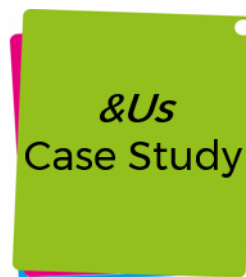




Engagement Posters #RCPCH17



Looking for ideas, solutions and inspiration in child health engagement? Read the following ten engagement posters, showcased at the RCPCH Conference 2017 for the latest examples of involvement and participation.

The first engagement series of posters highlighted different projects, events and initiatives where children, young people, parent/carers and healthcare professionals have worked together to improve child health. Following a UK wide call for abstracts, submissions were reviewed by members of the Young People's Health Special Interest Group and members of the Infants', Children and Young People's Engagement Committee at RCPCH which included young people and parents/carers.

Projects were then invited to turn their submissions into posters which were displayed on the Engagement Wall in the RCPCH Village over the full three days of conference.

For more information on the programmes and case studies featured, please contact each organisation directly. To find out how to submit your abstract for 2018, please contact us@rcpch.ac.uk



The voice of children,
young people and families





Engagement Posters

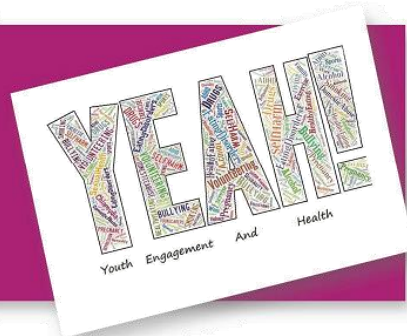
#RCPCH17

&Us
Case Study



NHS
Ipswich and East Suffolk
Clinical Commissioning Group

Improving Health and Wellbeing for Young People in Ipswich and East Suffolk



The project enables young people to:

- Gain a better understanding of their physical and mental health and wellbeing
- Find out about the support services available to them locally
- Learn ways in which they can look after themselves to boost their health and wellbeing
- Influence service design and development.



How this project was developed

The CCG hosted an extremely successful event for young people aged 15-16 years locally almost 2 years ago. Developing the outcomes from this event our YEAH! group have identified ideas for topics and issues. They felt mental health and wellbeing including body image and self-esteem, social media awareness and healthy lifestyles amongst other issues should be addressed at the event for 11-12 year olds.

What difference this project made

Raising awareness of both physical and mental health and wellbeing in young people is essential. The consequences of poor health in young people last a lifetime (*Public Health England*). Reducing health inequalities, understanding young people's changing health needs and enabling them to access "young-people-friendly" services is vital. It is hoped that through delivering interactive sessions with our young people locally we can work to ensure that every young person in Ipswich and East Suffolk has the right level of support for their physical and mental health to help them to maximise their full potential.

Conclusion

Our plan is to keep growing locally, hosting regular events for young people, and to explore ways in which to develop a National YEAH! network. Want to know more? Please contact us.

Website: www.ipswichandeastsuffolkccg.nhs.uk/YEAH **Email:** ipswichandeastsuffolk.ccg@nhs.net
Twitter: @IESCCG **Facebook:** NHS Ipswich and East Suffolk Clinical Commissioning Group @NHSIpswichandEastSuffolkCCG



Engagement Posters

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Case Study



Evelina London 'Inspiring Youth' Conference



Promoting, Encouraging and Celebrating young peoples involvement

Evelina London Youth Forum, Melinda Edwards, Caron Lawson & Rupert Goodman

'Inspiring Youth' was Evelina London's first youth conference for young people by young people. It aimed to showcase young people's inspirational stories of how they have taken an active role in informing and improving healthcare services.

The overarching message of the conference was 'get involved and make a difference'.

