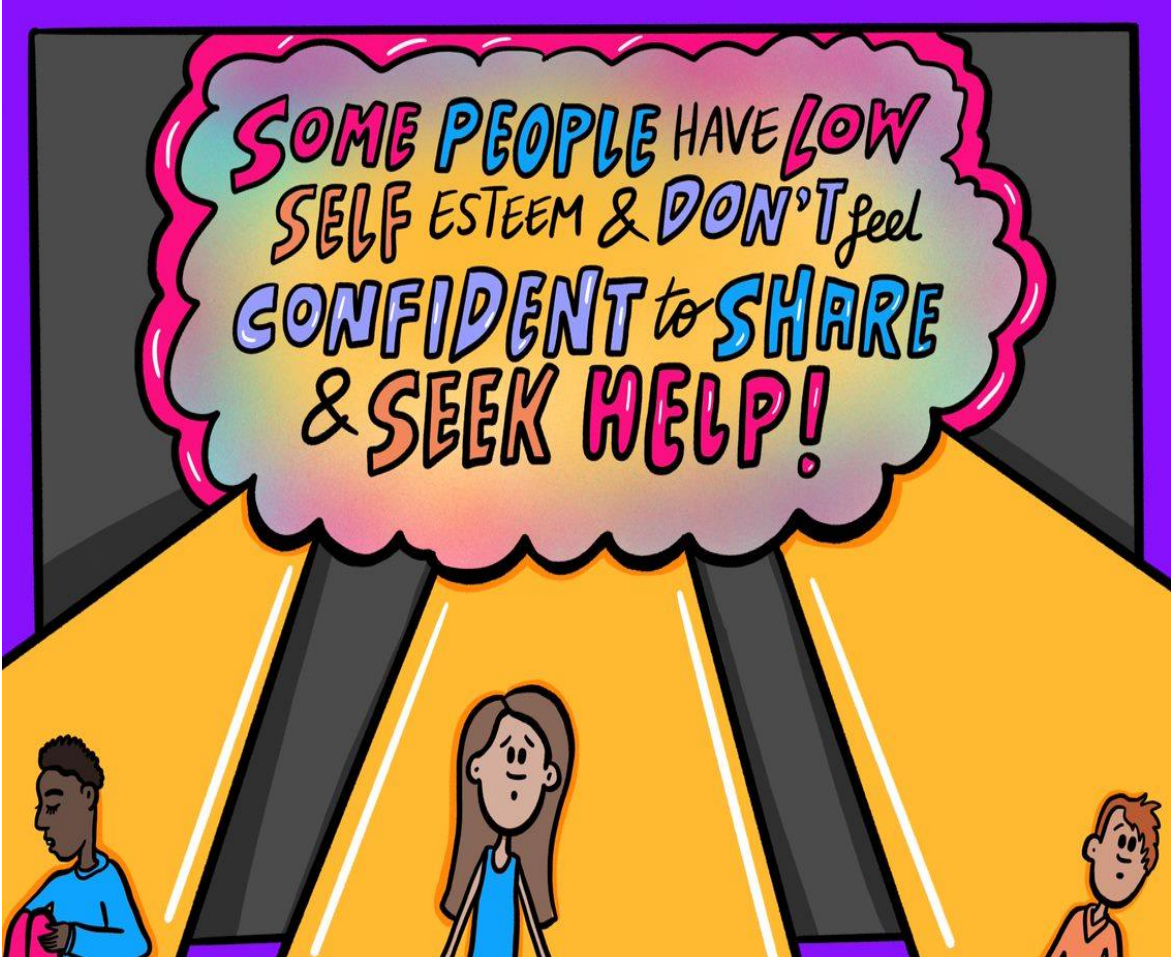
Theme 2: Being in a traditional health care environment can be stressful for young people. Most prefer to seek care in alternate / more comfortable environments.



