

YPF 8 JULY - MEETING NOTES



WELCOME!

We welcomed 28 members and it was great to meet new members Abbigail and Jade—welcome to the YPF family. A big thank you to their buddies, Charlie and Faye!

As it has been so hot we had a tropical theme for the room, with palm trees and toucans decorating the space.

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 contact the YPF team. Enjoy the notes!

ACTIVITY CENTRE

We started off the day to a field trip to the Activity Centre. We were met by Aoife, Activity Centre Manager and Chloe, Playworker, who took us on a tour of the centre. They asked us for our help and ideas on how to improve the centre for teenage users.



Questions we were asked were:

- What could we change to make the Activity Centre more inviting for young people?
- How could we promote the Activity Centre more?
- Do you think the Activity Centre is a good name for here? If not what would you call it?
- Re-naming *After School Club*? What would you call it?

You all had brilliant ideas and common themes were that you felt that the Activity Centre is currently aimed more at younger patients and that activities available for teenagers aren't advertised well.

Aoife and Chloe will look at all your feedback and keep us updated on any changes they make.

ELECTRONIC PATIENT RECORDS UPDATE

Regular YPF staff member Kirsty explained that her day job at GOSH is Electronic Patient Records project (EPR). Communications and Engagement Manager. Kirsty told us that the EPR system has been built and will be going live in Easter 2019!

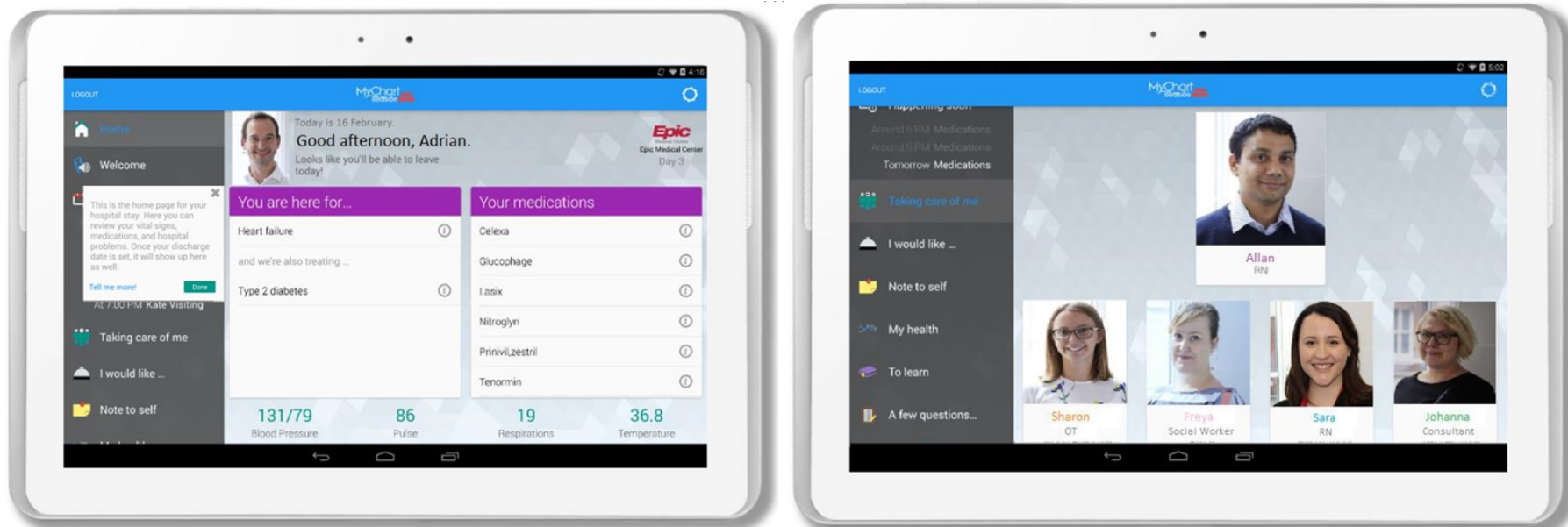
Kirsty showed us a demonstration of the MyGOSH function (previously called MyChart) which will allow patients to view their own records. The system has been built by an American company called Epic so some of the words and phrases in the system are Americanized– we spotted these and have asked them to change them e.g. fill ups to repeat prescriptions.

