

YPF 18 MARCH - MEETING NOTES



WELCOME!

Faiza opened the meeting and welcomed the group, we had 27 young people attend, including six new members!

This meeting, as suggested last meeting, we gave some time for members to socialise. We asked everyone to go and speak to someone they hadn't spoken to before.

Faiza reminded us of the YPF Pledge, to make sure that every member is comfortable and happy in our meeting. Our new members were given Buddies to help them in their first meeting, and the Buddies did a great job!



Twenty seven members attended!



YPF STRATEGY

Herdip Sidhu-Bevan - Assistant Chief Nurse for Patient Experience and Quality, came to the meeting to talk to us about the YPF strategy. A strategy is; 'A plan of action to achieve an overall aim'.

The YPF aim is written in it's mission statement

"The mission of the Great Ormond Street Hospital (GOSH) Young People's Forum (YPF) is to improve the experience of teenage patients at GOSH".

Herdip spoke to the group and reminded us about all of the different improvement projects that we are regularly involved in such as;

- Electronic Patient Records,
- Communication,
- Redevelopment,
- Food,
- Recruitment and Selection,
- Play
- Transition.



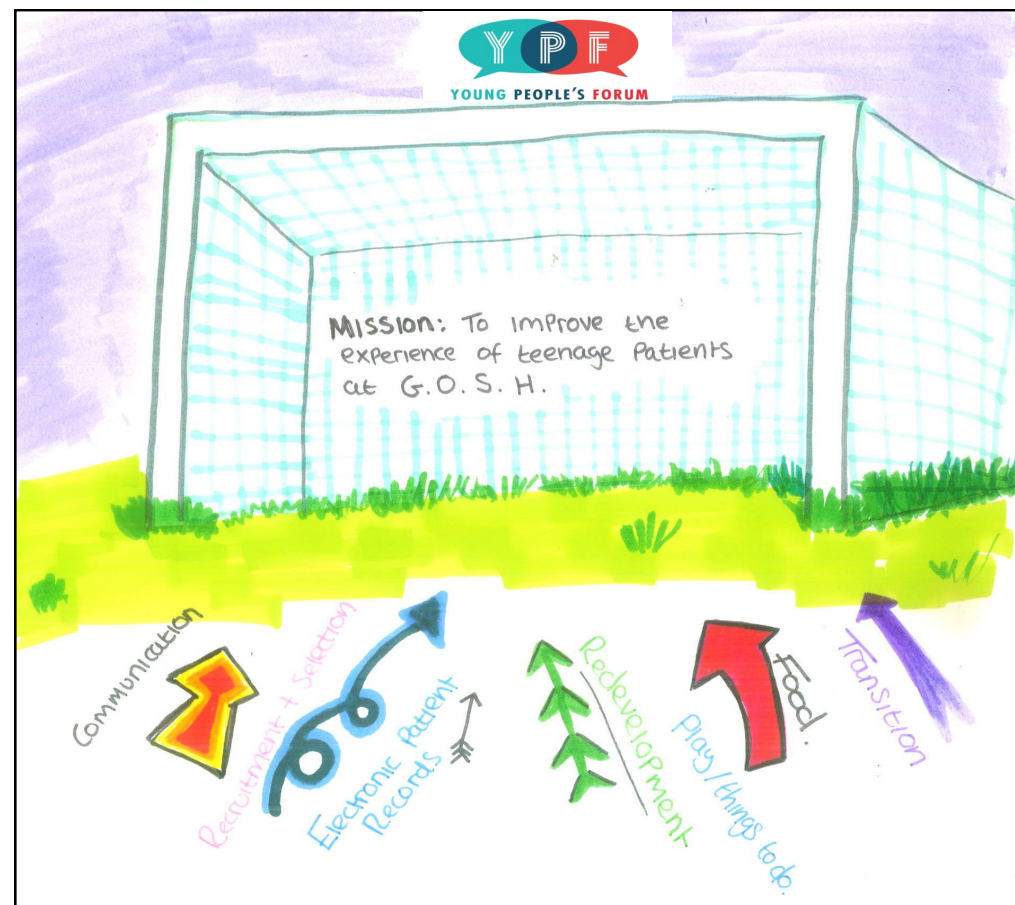
Being involved in these pieces of work are all part of how we will achieve our aim.

All of these projects are things that the YPF members and staff are working on all year round, and members are involved in at meetings, workshops and separate opportunities that are sent out to the group.

The work we do in a meeting gets sent to different committees, groups and to heads of departments.

Sometimes you may understand more about a project than a newer member, when this happens its really useful for you to help them to take part.

If you have any ideas for projects for the YPF then please let us know!