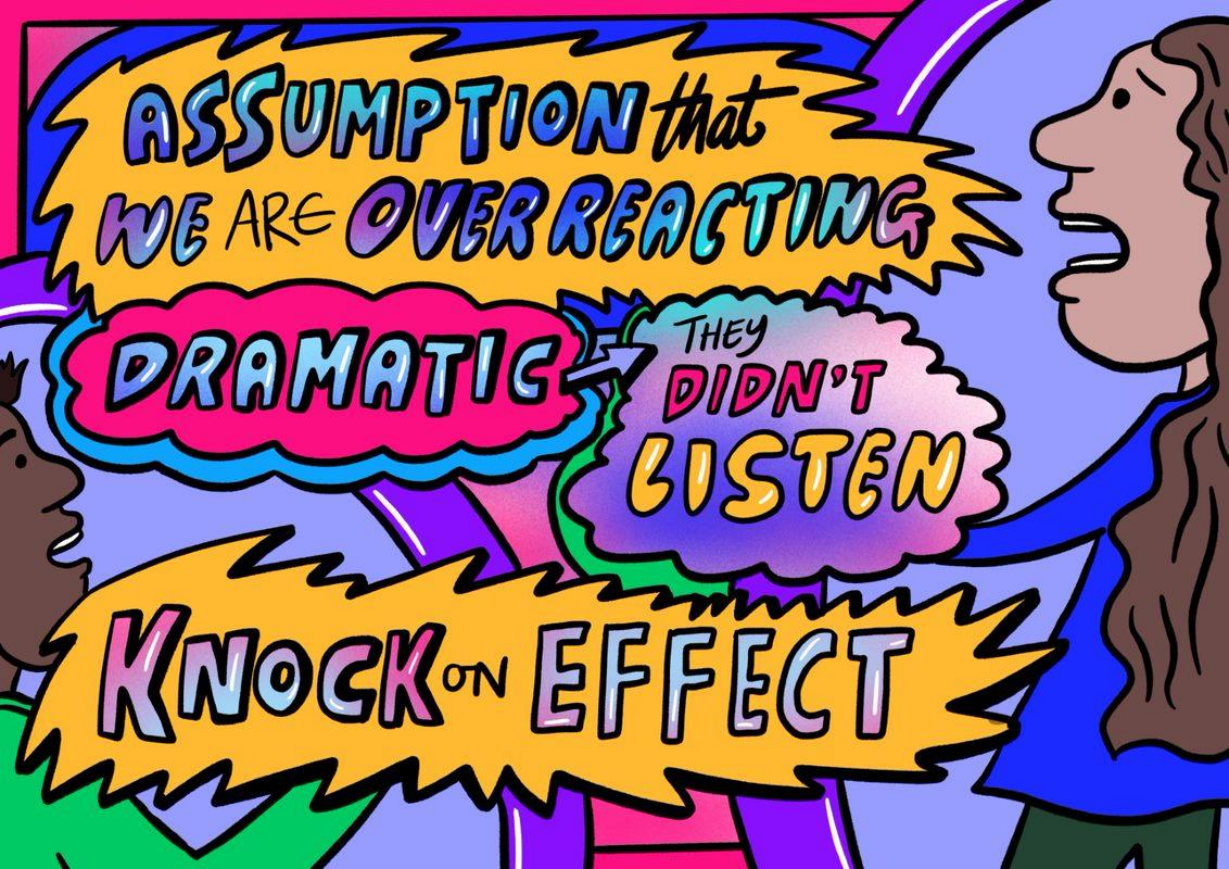
Theme 3: More diversity is needed within health care system and training in order to provide better care to all ethnicities, gender identities, backgrounds, ages, and cultures.



Theme 4: Healthcare professionals should take a compassionate and holistic approach to helping young people, valuing the importance of mental health.



