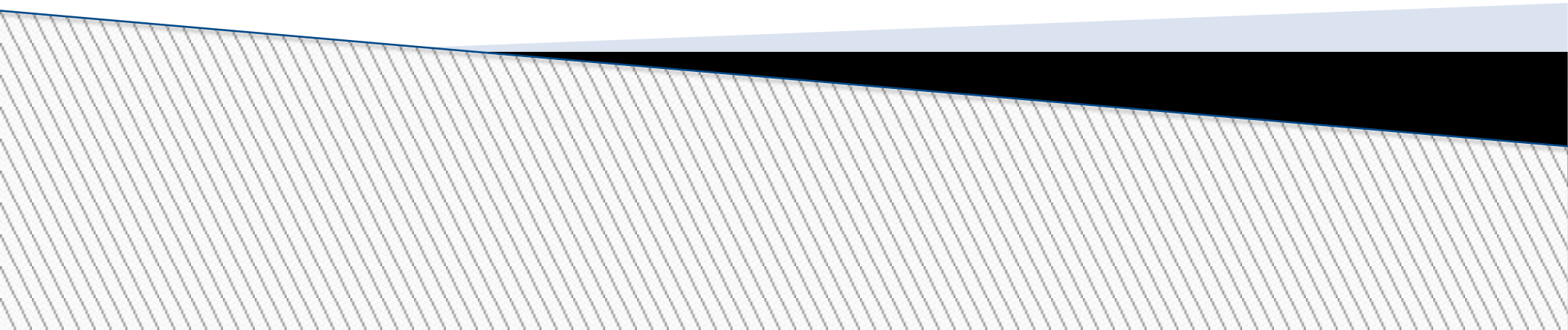


# Kath Evans

Experience of Care Lead, NHS ENGLAND



#hello my name is...  
😊

Kath Evans Experience of Care Lead  
Infants, Children, Young People & Maternity, NHS  
England  
@KathEvans2