It was hoped the conference would:

- Bring young people from across the hospital together
- Celebrate the ways young people had been making a difference
- Promote the importance of young people's voices
- Inspire young people to get involved and share ways in which they could do this



Young people were involved in all aspects of the conference including:

- Planning the conference themes and agenda
- Promotion of the conference, including designing posters, planning tweets and social media activity
- Planning food and free 'merch'
- Preparing and presenting their talks at the conference
- Setting up on the day
- Video-editing



50 young people attended alongside invited healthcare staff.

14 young people presented at the conference under the themes of 'Inspiring Voices - Having a voice in healthcare' and 'Inspiring and supporting others'

Presentations included:

- A young persons experience of developing a pacemaker manual for teenagers
- 2 young people discussing the process of co-authoring a published journal paper on their expectations and experience of quality healthcare
- An NHS youth Forum member talking about their work and the #earnhs campaign



"The most important thing I have taken away from the conference is that I learnt that young people's voices can actually make a difference."



The conference was extremely well evaluated by all attendees. The key outcomes include:

- Young people were inspired to get involved in future Evelina London projects.
- The first steps towards Evelina London's first youth forum which took place in April
- Evelina London's first youth newsletter – designed and developed by young people
- Young people being invited to present at further hospital and national conferences
- Staff felt inspired by young peoples presentations and have recognised the importance of working more closely with young people on service design and improvement

This conference will be an annual event to continue embedding a culture of youth engagement at Evelina London.

For more information - Email: elcengagement@gstt.nhs.uk Call: 02071884640



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Case Study



Wye Valley
NHS Trust

'Voice of The Child' Ambassadors

Inspirational teenagers who are passionate to help improve the Health Service for other children and young people

THE AMBASSADORS:

The Voice of the Child Ambassadors are a group of young people aged 12-17 years all with hospital experience who give their opinions and views to help influence and make positive changes in the Health service.

Evolved following our passionate play specialist and Lead Nurse's plans to involve young people in future developments of The Children's Unit.

PLAY SPECIALIST STACY EDWARDS AND THE YOUNG AMBASSADORS:

The group meet monthly to discuss their projects and progress



The group have presented their work to the trust board and AGM

WHO & WHAT WAS INVOLVED:

Stacy Edwards – Play Specialist
Maggie Orchard – Staff Nurse
16 young people who had experience of hospital care
Children's Ward Staff

The group visited all departments in the hospital to assess how they could be made more child friendly and to share ideas with staff in those areas.



The Children's Ward has beautiful murals – The young Ambassadors enabled this to happen within ED

They secured funding to have decorating done and a separate quiet area away from adult patients



TRANSITION:

Identified as a priority for the young people as seen by this quote
"When you spend a lot of time in hospital you get to know the doctors and nurses really well and you can spend a lot of time on one particular ward. This makes the prospect of transitioning from Children's to Adult NHS services really difficult and scary for lots of young patients"
Caitlin, Young Ambassador



TRANSITION FILM WITH 'FIXERS'

In 2016/17 the group produced a film about transition from Children's Services to Adult services with the help of Fixers. The project will be used Nationally to help a child transition through Health Services and was launched in April 2017

<https://youtu.be/r7rHwKHBWm8>

Dedicated in memory of Caitlin



WORK THEY HAVE DONE:

Helped with patient information leaflets;
'Pain Relief' – helping to get information clear for younger and older child.
'Ward Admission leaflet' for parents and children
Raised the profile of children within The Trust



"Everyone at the Trust is so proud of the ambassadors they are a true asset to the hospital. The film is fantastic and the ambassadors have done a fantastic job." Stacy Edwards, Play Specialist

The Children's Unit, Wye Valley NHS Trust, Hereford HR1 2ER
TheVoiceoftheChild@wvt.nhs.uk



Engagement Posters

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Case Study

Me first

Children and young people
centred communication

**Me first: Improving communication
between children, young people, and
healthcare professionals.**

Poster designed by James William Reid
Young Advisor | Common Room Consulting

Great Ormond Street Hospital for Children
NHS Foundation Trust

COMMON ROOM



Me first is an education and training resource that helps health and social care professionals develop their skills, knowledge, and confidence in communicating with children and young people; with the aim of improving their experience in healthcare and improving health outcomes.