UPDATE FROM ESTATES

We welcomed Linda Martin, Deputy Director of Estates and Facilities and Martin Nightingale, Facilities Manager who came to meet us and give an update on work to improve Food and the Patient Bedside Entertainment and Education System (PBEES). Linda and Martin sent through more Information after the meeting



Questions from the YPF

Question: *"Why isn't the food on the ward the same as the food in the Lagoon?"*

Answer: *"I understand that food does look a bit different when it comes to the ward, we are thinking of ways round this such as plating up food in the kitchens and delivering them to the ward on trays."*

Question: *"For people on a restricted diet, there is restricted options!"*

Answer: *"We will get our new Dietitian to take a look at this, we now have more options for sandwiches and salads etc."*

Question: *"What time is dinner served on the wards?"*

Answer: *"Dinner is served at different times depending on the ward, but I understand that the times are too early for teenagers, we are trying to see if there are wards where the most teenagers are so that they can get dinner last. An option to order food via your bedside TV would also help."*

Food Improvements

- Protected mealtimes - patients have an hour to eat meals without any non urgent treatment or interruptions.
- Three weeks of menus—instead of one week menu repeating
- Child sized lunch boxes in the lagoon
- Welcomed a new Dietitian who will be looking at the menus
- More vegetarian options
- Put in barriers in the Lagoon, to guide people round the hot counter
- More healthy snacks and no chocolate available from the counters

Things the team are working towards;

- A snack trolley service for inpatients
- Photos of food on patient menus
- Refurbishing the Lagoon
- Theme days in the Lagoon once a month. i.e. St Andrews Day



PBEES (Bedside TV's) improvements

- New and better look of the main pages
- Patients can now access YouTube videos and BBC iPlayer - these have filters on to make sure videos are appropriate!
- New videos from GOSH Arts
- You can now go straight to CBEEBIES and CBBC without getting an internet card

Things the team are working on:

- Using the TV's to order meals
- An improved Film Library
- The Disney Life channel is being piloted on two wards, Badger and Eagle
- Access to Instant Messaging using Facebook, Twitter etc.
- Visited another hospital to see how they use the same TV system





LUNCH WITH YPAG

We were joined for lunch by GOSH's Young People's Advisory Group, who work with the Research Team to get children and young people involved in clinical research studies.

The group has young people aged 8 to 21 and they meet every two months at GOSH.

In future we would like to bring both groups together more often, some of the YPAG members have already asked to join our group!

REDEVELOPMENT WORKSHOP - EVALUATING DESIGNS FOR A NEW GOSH BUILDING

For our afternoon session, we met with Stephanie Williamson, Deputy Director for Development and Property Services and two members of her team, Crispin Walkling-Lea, and William McCready.

The team had asked us to give feedback on three designs for the latest phase of building work at GOSH. The building will replace the Paul O'Gorman building and the Frontage building which houses Outpatients.

Three teams of architects and builders have created designs based on the brief which you helped to write in 2015. This told them what you wanted the building to feel like, and what other rooms should be inside, including a teenager room. Over the week before the YPF meeting, staff, patients and parents had spent time looking at the designs and making notes on which parts they liked or didn't like about each design. We did the same exercise in our workshop.

We split into two groups and each group looked at the designs, wrote notes and gave feedback to the Redevelopment Team.



REDEVELOPMENT WORKSHOP NEXT STEPS!

- Stephanie and her team will write up the notes from our session and create a report. This will form part of a bigger report which will include staff and other patient and parent feedback.
- Two YPF members will join an expert panel to interview all three design teams and will make a recommendation of which design team we should choose.
- After the decision is made, the team will spend another two years adjusting the original plans to make sure that we get exactly what we need in our new building, this is all done before any building work is started!



EVALUATIONS

We ask YPF members to evaluate each meeting, using our evaluation form, this helps us to make sure that our meetings are fun, interesting and friendly.

The top four words used to describe our meeting were;

Fun, interesting, educational and good



The activities

All of you (100%) rated the redevelopment session as either very good or good. 72% of you were happy with the YPF strategy session and our update from the Estates Team. 84% of you said you enjoyed having some social time to chat to other group members.

The food

68% of you thought the food was either good or very good.

'Could've been hotter'

'Good choice'

Other comments and suggestions

"Lovely to see designs and know what is happening" - Redevelopment

"Nice to re-evaluate what we are doing" - YPF Strategy

"Nice to see updates and see what they have took from our feedback" - Estates Team update

"Everyone was friendly and welcoming" - Social time

"Cool meeting – Thank you"

"Informative, enjoyable speakers"

"Agenda needs to be circulated earlier"

"Nice to learn new things and it is nice to give something back after what you have done for me."

'Good to meet the YPAG'

NEXT MEETING DATE

32 of you took part in our survey, to help decide what social activity we should do at our next meeting. It was a close result but the overall winner was a picnic and team building activities!

This will be at our next meeting in July.

During the summer we have a break in our meetings to give you time to focus on your exams and school work, in the meantime we will still send out opportunities and updates via email and Facebook.

If you have any questions or just want to get in touch, please call or email!

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- 02074059200 ex 1400
- 0770380893 (phone will be checked at intervals)