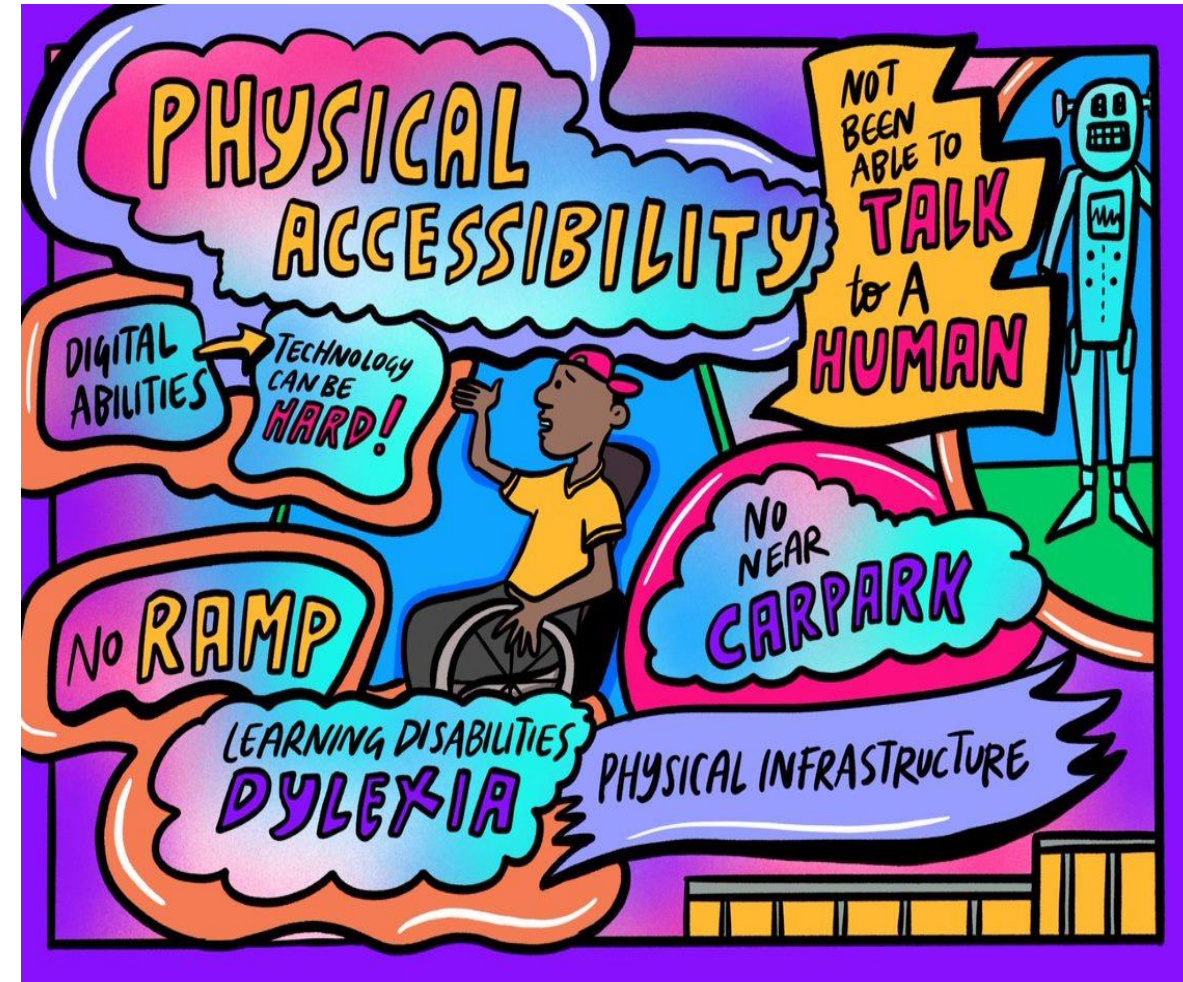
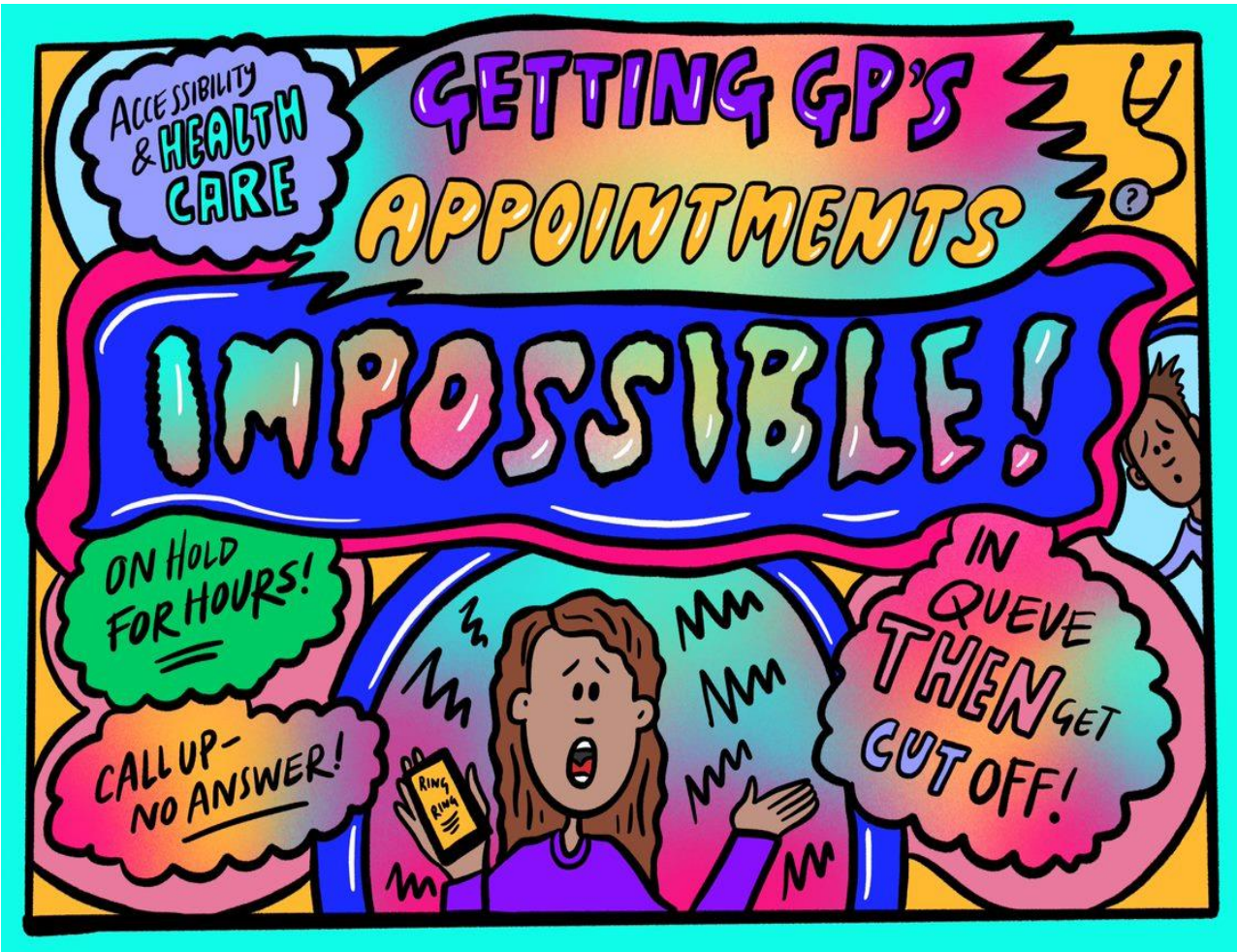
Theme 5: Previous negative experiences with the health care system, and experiences of their peers, influence how children and young feel about health care today.



