

# MERRY CHRISTMAS FROM THE YPF



## YPF DECEMBER 2016

The December meeting was the first meeting chaired by Elf Fizzle Pops (Faiza).

23 people attended the meeting, and many were dressed to impress in their onesies, Christmas jumpers and lots of Christmas accessories!

Faiza opened the meeting by reminding the group about the YPF pledge, then there was the Elf and Safety Briefing(!). Everyone then introduced themselves by telling each other what their name would be, if they were an Elf.



# TWO TRUTHS AND A LIE

As part of the welcome to the meeting, Faiza, YPF Chair, and Deputy Chief Executive Officer, Nicola Grinstead and YPF favourite, Nigel Mills, now the GOSH Transition Improvement Manager, all shared two truths and a lie each. The group had to guess which of the three statements was a lie...



Nicola gave three examples of jobs that she did as a student; working in a toilet roll factory, waxing floors in a shopping centre and waiting tables at a restaurant. The lie was the waitressing job!

Nigel told the YPF; he used to work in a bakery and had to start work really early which meant that one time he fell asleep in his soup in a restaurant, he was thrown into the fountain at Trafalgar Square on one New Years Eve and had to walk home, which was 26 miles away, and that his name is not really Nigel. The lie was his name not being Nigel!

It was Faiza's turn next, she told the group; that in her charity races she has run the equivalent of a marathon, she has taken part in the Three Peak Challenge and that she can do a yoga pose like a handstand. The lie was the three peak challenge, which she hasn't done yet!





# REDEVELOPMENT UPDATE

Stephanie Williamson, Deputy Director of Redevelopment, visited the YPF to give an update on how the forum are helping to re-design the current Frontage building, pictured bottom left.

Last year, the YPF attended workshops with the Redevelopment Team to create moodboards and postcards to show what it's like being a patient at GOSH. This work has now been placed into a design brief book which is being given to architects, across the world, to inspire them to create new designs for the building!

Members received a copy of the book to keep as evidence of their work. This involvement can be used when writing CV's or going to job/university/college interviews.

The YPF were given information on what would be in the new building, such as new wards. The group were excited to hear that a separate Teenagers Centre has been featured in the plans as a space specifically for older patients.

Stephanie also informed the group that:

- Go Create, the arts team have changed their name to GOSH Arts
- New signage has been installed to help patients find the Lullaby Factory art installation in the Lagoon





# RESEARCH STUDY –WHAT DECISIONS CAN YOU MAKE IN HOSPITAL?

Jessica Russell, a researcher from ORCHID (the Centre for Outcomes and Experience Research in Children's Health, Illness and Disability) came to visit the YPF to find out what decisions or choices, children and young people feel they are able to make for themselves, when they are in hospital. These findings will help the researchers to understand how much independence patients have, or how much control a patient has, over their body, treatment, stay and anything else.

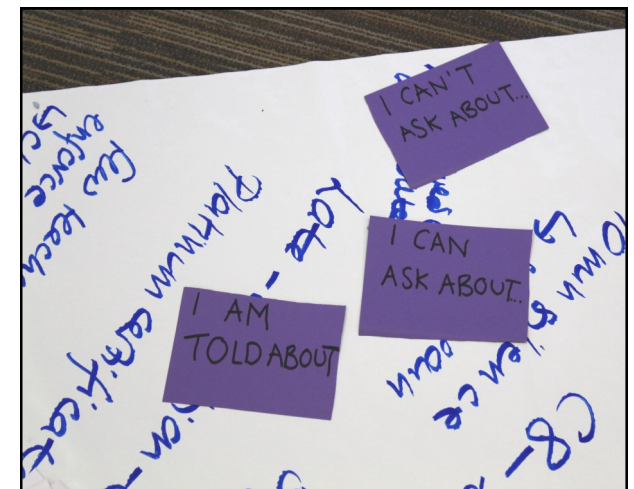
The group began by thinking about rules at school, who makes them, and what happens if you do or do not follow them.

