

# YPF 28 JANUARY - MEETING NOTES



## WELCOME!

After opening the meeting and welcoming 38 members, it was great to meet new members Pippa, Prisha and Shauna—welcome to the YPF family. Big thanks to our buddies Emma and Rebecca!

Both teams that came to work with us were really impressed by you all and felt honoured to work with you—more on that later.

To those that couldn't make it, you were missed but I hope you can catch up with these notes. Any questions you may have, please do not hesitate to ask me or the YPF Team. Enjoy the notes.

# PATIENT FEEDBACK SYSTEM

Regular YPF staff member, Suzanne, explained that her day job at GOSH is collecting patient feedback through the Family and Friends Test (FFT). The FFT feedback is currently collected by a card that is given to you at the end of your outpatient appointment or inpatient stay. Suzanne's aim is to create an electronic system instead and has been working with a Canadian company called RL Solutions.

Sanjay, Octavio, Meredith and David from RL Solutions flew over from Canada to work with us. RL wanted to us to come up with some cool ideas on how GOSH can better to listen to your thoughts about your care experience, and how GOSH can better understand your needs and how would you want to feel your concerns and thoughts help improve care.

We split into three groups and in our groups we discussed our experiences of giving feedback and if we felt we were able to give feedback and how we did this.



Octavio with Group 1



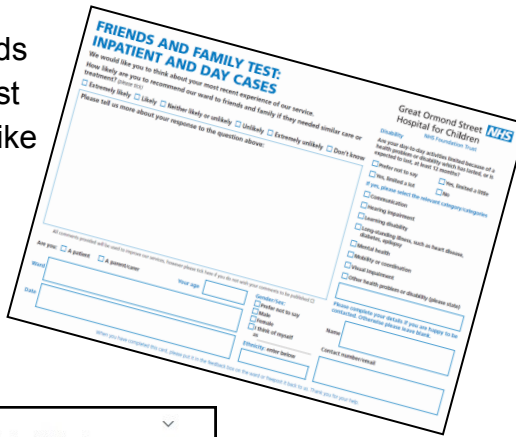
David with Group 2



Meredith with Group 3



## What the Friends and Family Test currently looks like



A tweet by RL Solutions

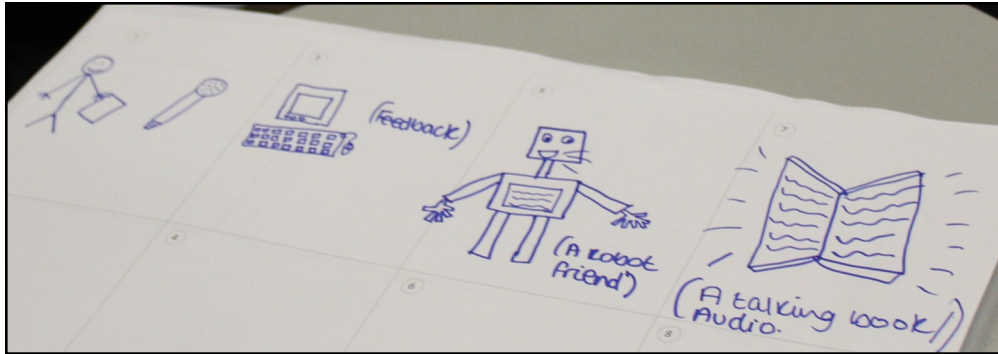


# PATIENT FEEDBACK SYSTEM, CONTINUED

RL then gave us each a sheet on paper broken up into squares and asked us to think about

- 1) How GOSH should collect feedback from patients.
- 2) How GOSH should share how your concerns and thoughts help improved care

We then picked our favourite idea on how to collect feedback and then draw or write a story-board about how this idea might help improve care for patients.



“RL Solutions would like to thank everyone from YPF for the amazing ideas and contributions on Sunday. We were very inspired by all of you and are looking forward to share our project progress and updates along the way!”



