

YPF 3 AUGUST - MEETING NOTES



WELCOME!

18 members attended the August YPF meeting. We had one new member Indie - welcome! And thank you to Ella for buddying.

To those that couldn't make it, you were missed! We hope these notes will get you all up to speed. If you have any questions about these meeting notes please do not hesitate to contact the YPF team.

HOW DO WE REDUCE THE NUMBER OF REJECTED SAMPLES?

Staff from the Laboratory and Quality Improvement Teams (they run projects to help make improvements for patients) came to speak to us about their work to reduce the number of rejected samples.

We began the session finding out how many YPF members have given a sample e.g. urine

Then we had a chance to see if we could fill up a sample tube to the required line! We learnt that if samples are not filled up to a line, they might get rejected.

We then discussed if any of our samples had been rejected - what happened—what impact did it have on us. Many of us shared examples where we had to: travel back to GOSH, miss school, parents miss work and paid for travel again! This information will help their project.

To finish the session they shared some of their successes. One real triumph was reducing the amount of time it takes to get a sample to get from the ward to the laboratory: between June 2017 and October 2018 the average time for a sample to reach the laboratory was 239 minutes, after their publicity on using the chute the average time between November 2018 to May 2019 was 148 mins!



Jazz hands photo before trying to fill sample tubes



Sharing our experiences on sample rejection

BETTER VALUE PROGRAMME

Andrew Taylor, the Chief Operating Officer (this role is about making sure the hospital runs as it should), and Jon Schick, Programme Director of the Better Value Programme (a project that is looking at how GOSH spends its money) came to talk to us about money!

We were asked to think about four areas in particular

- 1) How can GOSH make money?
- 2) Care and treatment - where could we save money?
- 3) New technology - what could help GOSH save money?
- 4) Minimising waste - what do we think GOSH wastes its money on?

We had lots of ideas, here were our top tips:

- Stop offering patients paper letters and go paperless.
- Use more technology to enable patients to interact with the hospital in different ways e.g. virtual appointments, staff to do an audit on how long patients spend waiting for appointments.
- Invest in teaching patients and parents in how to use MyGOSH as not everyone is signed up and those who are don't know how to use it.
- Invest in better wifi, we could buy and maintain less hardware AND people could use their own devices. A better infrastructure would mean fewer wires, modems etc and fewer staff needed to fix when things go wrong.
- Advertise the GOSH brand more in terms of clinical care—that we treat young people as well as children.
- There was also a suggestion that GOSH should charge patients for food! That did not go down well with other members!



YPF members visiting different areas of the room to answer the four different questions

ANNUAL GENERAL MEETING

Portia Duncan who is helping the Trust plan the Annual General Meeting (AGM) came to get our ideas on how the theme of sustainability can be brought to life at the event.

We learnt that the Annual General Meeting happens once a year (clue is in the name :-)) They happen in every hospital across the country and it is a chance to celebrate achievements in the last year and tell everyone what the hospital wants to do in the next year.

AGMs have a theme, last year it was the NHS's 70th Birthday and this year it is sustainability and efficiency!

We were asked to create something that could be showcased at the AGM to make sure the theme of sustainability was heard and why it is important to our generation.

Members were challenged to make anything from a piece of art, music, write a speech - anything and it would be showcased at the AGM.

With our creative juices flowing we came up with

- A recording of the cups song, *When I'm gone*, by Anna Kendrick from the film Pitch Perfect. We thought it could be about the world, "you are going to miss me when I'm gone". Also, by using the cups as instruments we could highlight what can be recycled
- A model of GOSH made of recycled materials
- A piece of art which showed the world with messages about climate change
- A poem about pollution



YPF members rehearsing the version of the cups song



PALS AND COMPLAINTS PROCEDURE FOR CHILDREN AND YOUNG PEOPLE

The last time staff from PALS (Patient Advice and Liaison Service) and Complaints came to see us we told them that we did not always want to use PALS and Complaints because:

1. We don't want it to affect our care
2. We are not always clear on when we should go to PALS and when we should go to Complaints
3. We want to know that if we do go to PALS and Complaints that they will do something with our comments

Based on our feedback above, staff came back to talk to us and had the following questions:

- Currently with Pals and Complaints you can give feedback face-to-face, email, phone call, letters. Would you use a text message service or Whatsapp service? Are there other options GOSH can use?
- Now you know the difference between PALS and Complaints, what words should we use to explain our services to other patients?
- What can we do to reassure you that your care will not be affected if you visit PALS/ Complaints?

The teams will now look at what we said and will come back to us later in the year to show us what they did with our feedback!

Right: Members sharing how they want to contact PALS and Complaints



Left and below: Members deciding what words PALS and Complaints should use to explain their services



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 three words used to describe our meeting were;

Interesting, Educational, Friendly

72% of you scored the Better Value Programme as *Very Good* and 22% as *Good*.

This was followed jointly by the Laboratory Sample Project and PALS and Complaints sessions which 67% of you scored as *Very Good* and 28% as *Good*.

Comments about *Laboratory Sample Project* session included:

- *“Interactive”*
- *“A bit slow at the end”*

Comments about the *Better Value Programme* session included:

- *“Very insightful”*
- *“Little too long”*

Comments about *PALS and Complaints* session included:

- *“Felt as if my voice was being heard”*
- *“Was fun but unsure of the solution”*

Other comments

- *“The floor was filthy”* - We have contacted the Estates department and they are arranging for the floor to have a ‘shampoo’!



Food

21% of you scored lunch at Lagoon as *Very Good*, and 25% scoring as *Good*. Comments included:

- *“Chips were delicious”*
- *“Pulled pork was awful”*
- *“Use metal instead of plastic or wood”*
- *“Ran out of chicken so had to have hot dog”*

The lunch evaluation forms will be passed to the Catering Improvement Group. YPF member Nirali sits on the group as the patient rep so if you have any specific comments or ideas about food let Amy or Nirali know.



This was the last meeting for Al and Charlotte as the Chair and Vice Chair. Al and Charlotte have done an amazing job over the last year and after giving a speech about their time as the Chair team received a well-deserved round of applause.

Al encouraged everyone to nominate themselves for the chair team in the upcoming elections—more information on this will be circulated later this month.

Thank you and Al and Charlotte! You have been awesome!



NEXT MEETING DATE

The next GOSH YPF meeting will take place on **Saturday 12 October**.

Remember to RSVP by emailing Amy.