The great thing about **Me first** is that young people are at the centre of the project; from consultation, design, and delivery, young people have been involved at every stage.
Me first Young Advisor

"Growing up with a long term health condition has made me passionate about making sure CYP are involved in choices and decisions about their healthcare."
Kate Martin – Project Lead

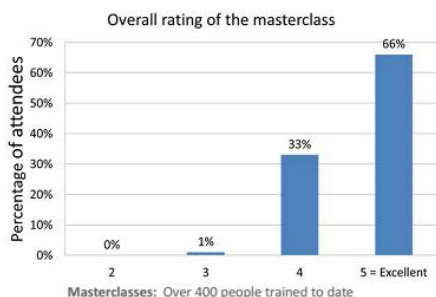
All of our resources have been co-designed with CYP and HCPs, they all have a strong evidence base in research.

Me first has developed four training resources:

1. The **Me First** CYP-centred communication model provides a practical framework to support child and young people centred communication in healthcare. It's the first model of its kind, design for and with children and young people.
2. An entire suite of practical advice and tips, crafted by children, young people, and health and social care professionals, on how to improve communication with specific age groups, those with impairments and other barriers.
3. The **Me first** masterclasses are co-delivered by young people, and supports healthcare professionals to apply the model to their own practice. It builds on existing skills and expertise, utilising quality improvements techniques to enable health and social care professionals to promote learning within their practice.
4. The **Me first** website (www.mefirst.org.uk) is our online hub that contains everything needed to support the **Me first** training: top tips, resource hub, interactive model and blog entries from children, young people, and health and social care professionals.



The **Me first** communication model – created for and in partnership with CYP, HCPs & researchers.



It's a **Me first** rule that each masterclass is co-delivered by a young person, it's in our project ethos. This shows that **Me first** is a partnership between CYP, HCPs and researchers.

Me first Young Advisor

Our Communication Champions are crucial to the success of **Me first** and play a huge role in promoting effective communication – a huge thank you to you all.

To find out more about becoming a **Me first** champion, to get involved, or for more information about the project get in touch!



Follow us &
join our twitter chats [#CYPMefirst](https://twitter.com/CYPMefirst)

www.mefirst.org.uk | info@mefirst.org.uk



Engagement Posters

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Case Study

#notanurse_but

Shining a light on the reality of life for families of children with exceptional health needs



Parent-contributors to this poster:
Leanne Cooper, Hayley Smallman,
Faith Tutton, Sian Taylor, Steven
Jones, Rick Bolton, Craig Hatch.
Supported by: Hannah Berrand
(Head of Family Services, WellChild).

Why our project is important

There is an unrecognised workforce of parents, carers and family members across the UK providing high levels of medically complex care behind closed doors to children and young people with exceptional health needs so they can be together at home. Their work is too often unseen – by their own personal networks, by local health and education professionals and other decision makers. Many face large gaps in support and their knowledge and expertise in caring for their child can be unrecognised.

To address this, the #notanurse_but campaign aims to:

- Raise awareness of the reality caring for this group of children and young people 24x7
- Build on evidence base relating to issues facing families and gaps in support
- Identify solutions and ensure the changes so desperately needed are made

How our project was developed

Launched November 2015 on Carers Rights Day, the campaign was spearheaded by a group of parents who have children with complex health needs. It has been driven primarily through social media alongside a programme of regional events, with families encouraged to share their experiences online using the hashtag #notanurse_but, via the Facebook campaign page, or by making a video diary. Families can also get involved more privately via the campaign's online form, by telephone/email, or by attending a coffee morning, where they can meet other parents/carers in their local area.

What difference our project has made

So far, the biggest achievement has been seeing so many families come forward to share their experiences, and the overwhelming support received from professionals as a result.

