

December 2011

YOUTH COUNCIL ANNUAL REVIEW 2011

Giving children and young people a voice in their hospitals

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. We are all Foundation Trust members. 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.



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



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Helping to improve hospitals

In May this year the Youth Council worked with arts consultancy Willis Newson to look at how they want the Children's hospital to feel and what qualities artwork can bring. After taking part in a fun and interactive workshop the Youth Council came up with this statement:

"We, the Youth Council of Bristol Children's Hospital, would like the arts and environment of our hospital to cheer us up and create a friendly and uplifting atmosphere where we feel inspired and safe. We want the arts to be vibrant, tactile, changeable, inclusive, local and sustainable"

Three key words "Inspiring, vibrant and inclusive" summarise the statement and the Trust have decided to use these key words for the visioning statement for the whole arts programme, to be used throughout the BRI & Children's hospital redevelopment project.



Celebrating three years as a Youth Council representing Children & Young People

Activities

It's been a busy year for the Youth Council and here are some of the activities they have been involved in:

"This amazing group of young people were a pleasure to work with and had some fantastic insights"
 Emily Malins, Senior Project Manager, Willis Newson

- **Website workshop** (helped plan how the children's web site looks and operates)
- **Mystery Shopping** (Secretly tested the front end services in most of the hospitals)
- **Commenting on young person friendly ballot papers for the governors elections**
- **Fundraising workshop with the Grand Appeal** (to raise money to improve facilities for children and young people)
- **Creative workshop for Centralisation of Specialist Paediatrics arts programme**
- **Visit to Bristol Medical Simulation Centre** (worked on 'state of the art' patient simulators in a hospital theatre setting)
- **First Aid course with St Johns Ambulance**
- **Improving patient leaflets for young people**
- **Evaluation session**

"Overall the receptionist was extremely polite and helpful"
 Mystery Shop

Mystery Shopping

Members of the Youth Council testing the services of the hospitals.
 with Maria & Emma



What have you enjoyed the most this year? Bristol Medical Simulation Centre!



Inserting a cannula



Preparing a patient for an operation

UH Bristol's Values

Respecting everyone
 Embracing change
 Recognising success
 Working together
Our hospitals.

What have you learnt this year?

- ✓ "How the NHS and the Trust works"
- ✓ "About different departments e.g. Nutrition"
- ✓ "First Aid"
- ✓ "Ways of fundraising"
- ✓ "How training works at the Bristol Medical Simulation Centre"
- ✓ "How hospital projects are run"
- ✓ "Working effectively"



First Aid course by Shaheer



On Saturday 10th September, the Youth Council had a young first aider's course from St John's Ambulance, who were very kind enough to give up their time to provide us with some essential skills that we never know when we were going to use, or ever learn. To begin with an assistant from the St John's Ambulance talked us through on what to do in an emergency, we learnt many useful



tips that were to help us in the future in coping with an emergency, even saving one's life. The First Aid course was attended by 26 young people in total and proved to be the best attended session. This course will be run on an annual basis in future.



Evaluation: What has been good this year?

- 😊 "Constantly informed about issues affecting young people"
- 😊 "Opportunities"
- 😊 "Its fun and interesting"
- 😊 "led onto other things—I have since been on a nutrition ward round and am becoming a volunteer within Nutrition"
- 😊 "feedback and suggestions on improving services is taken on board"
- 😊 "we get to do what we are interested in"
- 😊 "very engaging and informative: fun"
- 😊 "I learnt new things from the First Aid course, medical simulation; the only opportunity to go!"

Why I wanted to join the Youth Council by Jade



I wanted to join the Youth Council to help improve hospitals for children and young adults. We have helped the cardiac team with a questionnaire and improved leaflets aimed at young people. I have been part of the Youth Council for almost 2 years and I enjoy the variety the Youth Council offers. Talks from health care professionals, tours around the hospitals and visits to the Simulation Centre have been really interesting. The Youth Council has introduced me to my current role as a governor and the MCRN (members for children research network). I have met lots of new people, learnt lots of new things and I have had many great experiences so far.

And finally ...

The Youth Council was set up in 2008 by Cathy Gane, Young Persons Involvement Worker and Maria Fox Foundation Trust Membership Manager. Our objectives were:

- To provide opportunities for young people to have a say in the Children's Hospital services.
- To provide a forum for young Foundation Trust Members to have a say in improving our hospital services for young people and to get involved in the wider aspects of the Trust.

We held a young persons event and asked them how they wanted to be involved. Top of their list was a Youth Council followed by mystery shopping! The Youth Council meets monthly, generally on a Saturday for two hours. It is held in UH Bristol's Education Centre and is open to 11 to 21 years old.

The Youth Council has been a resounding success and young people have:

- Made a difference to the services
- Learnt about the hospital environment
- Decided to pursue a medical career
- Successfully elected two governors on the Membership Council

We were also proud to demonstrate nationally the 'template' for the Youth Council at a Foundation Trust Network event.

We held an evaluation workshop in October 2011 and their comments informed this report. For further information please email shoutout@uhbristol.nhs.uk

And finally, a big thank you to:

Lisa Mason for her continued support
Vicki Goodwin for her excellent administration
UH Bristol Education Centre for their kindness in letting us use the meeting room
The Grand Appeal for the funding of Youth Council activities
Medical Simulation staff for their time
All the other numerous staff for their kind help
And to UH Bristol NHS Foundation Trust



Cathy Gane



Maria Fox