Then the group thought of rules in hospital - for example when you have an X-ray, you have to take off all jewellery. Different categories were stuck on the wall, these were; having an operation, blood test, medicines or treatment, staying in hospital, YPF members wrote their thoughts and ideas about the rules in these areas under the headings.



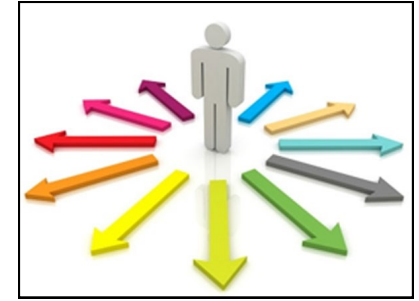
Jessica discovered that there are a lot of decisions that patients can have a choice over, but, some patient's are not always aware of that they can have a say in these decisions. For example being able to choose which side you have a cannula, or being able to bring in an ipad in to hospital.

Jessica will use the results and ideas to improve the activity for use with other patients. The GOSH YPF team will feedback the comments to the GOSH and will let us know if there are any changes made as a result of this feedback.



# TRANSITION UPDATE

YPF members were pleased to see Nigel, the Transition Improvement Manager, as he was such a key member of staff who helped to set up the YPF. Nigel told the group about the work he has been doing to improve the transition of young people to adult services; below is an overview of the challenges ahead:



- **Finding out how many patients have a transition plan in place by the time they are 14**

Alice was assigned the role of Data Manager for the Trust and had to help Nigel decide whether a selection of case studies needed transition plans. The case studies were:

Patient one: had only attended the hospital for a second opinion and was cared for at another hospital

Patient two: was emigrating to another country

Patient three: was seen by four different teams.

The challenge was trying to decide if ALL of the young people needed a transition plan.



- **Measuring if transition plans are working**

Nigel wanted to know how GOSH could measure if transition plans are helping for young people. He told members that at the moment the Trust doesn't measure if the transition plan is right for a young people, and GOSH does not yet know how to do this. The situation is further complicated because when young people leave the care of GOSH, there isn't a chance to follow up with them. Furthermore, there is no national plan on how to measure this.

- **Sending letters to young people over the age of 16, as some are not being directly addressed to them**

Nigel has discovered that young people over 16 should legally have letters addressed directly to them and not their parents, unless they choose otherwise. The group discussed when and how young people should be told about this law.

- **Collecting transition stories**

GOSH has started asking patients to share their experiences at the hospital, in writing, by speaking to staff or making a video. These stories are presented to managers at formal meetings and actions are taken if any issues are raised. Nigel would like to collect patient stories specifically about transition. The feeling from the group was that this is a good idea and a few were interested in providing their transition story in the future.

- **Lack of young people specific information on topics such as alcohol**

YPF members looked at some specific information that had been created for young people. The information is aimed at young people who have had treatments or operations as children, to explain the long terms affects.





# Q&A WITH THE DEPUTY CHIEF EXECUTIVE OFFICER, NICOLA GRINSTEAD

Nicola came along to the YPF to see what the group gets up to and to provide an opportunity to ask her important questions, such as, what is her role in the hospital?

## Fun Facts about Nicola

**A royal appointment;** She was put in charge of managing the hospital where Princess Charlotte were born. Nicola had to make sure that all of the staff looking after the Royals were trained in etiquette and were able to keep information confidential.

## **Her CV**

Nicola studied Geography at Nottingham University, she then joined the NHS Management scheme and completed a Masters Degree in Health Care Management. At her last Trust, Imperial College, she was the Director of Operational Performance. She is also the Chair of the World Board of the World Association of Girl Guides and Girl Scouts.

## **Keen to listen**

Nicola is keen to listen to and work with the YPF to make sure the hospital is doing a good job, from problem solving to creating new buildings for patients.