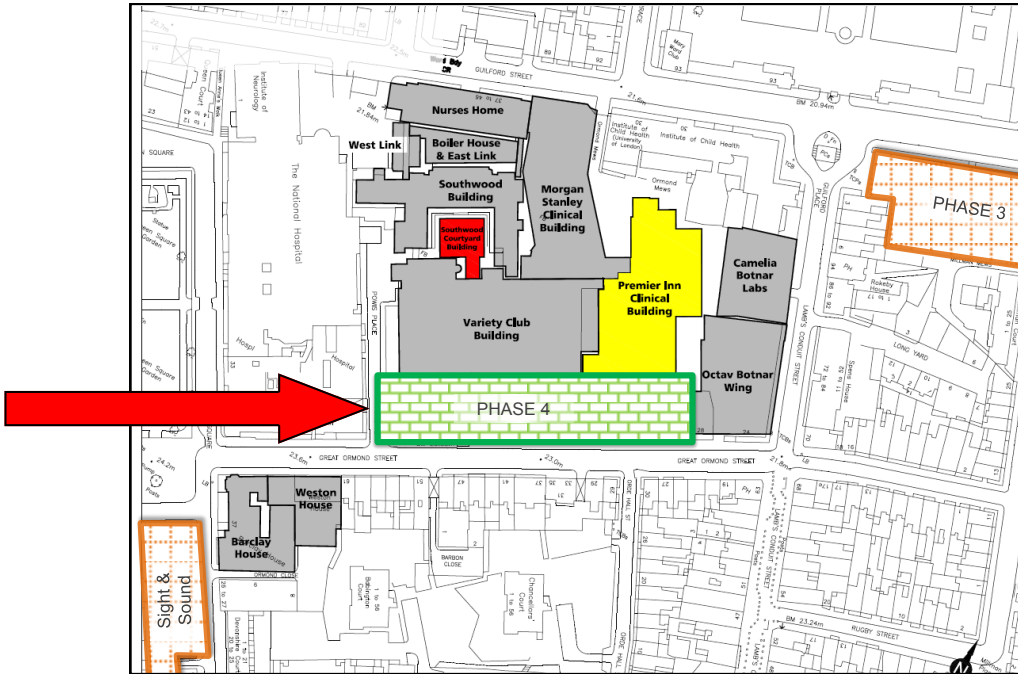
**Q:** Will YPF receive updates about this project?

**A:** Yes definitely! RL will send regular updates which will be included in the YPF newsletter and Suzanne will update at YPF meetings.



# PHASE 4 DEVELOPMENT

We spent the afternoon working with the Development Team and meeting the architect and building team that won the Phase 4 Development bid.



Steph Williamson, Deputy Director of Development, reminded us that Phase 4 will mean the current Frontage and Paul O’Gorman Buildings at the front of the hospital and will be rebuilt.

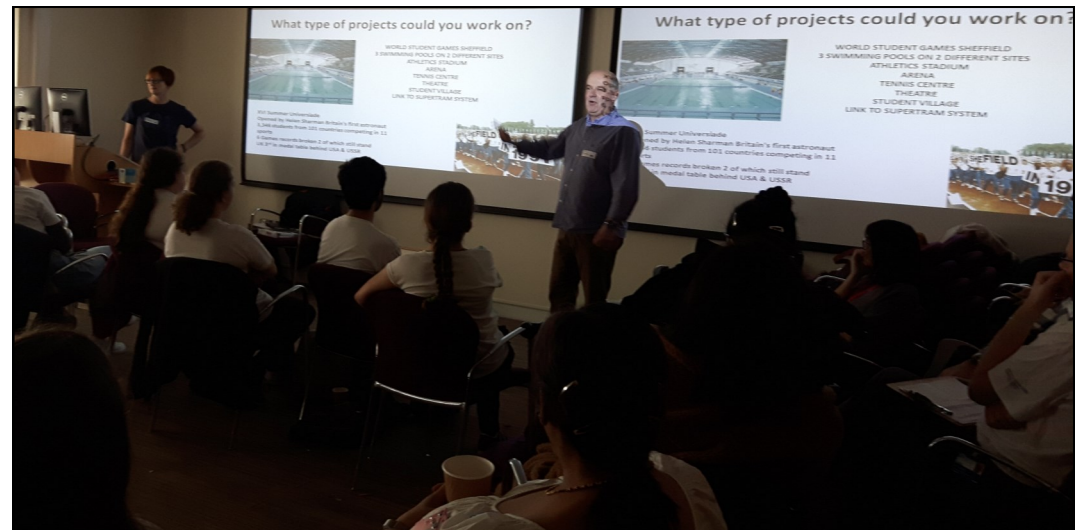
YPF have been involved with the project from the very beginning. We helped create the design brief that was sent out to different architects in 2015. In March 2017, the YPF were one of the groups that gave feedback on the three final designs and in April 2017 two YPF members helped to interview the bidding teams.

The winning team were BDP with John Sisk & Son—BDP are the architects and John Sisk & Son are the building contractors.

They came to January’s YPF meeting to show us their updated design and to receive feedback from us.

We watched presentations from Duncan Sissons and Benedict Zucchi.