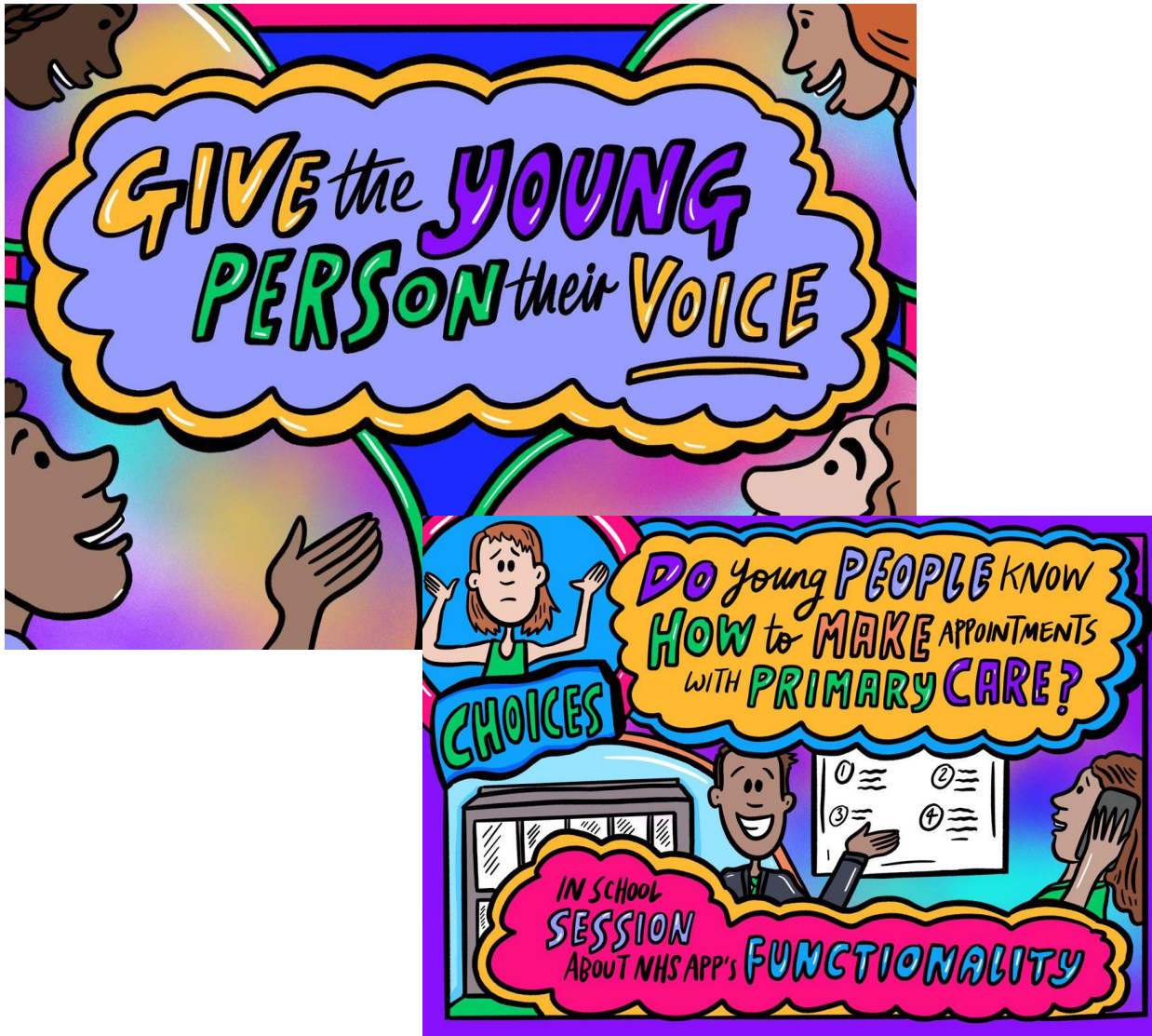
Theme 6: Young people are fearful about the future of the NHS.



