Our New Children’s Hospital

How children, young people and families have been involved in planning the New Children’s Hospital

2006 – 2011

Delivering better health
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This presentation will ...

describe how we did in meeting our 11 commitments for engagement with children, young people and families in planning for the New Children’s Hospital ...
Starting out
How did children, young people and families want to be engaged?

Over a 3 month period the Community Engagement Team met with children, young people, families, staff and the different voluntary groups that support Yorkhill to find out

- how they wanted to be involved
- what they wanted from the new hospital
- how they could help the NHS to design the building
- how they would like to be kept informed
The Engagement Framework
How did children, young people and families want to be engaged?

A report drew together everything we heard and described how NHS Greater Glasgow and Clyde would engage with children, young people, families and communities to deliver the best possible hospital for children and young people.

2006

Our New Children’s Hospital...

... engaging with children, young people and families.
The Engagement Framework
How did children, young people and families want to be engaged?

Teenage patients worked with a graphic illustrator to turn the report into an easy-to-read poster.

3,000 copies of the report and the poster were distributed. A party was held in Yorkhill to launch the framework and to encourage more people to have their say.
Our Commitment to You
Over the next 5 years we will....

The engagement framework made 11 commitments.

The next slides will describe how we went about delivering on these ...
Commitment 1
Establish and Support a Family Panel

• The Family Panel was a group of 155 people, voluntary organisations and charities

• It included parents, families and carers with a range of interests - acute and chronic illnesses, in, out and day patients, surgical and medical, those with physical, cognitive or sensory impairments and minority ethnic communities

• They received information, took part in surveys, focus groups and service re-design e.g. mapping patient journeys or Rapid Improvement Events

• Some were ‘virtual’ members who took part in on-line surveys or wrote in with their views

• The panel was represented on the New Children’s Hospital Stakeholder Reference Group ensuring a family voice was heard at all planning levels

2006 - 2011
Commitment 1
The Family Panel’s Main Achievements:-

• Explained the benefits for families, children and young people in having a mix of single and 4-bed bays to the Scottish Government. This was accepted.
• Ensured family facilities in each in-patient area of the hospital
• Advocated for – and got – a greatly enhanced Family Support and Information Centre in the main entrance of the new hospital
• Ensured the provision of quiet space and interview rooms throughout the new hospital
• Developed relationships with the Project and Design Teams to allow them to speak directly to the people who would use the new hospital
Commitment 2
Establish and Support a Youth Panel

- The New Children’s Hospital Youth Panel was a group of 12 young people who were past or current patients of Yorkhill and 1 sibling of a long-stay patient.

- The panel members were trained in interviewing and survey skills so that they could work with young people in Yorkhill and other health facilities in the West of Scotland to gather their views and pass these to the New Children’s Hospital Project Team.

- They used their experience to empower other young patients to play a positive role in improving the health service and making it more supportive of young people.
Commitment 2
The Youth Panel’s Main Achievements

• Helped to design a dedicated adolescent area in the new hospital
• Planned and organised a fact-finding trip to Toronto to visit 2 world-class hospitals with renowned adolescent facilities and services
• Were invited to the Scottish Parliament (twice!), Dublin and a national conference to talk about young people’s health
• Translated reports, survey forms and other written information into ‘youth friendly’ language
• Were invited to join the Stakeholder Reference Group for the New Children’s Hospital to ensure a young patient’s voice was heard
• Developed relationships with the Project and Design Teams to allow them to speak directly to the young people who would use the new hospital
Commitment 3
Provide 2 Public Events Every Year to Take Information Out to the Wider Community

The Community Engagement Team visited schools, community groups and community venues with high footfall such as shopping centres, fire station open days and local galas to take information out into the wider community and to talk to hospital users.