Duncan is the Project Director at John Sisk & Son and told us about his job as a Quantity Surveyor—this is an expert in the art of costing a building at all its stages. Duncan told us that if we can add and subtract we too can be Quantity Surveyors!





# PHASE 4 DEVELOPMENT

We split into 6 groups and various members of the Phase 4 team moved around the groups asking for our feedback on the designs.

The questions we were asked were:

- What did you like from our submission?
- What did you not like from our submission?
- What are your thoughts around the name on the front of the building?
- Where should the Peter Pan statue be positioned to give it the maximum exposure?
- Should the four houses be named and if so what themes might be a good starting point?
- What are your thoughts about the spaces for relaxation and social interaction?
- What are your thoughts around the roof garden?
- Have we properly considered all privacy aspects?



We liked the lily-pads but were concerned about patient privacy as the patient rooms look out over the lily-pads.

There were mixed feelings about the clock-tower—some members liked it but others felt it might add unnecessary pressure, if you are late for an appointment or a countdown to treatment.

There were lots of fun ideas about the name on the front of the hospital, but agreement that the name should be prominent so you know that you have arrived at the hospital!

Lots of the group thought the Peter Pan statue should be a focal point and could be used as a meeting point or wayfinder.

Suggested ideas for the houses included theming each one on a different type of place where animals live like a jungle or the savannah or theming each one around a story as the building “looks like a row of books”

It was important to many members that relaxation and social spaces should cater for patients of all ages and needs, and provide spaces for family members too.



# PHASE 4 DEVELOPMENT

## Phase 4: Project Identity



Steph also asked for our help in deciding the Phase 4 project identity. She asked us which colour robot that we prefer. The winning colour will become the icon of Phase 4. We wrote our names, put emoji stickers and comments on the robot we preferred — Emma B said that the yellow one reminded her of a hi-vis vest, which seems very appropriate!

**The Development team will count up the scores and will update us on the winner.**

The Development team also asked us to help pick the strapline for the project. The choices were:

- Inspired by you, delivered by us
- Doing the extraordinary
- Changing lives
- Creating space to flourish

We voted and the count was really tight between *Inspired by you, delivered by us* and *Doing the extraordinary*—Steph will think of a way to decide the winner between these two and will get back to us.

Duncan from John Sisk & Son said;

“The afternoon was very inspiring with lots of good ideas, in fact putting many of my adult clients to shame with the level of understanding, vision and your communication with the designers.

The lack of selfishness from the YPF was a lesson for us all.

Thank you very much for the opportunity and the comments.

In some ways you have made our role easier but in other ways, you have made it much harder as we know the levels we have to achieve!”





# EVALUATIONS

We ask you 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;  
*Interesting, friendly, fun and educational*

It would seem the RL and Development workshops went down a storm as 94% of you scored the RL as *Very Good* or *Good* and 97% of you scored Phase 4 as *Very Good* or *Good*.

Comments about the RL workshop included:

- *"I found it fun to talk about my ideas"*
- *"Provoking and interesting. Great to share experience"*
- *"Thanks you so much for coming over from Canada! And encouraging ideas."*
- *"A bit confusing but good and interesting, although bad for the environment because they flew from Canada"*

Comments about Phase 4 included:

- *"Love the ongoing involvement in this!"*
- *"Good to see designs and meet the team. Thanks for your questions and letting us feedback on designs."*
- *"It's really nice seeing how our feedback has been used. Everyone was very friendly."*
- *"Some of the team were better than others. Also interesting as a new member."*

## Food

Our special treat of Pizza Express was a hit with 91% of you scoring food and snacks as *Very Good* or *Good* with various comments including

- *"Plenty of food groups. Dietary requirements met"*
- *"Loads of snacks, great to get pizza"*
- *"Very nice, really enjoyed the pizza and salad."* - Amy is very pleased that at least one person enjoyed the salad!



## Other comments

- *"Great, interactive meeting: although we have so many members, the workshops encouraged communication between everyone, thanks!"*
- *"I think you should try and make it a bit more fun, also add more group work activities to make friends"* - this meeting was unusual in the fact that we only had two workshops as both teams needed to spend a lot of time with you but we usually do have time for games and team building exercises
- *"Would like to hear more about EPR"*—The EPR team are due to come and see us in the July meeting!
- *"It'd be interesting to do work experience with any teams."* - Remember that we have Takeover Challenge in November, this is your opportunity to take over various jobs around the hospital and see behind the scenes. Also keep an eye out for opportunities in the YPF newsletter

## NEXT MEETING DATE

The next GOSH YPF meeting will take place on Saturday 24 March.

Remember to RSVP by emailing Amy.

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)