- 55 personal stories have been shared via a series of powerful video diaries. Viewed over 120,000 times, and gaining widespread media coverage, they have helped us connect with more families across the UK in need of help. The current footage (ranging from providing invasive procedures, and making difficult decisions, to the care and support around the family, and the impact on siblings as told by young people themselves), has also helped us to reach out and educate the next generation of health and community professionals.
- A particular highlight was being invited to the 2016 RCPCH conference, where #notanurse_but parents – in partnership with Meds IQ and Medicines for Children – led a workshop on medicines safety, encouraging clinicians to think about best practice and how parents and professionals can work together.



"This is a really important campaign because it is parent inspired and parent driven."

BERNIE CARTER, PROFESSOR
OF CHILDREN'S NURSING,
EDGE HILL UNIVERSITY

"For me the biggest achievement so far is seeing so many families coming forward and sharing their experiences. We are not nurses, but do whatever it takes to keep our children safe and well at home."

LEANNE COOPER, #NOTANURSE_BUT PARENT

"I work with so many families who without question work tirelessly to love, cherish and care for their children. They are #notanurse_but we can all learn from them."

CHARLOTTE YALE, FORMER WELLCHILD NURSE

Pictured, from top left:
Sophie relies on her Mum to be her advocate and her #notanurse_but #notanurse_but receives a Special Recognition Award at the 2016 WellChild Awards.
Steven, Leanne, Jill, Hayley and Craig at the 2016 RCPCH conference.
Liverpool holds its first #notanurse_but campaign coffee morning.

The future We want to connect with more parents, carers, siblings, health and social care professionals, politicians and decision makers, to shape a better future for families caring for children and young people with exceptional health needs.

w wellchild.org.uk/notanurse_but e notanurse_but@wellchild.org.uk
f facebook.com/notanursebut t tweet us using #notanurse_but

Thank you to all parents, carers, children and young people who have shared their experiences and to all the health professionals and decision makers supporting us to make a difference.

WellChild
the national charity for sick children



JUST HEALTH

Anne-Marie Douglas, CEO Peer Power

info@peerpower.org.uk

An Enquiry into the Emotional Health and Wellbeing of Young People in the Youth Justice System

Young people shared their experiences of being in contact with the youth justice system in London and contributed to a report which set out a number of recommendations to improve the emotional support and wellbeing that young people receive in the youth justice system.

Peer Power is a social justice charity who work to support vulnerable children and young people and work together with other services to transform services for young people. The charity was commissioned by NHS England (London) to facilitate consultation and engagement with children and young people to see how London's NHS could improve the way that they work with young people who find themselves in the system.

35% of participants self-identified as having support needs



71% of participants:
- did not get support;
- did not remember get support; or
- were unsure as to whether they got support



A film was produced about emotional health and well-being that explored the views and experiences of young people with lived experience of youth justice and health agencies.

The data analysis and writing of the report was also done by young people with lived experience of the justice system. On 9th November 2016 at Rich Mix London, 150 young people, practitioners, CCGs, commissioners, Youth offending service managers all came together to co-create a vision for improving emotional health and well-being services for vulnerable young people across London.

Recommendations

- Redesign services with young people - a 'one size fits all' approach is not suitable
- Explore the evidence base for emotional intelligence training for young people in the criminal justice system
- Involve young people in the decision-making process about the individual services they are being offered
- Utilise peer led and peer trainer approaches to support engagement
- Health workers, police or 'support workers' engaging with young people should be given empathy training to support development of a trusted relationship with young people who come into police custody
- Health commissioners should explore less traditional places to offer young people services to support their health and well-being.
- Health commissioners should consider longer funding cycles and the impact of service re-organisation.

<http://www.peerpower.org.uk/peer-power-launch-just-health-film-report/>

Young people who took part in the research said:
"If they act on even half of what we have talked about... and do something about it and action it, I think we've made a difference."