It was great to see a lot of functions from our shopping list have been ticked off - e.g

- A diary to see our appointments
- Pictures and descriptions of staff roles
- A place for patients and staff to put personal information about them (e.g. I like unicorns, if they want to put it)
- A way to message staff
- A option to look at information leaflets on conditions and tests

Kirsty also explained that when MyGOSH is live it will be a basic version and whilst we may be able to personalise things like colours and photos (and other super cool things we asked for), we have to wait until the system is working and most importantly is doing all it needs to for staff, to keep us safe.

We reminded Kirsty we are always here for advice when they are able to start make more exciting changes!



FUTURE PROOF

ELECTRONIC
PATIENT RECORDS

OUR EPIC EPR JOURNEY



Great Ormond Street **NHS**
Hospital for Children
NHS Foundation Trust

GO LIVE!

April 2019

TECHNICAL TESTING
AND USER VALIDATION
August–December 2018



OPTIMISATION
July 2019–September 2020



ONGOING BAU

Future planet

DIRECTION
January–February 2018

TRAINING
January–March 2019

STABILISATION
April–July 2019

CONFIGURATION AND
WORKFLOW ADOPTION
March–December 2018

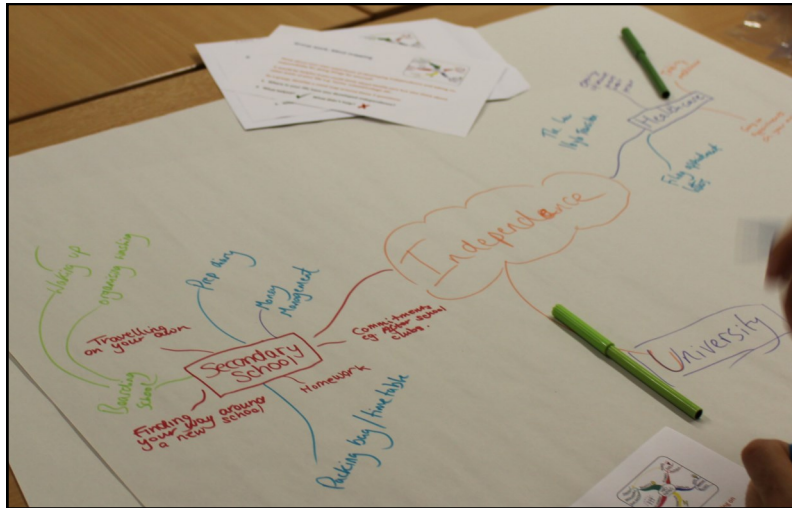
GROUND WORK
September–December 2017



Also December 2018
Training dates will become available with slots to be
booked over a two month period (January–March 2019).
A virtual training ward will be built.

GROWING UP, GAINING INDEPENDENCE

Ruth Nightingale from Orchid (GOSH's research team) came to visit us. Ruth explained that she is working towards a PhD about kidney patients and how they begin to self-manage their care. As part of wider research for her project Ruth wanted to meet with young people to find out their experiences of gaining independence, in any aspect of their life, not just healthcare, so came to YPF to explore this with us.



We split into 6 groups. Two groups, looked at advantages and disadvantages of gaining independence, two groups created mind-maps to explore where in our lives we have gained independence and two groups charted timelines to show how we have gained independence as we have got older.

Ruth said “I was really struck how being part of YPF had raised members awareness of things and empowered them to take action e.g. around transition, so they were sometimes initiating getting more involved, rather than waiting for health professionals to initiate this.”



TASK PICK 'N' MIX



Emma and Hannah designing privacy posters

Everyone had a choice of what task they would like to help with and could even swop to a different task half way through.



EPR decisions

We had a choice of four different tasks:

- Design a logo for Lucy and MyGOSH—two applications within the new EPR
- Websites—working with Martin to ensure that the websites available through the Patient Bedside System are relevant and are wanted by patients
- Design a privacy poster to be put outside patient rooms to remind staff to knock and wait before entering.
- EPR decisions—working with Emma to make some decisions about the new EPR system.