# Fixers

www.fixers.org.uk

The home of

YOUNG PEOPLE FIXING MENTAL HEALTH



Like 15k

Fixers 15.9k



## Young People Using Their Past to FIX The FUTURE!

@ShropshireYHC

@FixersUK



Behind the curtain

<https://m.youtube.com/watch?v=vnUmpFP9XsU>

Kiatipat's story

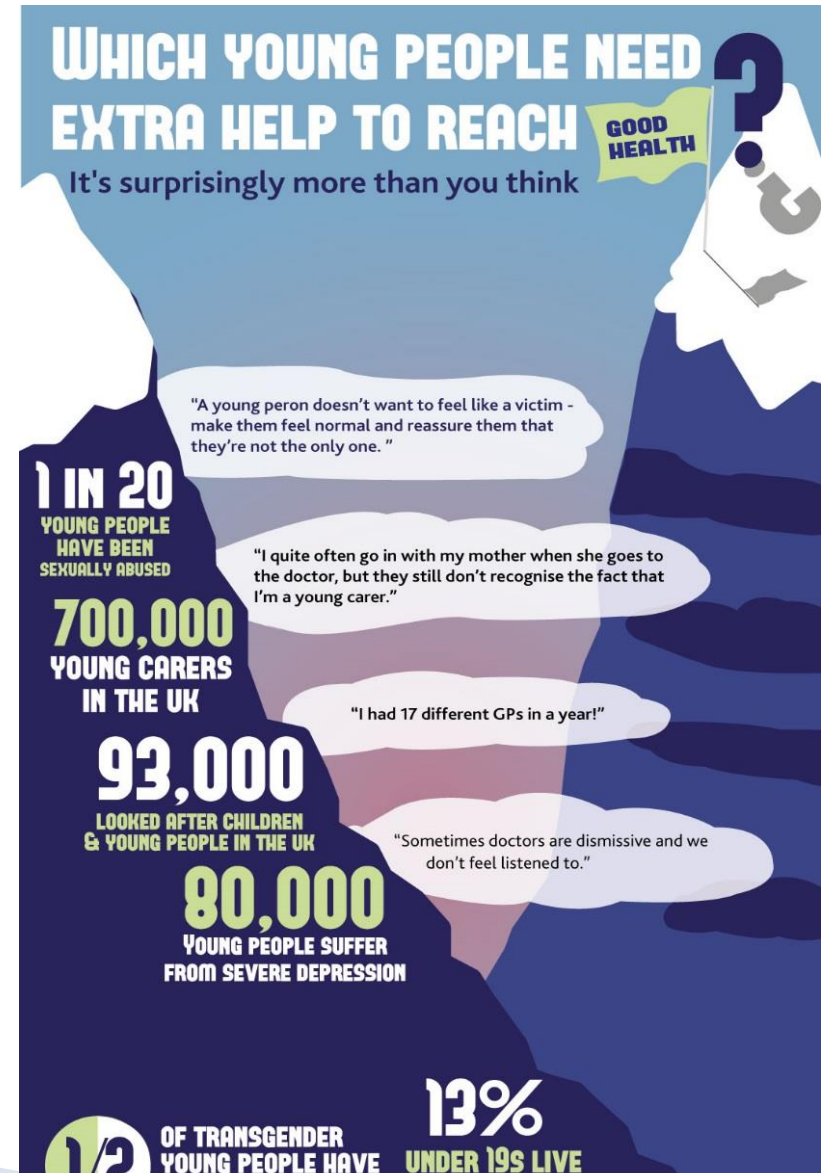
<https://m.youtube.com/watch?v=MTqfzvbu1bU>



*43% per cent of 12-15 year olds told us that they were not fully involved in decisions about their care*

CQC 2014 Children & Young People's Inpatient Survey Results  
(July 2015)

How do we  
hear & capture  
diverse &  
often seldom  
heard voices?





# CAN we keep THIS JUST BETWEEN us?



youth  
forum

**EVEN IF YOU'RE UNDER 18...**

**Your privacy will be taken seriously.**

@NHSYouthForum

NHSEnglandYF

**NHS**  
England

## CONFIDENTIALITY

### What is Confidentiality?

Confidentiality means keeping your information safe and private from people who you don't want to see it. The NHS ensures all your information is kept private. Anything you say, anything written about you or any treatment you've had will be kept private.

### Will my parents be given any information I want kept private?

No, not unless you agree to them being told. But if you are in extreme danger, your parents may be informed, the health care professionals involved will explain this to you at the time. If a health professional wants to send you something in the post that you don't want your parents to see, tell them you'll pick it up from the hospital/surgery.

### What about my age, how does this affect my confidentiality?

It doesn't make any difference, even if you're under 16, you have the same confidential rights as anyone else.



## CONSENT TO TREATMENT

### Can I agree to treatment without my parents' consent?

As a young person, you have the right to choose the medical treatment you wish to receive, provided a doctor thinks you are able to.

### If my doctor thinks that I'm not able to, then who can?

Parents, doctors, courts, local authorities or an appointed proxy (A person who is appointed, by you, to represent you)

### If I'm over 16 can my wishes still be refused?

Yes if you are 16 and deemed not able to make decisions about your care, you will have to get one of those above to consent for you.

### Do I have the right to refuse treatment?

As a young person under 18 who is able to make decisions about their care, you have a right to refuse treatment.