Between 2006 and 2011 over 60 public, outreach events were held all over Scotland - in places as diverse as Glasgow, Edinburgh, Kilmarnock, Lochgilphead, Greenock and Cumbernauld!
Commitment 4
Set Up and Maintain a Web Page of Our Work

Follow this link to view films, reports and minutes from our work

http://www.nhsggc.org.uk/content/default.asp?page=s514_10_1
Commitment 5
Run Regular Surveys of Your Views

We ran surveys on-line and in the wards and departments of Yorkhill to inform all the key milestones of the planning process.

We began with a survey for the Outline Business Case which described what families and patients wanted from their new hospital and continued with detailed surveys on issues such as:

- the design of the main entrance
- age-appropriate facilities
- the design of day surgery services
- family facilities
- public transport to the new hospital

You can read the reports of our surveys at
http://www.nhsggc.org.uk/content/default.asp?page=s514_10_1
Commitment 6
Run Regular Focus Group Discussions

Planning a new children’s hospital is a detailed, complex and technical process so we developed new ways for children, young people and families to get involved and have their say. Some of these included:

**Design workshops:** a unique series of 15 workshops held with patients from 8 to 80 years to describe what they wanted in the new buildings. The design workshop’s report was part of the Customer Requirements, which all companies bidding to build the new hospital had to include in their designs.

**Mock up rooms:** Families and young patients visited mock up rooms to comment on their space, design and layout. Feedback was used by Project Team to help inform decisions on design.

**Meetings with the architects:** you can see a film of the Youth and Family Panels discussing the 1:200 plans with Grahame Harris of Nightingales on line at [http://www.nhsggc.org.uk/content/default.asp?page=s1122](http://www.nhsggc.org.uk/content/default.asp?page=s1122)
Commitment 7
Establish a Newsletter for Children and Young People

Regular newsletters were provided for families and patients and information on the opportunities for engagement on the New Children's Hospital was available in 4 languages - Urdu, Punjabi, Chinese and English.

The Youth Panel placed articles on their work in Yorkhill's newsletters for young patients.
Commitment 8
Provide Regular Briefings to Community Groups and Local Interests

The Community Engagement Team provided an average of 10 briefings each year on the New South Glasgow Hospitals Project for Area Committees, Community Reference Groups and Community Councils.

Regular briefings were also held for community groups and local interests.
Commitment 9  
Support Voluntary Organisations and Charities to Become Involved

Voluntary organisations, patient’s groups and charities played a key role in the engagement programme.

As members of the Family Panel they provided advice, information and feedback as well as helping to distribute information to their Scotland-wide networks.

They were supported to get involved through briefings, newsletters, a reception at a key milestone in the planning process and by presentations, information and meetings tailored for their membership.
Commitment 10
Provide Appropriate Support to Individuals to Help Them Get Involved

Support took many forms …

- A clear remit for each Panel
- Facilitated visits and training events
- A named contact to provide an easy point of contact to discuss support needs
- On-going 1:1 support and peer support for new members
- Adapted minutes and easy-read reports
- Support costs for transport, childcare etc
- Sign language and language interpreters were provided when required
- Travel, childcare, parking needs etc were met
Commitment 11
Establish and Support a Community Engagement Panel to make sure that everyone who wants to, is given the opportunity to take part in the planning and design of their new hospital

Established in 2006 the Community Engagement Advisory Panel oversaw engagement activity for the New Children’s Hospital ensuring that the widest range of views were fed back into the planning and design processes; and that this activity was understood and supported within Yorkhill.

The panel met quarterly with a membership that included the Family and Youth Panels, New Children’s Hospital Project Team, CHCPs and representatives from Yorkhill.

The group provided advice on the involvement of community and voluntary organisations, promoted community engagement through participation in events and publicised our work widely with parents, carers, children and young people.

Follow this link to view minutes and reports from the Community Engagement Advisory Panel

http://www.nhsggc.org.uk/content/default.asp?page=s514_10_1
What next….

• Construction started early 2011

• We continue to involve children, young people and families in understanding and developing service re-design e.g. the bereavement pathway

• Future opportunities for the Youth and Family Panels to influence ‘softer’ finishes of single rooms e.g. interior decoration, furniture, signage etc

• Hospital complete 2015