Theme 7: Young people find the health care system difficult to access and confusing, especially if you have a disability, learning disability and/or other support need.



Theme 8: Young people want more choice over their health care: where, when, and who they see.



The Shared Decision Making Campaign Continued

Next Steps.....

1. Collation of event outputs - information feedback loop to all who attended and to Youth Steering group on next planning steps.
 2. Reconvene Youth Steering group for a meeting late October/Early November – check in re themes and discuss next steps
 3. Youth Steering group previously discussed a 2nd event with key decision makers from (from the NHS, MPs, Local Authority Education)
- ? A Reverse panel targeting Health Care Professionals who don't already get this. Could be London-wide, Borough based, ICS-based. Hosted online

The Shared Decision Making Campaign Continued

Next Steps.....

How do we influence across London and beyond?

Presentation to key stakeholders:

- a. CYP Strategic Forum ✓
- b. Children's Regional forums ICS/ICB
- c. Primary Care Teams
- d. IHI Advisory Group
- e. Submitted abstract for poster at RCPCH conference Nov. in Birmingham – if selected, will ask those who are ages 18+ from steering committee to join ✓
- f. Submit abstract for Patient Experience Network next year
- g. Can we use this information in the IHI and CEW work i.e. YP have told us they prefer alternate spaces to access health care
- h. Inform new health care professionals & next generation through GP training

Your Thoughts???



