

Shout Out

Giving children and young people a voice in their hospitals

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Who are the Youth Council?

We are a fun, pro-active group aged between 11 and 21, and we meet monthly to discuss our ideas and things we would like to change in the Bristol hospitals. These hospitals include the Bristol Royal Hospital for Children, Bristol Dental hospital, the BRI, Bristol Eye Hospital, and St Michaels hospital.



We aim to listen to the young voices of the south west and help to improve the services available for young people.

Elections for Governors Vote for us!!!

At the end of April you will receive voting papers for electing new governors to the Membership Council.

Governors represent the views of patients and the public. Three members of the Youth Council have decided to stand in the election. If you think it would be good to have a young person as a governor please vote for us...

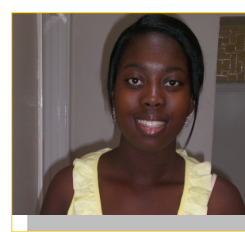
Jacob



Mohsin



Jade



*Sponsored by the Grand Appeal.
Making a real difference to the
Bristol Children's hospital*



Volunteering experience by Saffie

The youth council has been very beneficial towards my future career of becoming a midwife. Through it, I was given the opportunity to work as a volunteer at St. Michael's hospital where I assist in tours for women and their partners who are expecting their babies soon. More importantly, I was also offered a work experience placement at the same hospital in the wards. This is a dream that has come true for me. Therefore these two opportunities will help me in the future all because of the youth council.

Bravo to the youth council!



Mystery Shopping by Ellie

One Youth Council opportunity was to be mystery shoppers of different areas and departments of the hospitals. Before I did my mystery shop we were given training to help us to become familiar with the things the staff are expected to do, and how the customers receive the service at the hospitals. We thought of ideas for areas that patients and public might think need improvement and considered this to help us assess the services they offer. For example we thought that the alcohol hand gel dispensers in the Children's hospital should be at a lower height for easier accessibility. The team mystery shopped at the BRI, the eye hospital, the dental hospital, Bristol Heart Institute, the Haematology and Oncology Centre and Jobs@.

I mystery shopped the Outpatients Department of the Children's where we observed the area, thinking particularly about first impressions. It was colourful and airy with natural sunlight and also had useful information such as notices saying how late the Drs were. The building was also very clean. When we asked for the TV to be turned on, the receptionist was friendly and asked what we would like to watch. However we had trouble finding magazines which, when we found them, were old. There was also some litter on the floor and all the hand gels weren't at an easily accessible height, especially for the children of the children's hospital. I thought that overall it was a pleasant environment to be in.

We also mystery shopped in the Children's' reception where

we pretended to be lost and asked where to get to "our aunt" on ward 52 - in a completely different building. We were immediately approached by a volunteer, who was extremely friendly and tried to tell us where to go. Despite smiling and making us feel welcome, the directions were incorrect, but by this time, the person at reception had noticed us and told us the right directions, taking into account that I was on crutches for a broken foot. So it worked out well, having a friendly greeting and the right information.

All together we found that the people were helpful and on first impressions we were pleased with the service we were given.

"First Impressions were good. The environment is clean, bright and modern as well as being very child friendly"- Children's Hospital Mystery Shop



Youth Council members receiving their certificates of achievement for Mystery Shopping workshop.

Recently the Youth Council organized an event for the younger children who use the children's hospital but also for those who are simply interested in being involved. We started the event by asking the children to brainstorm their ideas of what they believe living a healthy life involves; they came up with some great ideas such as exercise and eating fruit. After this exercise we asked the children what they liked and disliked about the children's hospital. Again they came up with many ideas of what they thought needed to be changed, and hopefully we will be able to portray their ideas to the governors and make a difference for them so they are more comfortable and happy when they use the facilities at the hospital. Overall a great day for all.



Learning about Cardiac Physiology by Jacob

In our Youth Council meeting last September, we were visited by two cardiac physiologists. They gave us an insightful talk about what their job involves, the equipment they frequently use and what type of training and qualifications were required.

We were shown a range of equipment that the physiologists use including pacemakers, stents and a small mesh delivered through a catheter that expands to fill a hole in the heart to block the flow of blood. An interesting thing about the equipment was the difference in size between two pacemakers. There were some external pacemakers that were about the size of a fist and some were much smaller implanted ones that were a few centimetres across.