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Case Study



NHS Go: a health app designed by Young People for Young People

Authors: Tamanna Miah (YP), Hannah Joy Skilton (YP), Daniel Heller, Fran White

Aim: Healthy London Partnership Children and Young People's team wanted to engage with young people to understand what they needed from the health service in London – after talking to young people, we engaged with groups of young people to create NHS Go.....



Why? I am part of Healthy London Partnership's Young People's Board. We found, after talking to young people, that they struggle to access the NHS services and information that they need. We created a film discussing young people's issues, but whilst making it, we realised that there are many ways to access information. Young people access information on the go, and many do not want to speak about their issues, so why not evolve with the times and build an app for young people? An app seemed ideal! **Tamanna Miah**

How? I interviewed companies to develop the app and market it to young people, and was involved in one of the promotional videos. Young people were involved in the app's development, from logo design to promotional content. I'm glad to be part of this project, which I learnt a lot from, and look forward to doing more to reach more young people. **Tamanna Miah**



ONLINE USER COMMENTS!!!

"This has opened my eyes to many solutions for me and, for that, I thank you."

"It gives you confidence that what you are reading is tested and is known to work. Great service really."

What? NHS Go is an extremely useful app for educating young people about physical and mental health, covering a wide range of topics. As a young person, I find the app a trustworthy and invaluable source of information. Rather than spending ages searching online on unknown sources, I find answers in seconds, which reduces the panicky feeling that comes with being worried. I encourage all young people to use NHS Go, and actively share it on social media. NHS Go is something that all young people should have in their lives. **Hannah Skilton**

"Choc full of information on anything you can think of, and advice on what to do if you're worried about something. It even guides you to your nearest health centre!"



Conclusion: Working with young people across London has created a health app that gives young people the health information and advice they need. Over 43,000 young people have downloaded the app, 16,000 young people like our Facebook page and the app has over 423,000 page views. We will be continuing to work with young people over the next year to promote, improve and develop the app so it becomes more effective for young people in London

Contact details

For more information or promotional materials please email: hlp.cyp-programme@nhs.net

Thank you to...
HLP Young People's Steering group
GLA Peer Outreach Team
Croydon Drop in
Brook



Collaborating with parents and carers

Produced by the Medicines for Children project team
in consultation with the WellChild parent panels

The Medicines for Children website provides accurate and reliable information on over 200 medicines commonly prescribed to children, in an accessible format designed specifically for parents and carers

- Medicine information leaflets usually refer to the use of medicines in **adults**
- They often do not address the issues that **parents** face giving medicine to their **children**
- The Medicines for Children Steering Group, comprising **pharmacists** and **paediatricians**, developed a leaflet format to provide practical and useful information



This leaflet has been written specifically for parents and carers about the use of this medicine in children. Our information sometimes differs from that provided by the manufacturers, because their information is usually aimed at adult patients. Please read this leaflet carefully. Keep it somewhere safe so that you can read it again.

Do not stop giving baclofen suddenly, as this will cause serious side-effects.

Name of drug
Baclofen
Common brands: Baclospas®, Lioresal®, Lyfser®

Why is it important for my child to take this medicine?
Baclofen will help your child's muscles to relax. This will help your child to move, and make it easier and less painful for you to move them. Baclofen may also help to reduce muscle pain.

What is baclofen available as?

- Tablets: 10 mg
- Liquid medicine: 1 mg in 1 mL

Different tablets or medicines may contain different

Liquid medicine: Measure out the right amount using an oral syringe or medicine spoon. You can get these from your pharmacist. Do not use a kitchen teaspoon as it will not give the right amount.

When should the medicine start working?
Your child's muscles should begin to feel less stiff after taking baclofen regularly for 3-4 days. It may take up to 10 days for the maximum effect.

What if my child is sick (vomits)?
• If your child is sick less than 30 minutes after having a dose of baclofen, give them the same dose again.
• If your child is sick more than 30 minutes after having a dose of baclofen, you do not need to give them another dose. Wait until the next normal dose.

