

YPF 6 APRIL - MEETING NOTES



WELCOME!

We welcomed 22 members to our April meeting, including new members Bhav, Devina and Grace —welcome to the YPF family.

With Easter around the corner there were lots of chocolate eggs and bunnies on offer.

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.

PALS AND COMPLAINTS

In 2013 the Children's Commissioner wrote a report advising that health services needed to make their complaint processes more child and young person friendly, several organisations pledged to improve their services, however, little progress has been on this. GOSH would like to lead the way on Child and Young People complaint procedures so Kimi, Pals Officer, Nigel, Adolescent Clinical Nurse Specialist and Claire, Head of Patient Experience came to YPF to find out what we already know about the Pals and Complaints and why we may or may not use the current services.



We worked in groups and discussed different ways we give feedback at GOSH and if we are unhappy about something what we do about it.

We discussed our experiences of giving feedback and making complaints. We also discussed barriers that might prevent us from making complaints ourselves. These included concerns that complaining might affect the care that we receive, some of us felt too young and that we wouldn't be taken seriously, and if inpatients some of us might be too ill to make the complaint ourselves.



Using our feedback Nigel and Amy will work with the Pals and Complaints teams to start work on new processes and will bring these ideas back to YPF for our input.

FOUNDATION TRUST MEMBERSHIP

GOSH is a Foundation Trust which means it has more freedom in how to run the hospital. As a Foundation Trust GOSH must have members made of people who have an interest in how the hospital functions. Members include, patients, families, carers, GOSH staff, and the public. Members help develop plans and act as a sounding board.

As GOSH is a paediatric hospital it is important that the membership includes a high percentage of young people. However, fewer young people have been signing up to be members. Emma and Josh, YPF Governors and Paul, Deputy Company Secretary led a workshop at YPF to hear our ideas on how GOSH should promote membership particularly to young people.

We split up into four groups to discuss:

- Opportunities we would like young people to have.
- Ways young people could join the foundation trust
- How the trust should tell young people what is going on in the hospital.



We then voted on the best ideas. The most popular were:

- Advertise the opportunities to get more actively involved in GOSH
- Share a clear summary of the benefits of membership
- Provide regular bitesize snapshots / updates on Instagram
- Share case studies from previous young members
- Design different membership forms for young people which are designed for patients
- Have young people on membership posters and increase visibility
- Promotional videos on the website
- Produce an easy read newsletter
- Revamp the website

Emma and Josh will take our ideas to a committee called MERRC and will feed back to us about how recruiting new members is going.

INTRO TO TRUST STRATEGY

Louisa Desborough, Strategy Adviser, came along to YPF to speak to us about the Trust Strategy. Fulfilling Our Potential is the current framework that is used and is represented by this house:



The Strategy needs updating and from May the Trust will be working with a number of stakeholder groups to improve this. Louisa wanted to know if YPF wanted to be one of the stakeholder groups. Our job would be to help decide what the Trust's priorities should be.

Louisa will return in July with Mat Shaw, Chief Executive to run a workshop to explore what we think GOSH's future and priorities should look like.

MINI-TASKS

Amy set us some mini-tasks to complete.

First off we had to write a profile about ourselves which included why we joined YPF and our favourite YPF projects. These profiles will form a *Meet the Members* page on the GOSH website



The catering team also gave us some vegan crisps to taste-test.



We quite liked the Thai chilli flavour but found the lightly salted tasteless.

LITTLE ANGEL THEATRE

GOSH Arts and Little Angel Theatre ran a workshop on puppetry. We learnt that being aware of our bodies is really important in puppetry as emotions are expressed through the puppet's body. Teamwork is also super important as everyone controls a different part of the puppet's body.



We split into groups to work with the puppets and created our own 30 second scene with our puppets.

There's a lot more to puppetry than we realised!

Little Angel Theatre have received funding to produce a new show centred around patient journeys. Little Angel Theatre asked for our ideas about themes for the show. The show will eventually travel to different hospitals around the country and Little Angel Theatre will bring it to back to GOSH to show at a YPF meeting and GOSH patients.



LITTLE ANGEL THEATRE PHOTO GALLERY



The puppet wedding!

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 lively

60% of you scored the *Little Angel Theatre* session as *Very Good* and 35% as *Good*. This was followed by *Trust Membership* which 50% of you scored as *Very Good* and 45% as *Good*.

Comments about the *Pals and Complaints* included:

- *“Interactive, friendly, learned a lot about where to go”*
- *“I learnt something new”*

Comments about *Trust Membership* session included:

- *“Interesting and well led, want to be a member now”*
- *“Bit confusing”*

Comments about *Intro to Trust Strategy* included:

- *“Good to learn what the house meant but I did zone out”*
- *“It seems like an interesting future session”*

Comments about *Little Angel Theatre* included:

- *“Very interactive, fun to play with puppets”*
- *“Very interactive and fun”*

Other comments

- *“The room was too hot but the space was good”*



Food

90% of you scored snacks at Weston House as *Very Good* or *Good*. Comments included:

- *“Wide range and tasty!”*
- *“Nicely themed”*

20% of you scored lunch at Lagoon as *Very Good*, and 35% scoring as *Good*. This is slightly down from last meeting.

Comments included:

- *“Best food we’ve had in a while”*
- *“The food was a little bit bland”*

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.



NEXT MEETING DATE

The next GOSH YPF meeting will take place on **Saturday 13 July**.

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)