One particular test that is carried out is the treadmill test. The treadmill starts slowly and speeds up gradually; the physiologists said that if a person manages to complete the test, the patient is given a round of applause.

We were also told how the training programme works for people who are interested in becoming cardiac physiologists. 2 A levels including a science are a minimum to allow potential candidates to get a vocational degree in clinical physiology. The majority of the training will be given whilst working for the hospital and this training provided by the hospital is often recognised by the university as a module. I think it is safe to say that we all learned something interesting that day.

What we did at my first Youth Council meeting in February 2010 by Frank



This month, we started by watching a video called 'Health Matters' created by young people. The short film highlighted some of the concerns young people may have about healthcare, such as a fear of evil doctors and mutant receptionists. After discussing some of the issues raised in the video; how the Youth Council could use the video; and talking about creating similar drama pieces to demonstrate young people's views, we were in need of some cake! Unfortunately, nowhere sells 'Youth Council' birthday cakes, so we were forced to draw the words on by hand, before devouring it to celebrate the first anniversary of the Youth Council. After this, we looked at, amongst other things, the possibilities of holding a large event for young people to put their questions to important healthcare staff. We finished by planning our annual report.

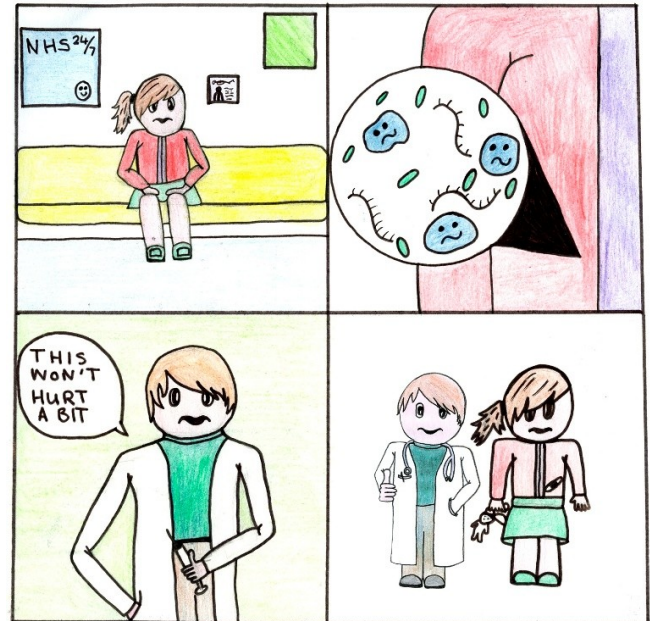
Youth Council meeting dates:
 Monthly on the last Saturday of the month—
 230pm to 430pm

How to get in touch with your Youth Council

Phone: 0117 342 8158

E-mail: shoutout@uhbristol.nhs.uk

Web: www.uhbristol.nhs.uk/youth-council



Who's who? Cathy and Maria help the Youth Council members to be involved in the hospitals and to have fun!

Cathy Gane is the Young Persons Involvement Worker



and Maria Fox is the Membership Manager



Sign up your friends and family for membership—its free!

Benefits:

- ✓ Newsletter
- ✓ Invitations to events
- ✓ Youth Council
- ✓ Work experience
- ✓ Free membership

Join either by:

Email your details to shoutout@uhbristol.nhs.uk or fill in a **web** form on uhbristol.nhs.uk/membership

Patient Environment Action Team report by Antonin



On Wednesday 24 February I joined the patient and environment action team. We went around to observe the hospital checking for: Cleanliness, Hospitality, Atmosphere, Catering, and approach to patients. The whole team were very welcoming when I arrived and told me what to look out for and what things to write comments about. I joined the team just before lunch, and we went straight to ward 38 and had a look around. Then we went back to the office room and had lunch, then visited other wards including A&E, intensive care and the prayer room. After that we went to ward 32 and were invited to try a selection of hospital food that was quite nice. The hospital was an amazing place to look around because there were so many things going on so we could have a look at general day to day life in a different view, as an outsider and not a patient. At the end of the tour we went back to the meeting room and had tea and biscuits. Then we discussed and filled in a report sheet as a group, talking about the positive and negative points we observed. I would like to thank the whole team and the hospital for letting me have a different view on the hospital life!!