## FEEDBACK

### Can I give feedback or make a complaint?

As a young person you have the right to give feedback or complain about the service you receive just as any adult can

### How should I go about making my concerns known?

Firstly, staff should ask for your feedback on the service or ask you to fill in a feedback form, this should be your first port of call, otherwise, try speaking to the relevant manager for the service you used:

Practice Manager (if it was a GP Surgery)

Sister in Charge (if it was a ward)

Department Manager (if it was a clinic)

The Friends and Family Test - where everyone will be given the opportunity to provide feedback on their health care experience - should be available across all NHS services by April 2015.



youth  
forum

**IF YOU'RE UNDER 18  
YOU HAVE RIGHTS IN THE NHS!**

@NHSYouthForum

NHSEnglandYF

**NHS**  
England



# THE NHS YOUTH FORUM'S TOP TIPS TO INVOLVE YOUNG PEOPLE

## STRATEGIC INPUT

HOW ARE YOUNG PEOPLE INVOLVED IN DECISION MAKING?

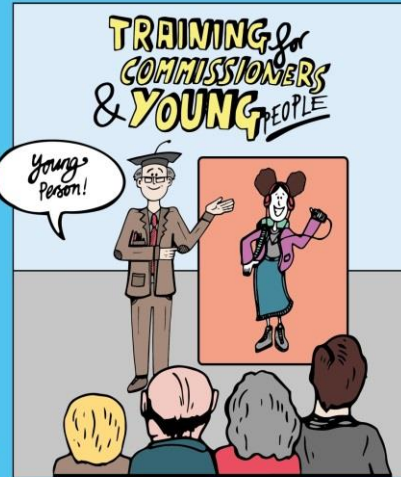


GO OUT and LISTEN TO EXISTING groups

BE PROACTIVE AND REACH out



CO-PRODUCE, CONSULT & ENGAGE

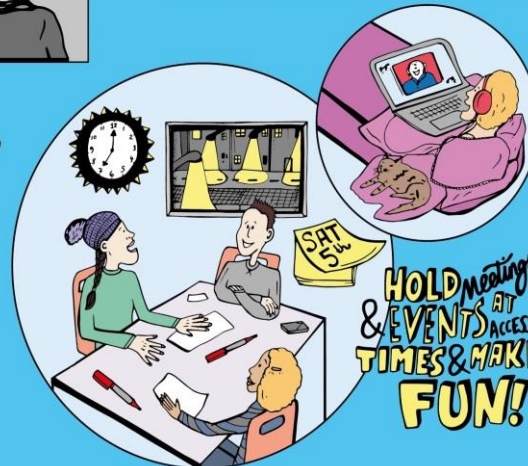


APPOINT Youth AMBASSADORS & BOARD members



Embrace SOCIAL MEDIA

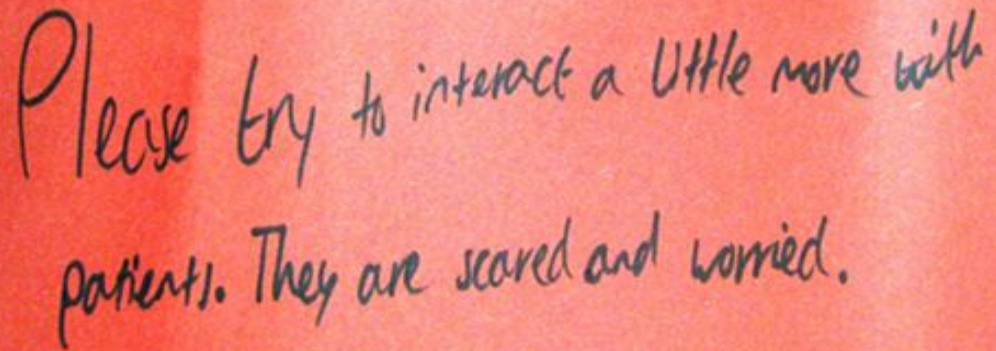
WORK with PARTNERS







Thank you!



Please try to interact a little more with patients. They are scared and worried.

**Kath Evans**

**kath.evans3@nhs.net**

**@kathevens2**

**Experience of Ca  
Infants, Children,  
NHS England**



**Working with People & Maternity**



# Helpful information/resources to support engagement & improved experiences with Children & Young People

CYP Experience Presentations,  
Autumn 2015

<http://patientexperiencenetwork.org/resources/cypexp-events/>



# Reflecting on case studies.....



# Reflecting on the case studies

- ▶ Are there particular approaches in the case studies that you liked or disliked?
- ▶ Want more information on? Wanted to clarify?
- ▶ If you have experience of being involved in public engagement or debate in outcomes for services, research or commissioning?