# STAFF RECRUITMENT

GOSH want to get the YPF more involved in helping to choose the right people to work at the hospital. In September, YPF members were given an introduction to recruitment and covered the topics such as the stages of recruiting new staff.

In the December meeting, Patricia Skowronska returned and this time she was joined by Susan Twinn, for two important activities!

The first activity was to create a bank of interview questions which could be used when a young person is not available to sit on an interview panel. This is needed because GOSH holds over 500 interviews each year and it will be difficult to have a young person in every interview.

To create these questions, YPF members started by thinking about the qualities and skills patients would want from staff. Then they thought about how a candidate could show an interview panel that they had these skills and qualities. 15 questions were created, one of the questions were: how would you communicate with a child differently to a teenager?

The second activity was based on practical advice and training on what to do when you are interviewing someone. Training began by Fiona and Susan performing a role play with Faiza and Alice, they showed how not to act in an interview! The YPF then split into two smaller groups so that more members could practice being an interviewer. This helped members create a list of top tips for the YPF and other young people, who will sit on interview panels in the future. Some of the tips were; if you're not asking a question, focus on making notes, make sure you make eye contact - but don't stare!

We'll update you on our next steps with staff recruitment in our next opportunity bulletin.





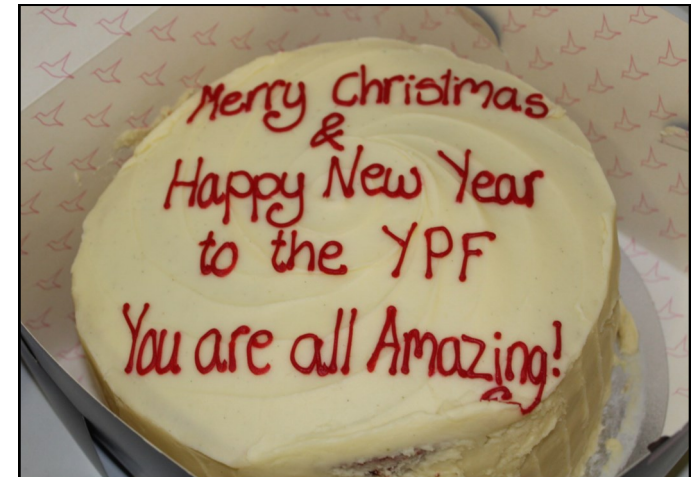
# PARTY TIME!

As Christmas is coming, there was a quiz and the meeting was rounded off with TWO cakes!

Grace brought in a cake to celebrate her 13th birthday and Faiza had organised the donation of a huge rainbow cake from the Hummingbird Bakery.

Elf Fizzle and Elf-Fiona then turned into quiz hosts with a quick fire quiz. The first round of the quiz was a picture round of zoomed in celebrity faces and the second was a sing-along, the teams had to buzz in to see if they could finish the line of well known Christmas songs.

Some of the faces are below, can you remember who they are?



Answers: Barack Obama, David Bowie and Tim Peake



# EVALUATIONS

This was the second meeting using the new evaluation forms.

The words used most to describe the meeting were; fun, interesting and friendly.

## The Food

Members said the food was ok, but you would like to know what will be available to eat, before each meeting.

## The speakers

Members enjoyed having visitors, especially the question and answer session with Nicola Grinstead.

Many people were happy to see Nigel again and said that it would be great to hear from the Redevelopment Team again, when they have any new updates.

## Christmas Games

Members felt there could have been longer for the Christmas Games at the end of the meeting.

## Suggestions for our next meetings

There were suggestions of who to invite next, the Director of Finance, the Chief Nurse and Director of IT. there was also the suggestion of a tour of all the Gardens at GOSH.



# DATES FOR YOUR DIARY

## YPF Meetings 2017

28 January

26 March

8 July

19 August

21 October

16 December



## AND FINALLY...

The YPF and Patient Experience Team wish you best wishes for the festive season, and a wonderful new year