Designing logos



Discussions about websites

Q&A WITH NON-EXECUTIVE DIRECTOR

Amanda Ellingworth a Non-Executive Director (NED) came to help out at YPF to find out what we get up to and agreed to a Q&A with us.

We found out about Amanda's work as a NED which means she is a member of the Trust Board and has a duty to query decisions made by the executive directors to ensure the decisions are right for the hospital and patients.



We told Amanda what is important to us. We talked about how we would like to see an improvement in catering and about the current lack of dedicated adolescent spaces around the hospital. Amanda will investigate these issues further and get back to us.

Q&A SNAP-SHOT

If you got stuck in a blizzard and had to live in an igloo for 6 months, what would you bring?

If you would allow me I would bring a person – my niece. She is one of those people who always has pockets full of useful things, like screwdriver heads, batteries and bits of string. She took part in an Antarctic expedition helping the scientists. She would love to be an explorer and I think she would be the ideal person to have around to help me survive a blizzard!

Do you have any secret talents?

I worked for a travelling fairground in South America for a while in my youth and they taught me how to make jewellery out of wire.



ANY OTHER BUSINESS

Herdip Sidhu-Bevan, Assistant Chief Nurse for Patient Experience, attended YPF to deliver an important piece of any other business. Herdip explained that the YPF team were asked to review membership of YPF due to the rapid growth of the YPF – in the last two years membership of the YPF has increased by 387%, which is amazing but it would be very hard to manage the group if YPF continues growing at the same rate.

The YPF team wrote a consultation paper with proposed changes to ensure the continued success of YPF and to ensure that both the Trust and the YPF get the best out of each other. The consultation paper was circulated after the meeting via email.

The consultation will close on Tuesday 7 August so you have a month to contact the YPF team with any questions or comments. The team can be contacted by phone, email or face-to-face meetings can be arranged.

If you are unsure if/how the proposed changes will affect you please contact the YPF Team to check.

For those members that the proposed changes will affect the YPF team want you to know how valued you have been as a YPF member and how much they have appreciated all your hard work. The consultation papers outline other ways of getting involved at GOSH. The YPF team will also invite affected members to the Volunteers ceremony later in the year to celebrate your YPF achievements.

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 useful.

The highest scoring session at this meeting was the *EPR Update* with 92% of you scoring it as *Very Good* or *Good*, this was followed by *Task Pick 'n' Mix* and the *Q&A* each scoring 88%.

Comments about the *Activity Centre Improvement* session included:

- *"Clearer description of their desired outcomes would be useful"*
- *"Enjoyed it"*

Comments about the *EPR Update* included:

- *"Really interesting, I thought MyGOSH was an amazing idea and I can't wait for the launch"*
- *"Interesting and informative"*
- *"Nice to see it built"*

Comments about *Growing Up, Gaining Independence* session included:

- *"Nice to share experiences"*
- *"Good but would have preferred to contribute to all sections"*
- *"We got time to spend in small groups and as a whole forum"*

Comments about the *Task Pick 'n' Mix* session included:

- *"I thought it was good to choose our own task to do"*
- *"Range of activities to cater for all"*

Comments about the *Q&A with Amanda* included:

- *"Interesting to meet Amanda and find out her views"*
- *"Interesting but I find it hard listening to everything with no visuals"*
- *"Really good to hear about Amanda's job as a NED"*



Food

56% of you scored food and drink as *Very Good* or *Good*. This is significantly down on recent meetings. The YPF team will be looking at options and working with the Catering Team.

A review of catering has recently taken place and we await the report—we will keep you updated on proposed changes.

Other comments

"All [activities] were interesting and involved me and the group"

"More Pick 'n' Mixes to get more done"



NEXT MEETING DATE

The next GOSH YPF meeting will take place on Saturday 18 August.

Remember to RSVP by emailing Amy.

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

- ypf.member@gosh.nhs.uk
- 0207 405 9200 ext 1400
- 07703 380 893 (phone will be checked at intervals)