The Shared Decision Making Campaign Continued

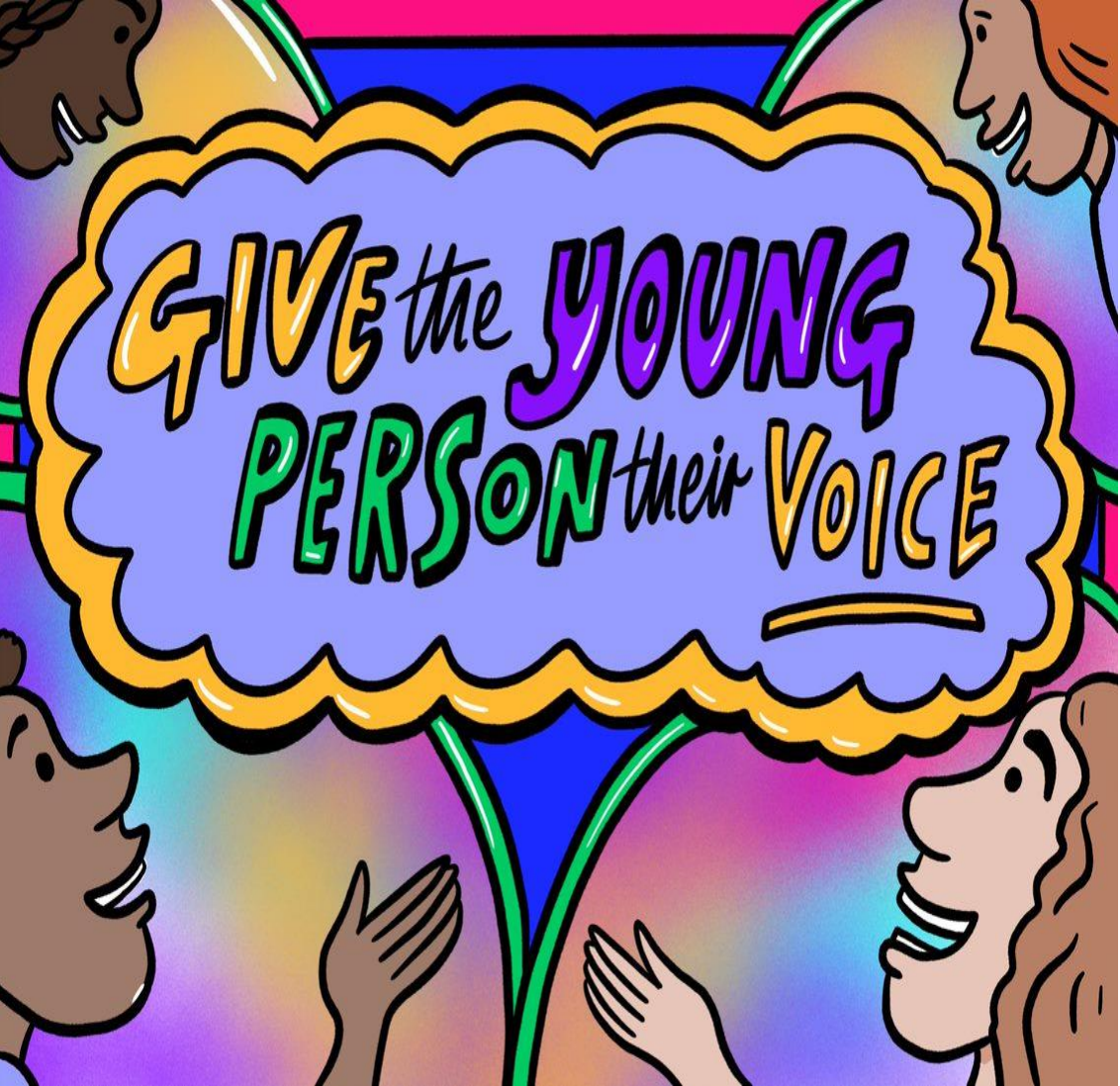


Next Steps.....

Continued Campaign could include:

- a. Blogs
- b. Social media – have NHSE London, HLP, and others repost
- c. Get videos from the night – storytelling
- d. Get photos from event – Spotlight
- e. Other media ideas? NHSE to discuss resources/finances for Comms help with campaign including HLP
- f. Use knowledge to develop a survey to get more robust data from CYP? part of a social media campaign & youth developed
- g. Visual magazine/pamphlet or other creative way of showcasing what happened at the event?

Empower CYP through knowledge, skills and confidence development to navigate and better access health-based resources.



Raise awareness and improve skills of healthcare professionals to build positive relationships with young people and advocate for their rights in health.





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