



“Voice and Choice” Action Pack

Why

We believe in giving children and young people the best start in life through having access to the best healthcare possible. We believe in transforming child health by working with children, young people and families – actively listening to their voice and giving them choices as to how to engage.

What

For our 21st birthday year, we would like paediatricians, health care professionals and those with an interest or role in child health to work with children and young people to lead the way in having a healthier future. By including children and young people in what we do, being innovative, encouraging and leading others to work with children and young people to influence decision make, together we can make a difference.

How

This 21st Birthday Action Pack will give you ideas that have been developed by children, young people, families and professionals to start the conversation locally. The ideas and activities can be used to start discussions with your teams about how to work with children and young people to find out what matters to them and include them in service decision making. It will give you practical activities to use with children and young people and start to inform, consult, involve and represent their views.

Who

This pack is for paediatricians, health care professionals and those who have an interest or role in child health or patient and public involvement or engagement. It has been made by members of the Infant, Children’s and Young People’s Engagement Committee at the RCPCH with help from young people from the Central Bedfordshire Youth Voice projects and children and young people’s ideas from & Us Roadshows.

Tell us

Please share with us how you have started the conversation about “Voice and Choice” by emailing and_us@rcpch.ac.uk or by tweeting [@rcpch_and_us](https://twitter.com/rcpch_and_us). We might even share your top tips or ideas with others!

The Royal College of Paediatrics and Child Health is a registered charity in England and Wales (1057744) and in Scotland (SC038299)

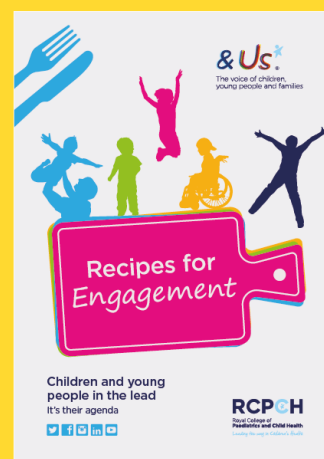




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21 ideas stage 1 – getting started

1. Join the Engagement Collaborative from the RCPCH and get a monthly newsletter full of voice and engagement resources
www.voices.rcpch.ac.uk/emails#professionals
2. Children and young people want you to know about them, not just what hurts or what needs treatment. Why don't you ask a different question each time to find out more about them e.g. career hopes, favourite holiday, best film?
3. Have a graffiti wall for children and young people to doodle, draw or write one good thing or one wish they have for being more involved
4. Download your copy of Recipes for Engagement which has lots of games and activities to use to help find out what people think www.rcpch.ac.uk/and-us-resources
5. Get some sock puppets, craft items, pens and paper out and ask people to be creative about telling you what is important to them
6. Identify who can help you locally to find out and act on what matters to children and young people, this may be a hospital youth forum, play specialists, trainees, hospital volunteers, a local parent carer group, a young inspectors project, a children in care council, a youth council or could you visit a local primary school or youth club?
7. Play our short video about rights in your surgery, ward or pop it on your website <https://youtu.be/E3303esR3Js> and remember to follow @RCPCH_and_us on Twitter!





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21 ideas stage 2 – developing

8. Young people in Glasgow had an idea to create a list of questions from children and young people in the clinic, ward or setting and to give this to everyone when they arrive. The list could be a good way for nervous, shy or unsure patients to ask a question by pointing or might remind them of something they want to ask
9. Think about doing something virtually to get voice and views. Have a twitter chat, virtual tea party, run an Instagram challenge or Facebook
10. Show how being involved has made a difference – put up a *you said we did* poster and keep it up to date with what has changed
11. Develop a survey that people can do quickly (less than 5 questions!) while they wait to see you – make it quick, easy and something that makes a difference
12. Young people in London had the idea of having a poster competition to find out what children and young people want health services to be like, and to have a prize and then a showcase of all the ideas
13. Young people in Belfast had the idea of a coffee morning for people with the same condition to get to know each other and to ask local businesses to help sponsor it each month
14. Set up a voice training workshop for staff – the Children and Young People’s Engagement Team and the RCPCH can help, contact and_us@rcpch.ac.uk for details

Remember – it is important to do something with what you find out! Share it with others, follow up if you can, let children and young people know what is happening and involve them in the change!





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21 ideas stage 3 – engaging

15. One day each month, give out red (didn't feel involved or didn't understand), yellow (not always involved or understood some of the information) and green (felt involved and understood) cards to all children and young people in your clinic, surgery, ward or setting. Ask them to drop in a post-box as they leave to share their experience. You could use stickers too with smiley / not sure / sad faces on
16. Create a voice champion in your team who helps to share ideas, comments and views from children and young people with your local PALS, Healthwatch, managers or local health board
17. Have 21 minutes in your staff room each month for staff to talk about how children and young people's voice can influence your service or setting. Share ideas, support each other and start the conversation with peers
18. Set up a video booth for a day and ask people to record a quick message about their best experience of health care, their wish for health care and how they would sum up their service in 3 words
19. Create a drop in for children, young people and parents to meet the manager or paediatrician and share their ideas – call it apples and action, chips and chat, pizza and ponder, banana and banter or one of your own ideas
20. Create a takeover challenge where children and young people can takeover their wards, surgeries and clinics for the day. You can get ideas from www.childrenscommissioner.gov.uk/takeover-challenge
21. Young people in Pontyclun had the idea of a “Children and Young People's Village event” where you have lots of different activities, music, stall and an afternoon tea to bring people together with health care professionals to share ideas, create solutions and work together