What if I forget to give it?
If you forget to give a dose, your child's muscles may become a little stiffer. Give the dose as soon as you remember. Wait at least 4 hours before giving the next dose.

What if I give too much?
It can be dangerous to give your child too much baclofen.

An example leaflet from medicinesforchildren.org.uk

- Close collaboration with the **WellChild parent panels** is key to the ongoing development of Medicines for Children
- All our activities are undertaken in partnership with the parent panels, and in turn they provide feedback on what parents need
- To mark our **10th anniversary**, the parent panels helped us to develop 10 videos to show parents how to administer medicines

How to give ear drops



- We would like to thank the WellChild parent panels, and look forward to their continued and increasing involvement with Medicines for Children



At the 2016 RCPCH conference, parents from WellChild presented at the workshop *Clinicians in dialogue with families about medicines: using the experiences of Meds IQ and Medicines for Children*

- More than 200 information leaflets and videos are now available on the Medicines for Children website
- In 2016, we provided medicines information to over 2 million people across 196 countries of the world





Wirral University Teaching Hospital 
NHS Foundation Trust



A parents' peer support group for all families who have or have had a baby in the Neonatal Unit

Jacqui Morgan (matron), Oliver Rackham (consultant)

A weekly face to face get together for parents who are in the unit now & for those who have 'graduated' from the unit to catch up.

A chance to share your stories, ask questions or just have a chat, over a cuppa & a slice of cake!

Parents told us that they feel anxious and isolated while their baby is in a neonatal unit.
This continues after they go home.

The NeoMates group was set up to address this. Not everyone can make a get together, so we created the 'closed' Facebook group, where parents get the same support every day (and night !)

This project has made a huge difference to the lives of all the parents and children involved. Not only do they get peer support, but they have become a huge part of the decision making processes, involved in local and national events.



"I live far away and depend on this group when I'm out of my depth" PTD

"It's the only group where no one looks down on you, or judges you" L-AW

"a 24/7 family of inmates united by an experience which none of us chose but which brought us all together." SC

"We are family. I've got NICU Ninjas with me." VB

So many parents from other units asked to join that we created NeoMatesUK to support parents wherever they are.

Our aim is to spread the word, and make families truly at the centre of designing and delivering neonatal care.

To find out more, go to www.facebook.com/NeoMates
Or follow us on Twitter @NeoMates



Engagement Posters #RCPCH17

&Us
Case Study

RAISE
MYA

Mental Health and Children's Rights
MYA RAISE Mental Health Promotion Team
Young people @ MYA

To use creative arts to educate ourselves and others about OUR rights, and the impact these can have on our mental health and emotional wellbeing. To empower us to use our rights and be aware of them.

Why? Too many young people don't know about their rights, yet so many young people are struggling with their mental health because of things like poverty, exclusion, not getting on at school, family problems and much more.

How? Through campaigning events that were all steered by us as young people. We planned a 3 night performance arts festival where some pieces went on to tour across Liverpool schools, art workshops to explore what rights meant to us where we created 10 mannequins, along with badges and posters, which will be sent to every school in Liverpool to educate others on their rights and how they can affect our mental health.

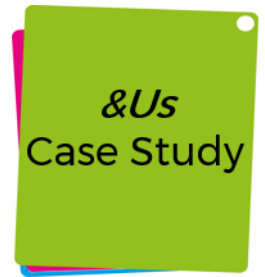
What? Various messages about mental health and rights have reached over 4000 young people and their families to educate them on their rights. We now have a better understanding of the importance of rights and more importantly how when we aren't getting our rights, how this affects our mental health and vice versa.

We feel this topic is really important and we hope other young people across the country become empowered to talk about their rights and mental health, along with professionals educating us on them.

mentalhealthpromotion@mya.org.uk



Engagement Posters #RCPCH17



Notes:

Thank you to all the children, young people, families, project workers and organisations who supported the child health engagement projects included in Conference 2017.

To get involved in 2018, contact and_us@rcpch.ac.uk