.....What worked or was positive?

.....Were there problems or issues? What were these and how do we overcome them?

.....If you were doing it again what would you do or want done differently?





# Methods, approaches, considerations

- ▶ Many ways to make a cuppa.....



VICTIMS OF CIRCUMSOLAR

- ▶ Sally wants to and considera

ods, approaches  
/.....

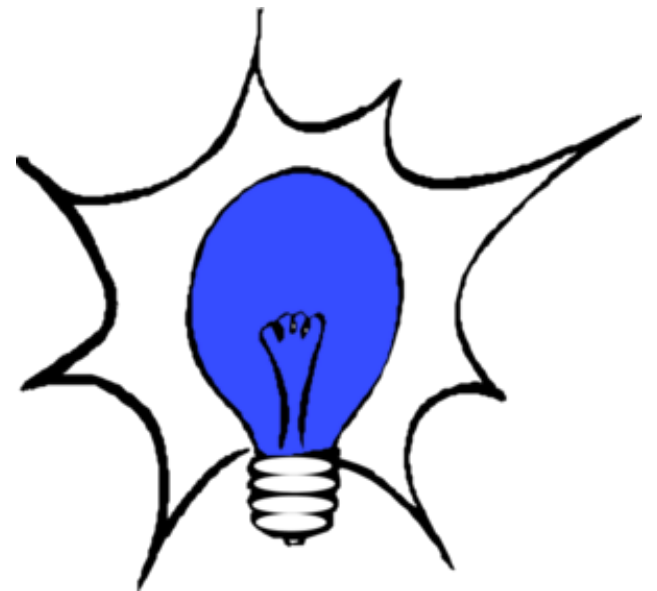
Outcomes that matter to patients and the public; **what are important elements of success** in methods, approaches, considerations?



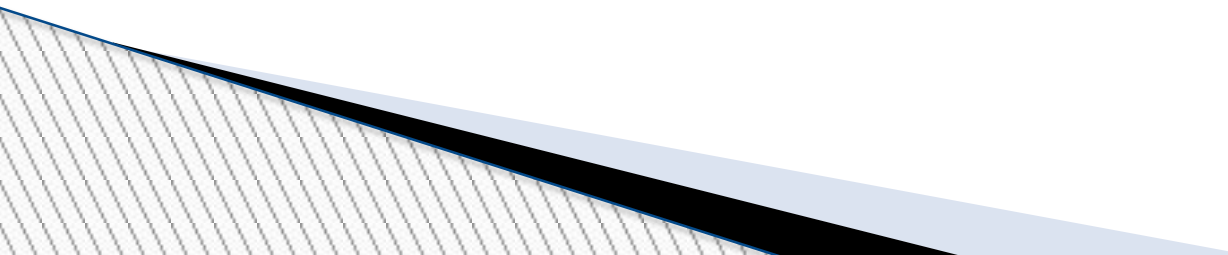


# Applying the shared learning

- ▶ Take 5 – 10 mins to develop a scenario/context for developing outcomes that matter to patients and the public – suggest that you use something real from the group.....
- ▶ If this is too difficult ask Sally for an example



**Task: a short plan to develop outcomes that matter to patients & the public for your chosen scenario.**  
**Plan should address;**

- ▶ Context: healthcare/service – what do you want to improve?
  - ▶ Context: research – what do you want to capture and measure?
  - ▶ For both:
  - ▶ Sources of existing useful & relevant information?  
Someone done this before?
  - ▶ People involved?
  - ▶ How to work together and engage?
  - ▶ How to use the outcomes? Get others interested?
- 



Thank you!

