

NHS



YOUTH VOICE



SUMMIT

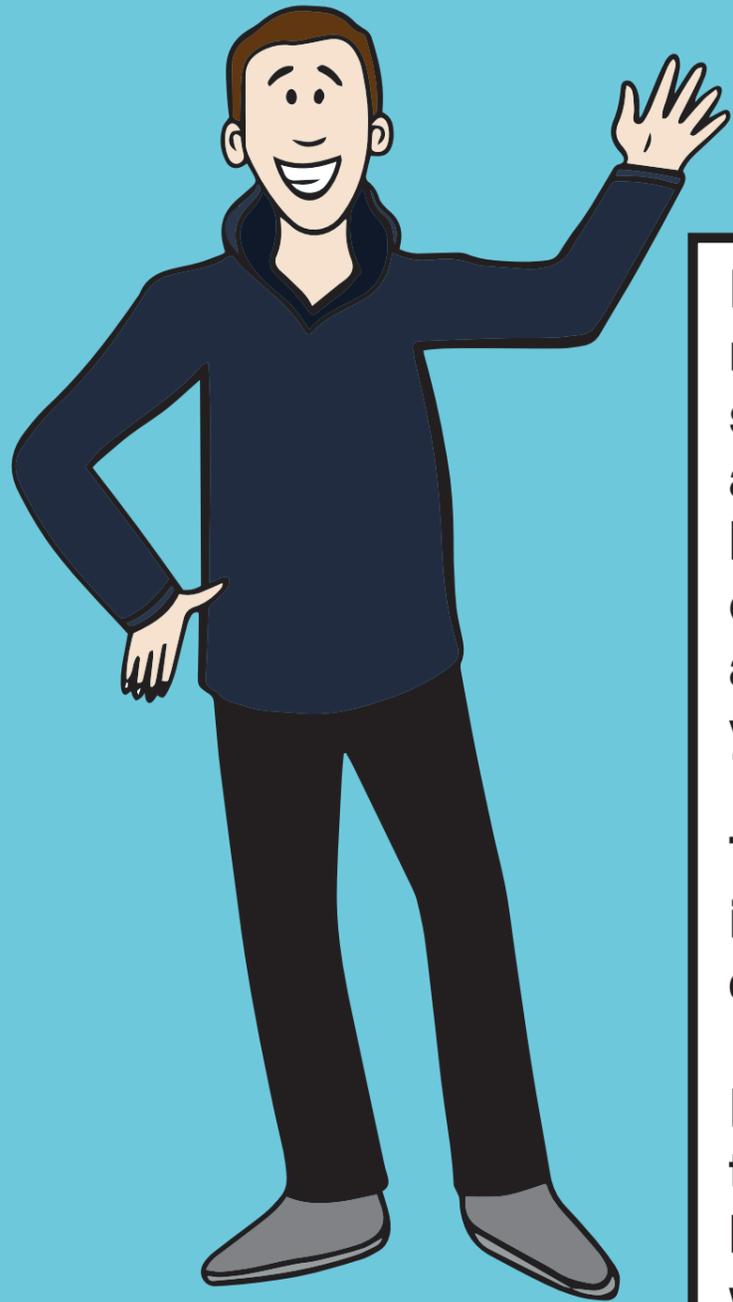


#4V519

2019

@beciward

INTRO



Looking back at the Youth Voice Summit 2019 it's mind-blowing to think about all we achieved in just a few short hours; the event brought together over 200 children and young people, youth support workers and senior leaders with one key aim – to discuss the ambitions set out within the Long Term Plan (a ten year plan for the NHS) and how these goals can be achieved in the context of youth volunteering and social action.

The reason the day holds such special memories for us is due to the value that was placed on the skills and experiences of the young people in attendance.

Dom and I were honoured to be chosen as co-hosts for the day and having us chairing the event mirrors the behind the scenes work done by our peers. All six workshops were co-designed and co-delivered by young people. We also opened both our sessions by hearing spoken word pieces by young people on the Long Term Plan. While we did give senior leaders chance to present to the group and offer their reflections on the discussions they had been part of, it was touching to see individuals such as Martin: CEO of St John's Ambulance, in attendance merely to soak up all the knowledge on offer.





We want to sincerely thank the leaders that took time out to commit wholeheartedly to listening and treating our young attendees as peers. You allowed our workshop leads to facilitate amazingly lively conversations on well-trodden issues including transition, workforce and digital to draw out quirky and innovative ideas. We also want to extend our gratitude to our attendees and for unashamedly sharing your stories and journeys with us, we've taken huge steps in understanding how you want to see the NHS work and hopefully in encouraging leaders to engage more closely with a quarter of the population that they really fail to do so.

As phenomenal as the summit was, it is not the end goal, but the first big step in a journey to true co production of children and young people's (CYP) services in the NHS and we must continue to allow young people to continue to shape the agenda. Over the next few months, as well as working through the actions in this report, we will be meeting senior leaders to work on how we continue to build on the great work we have embarked upon..

This report highlights the key actions following the Summit.



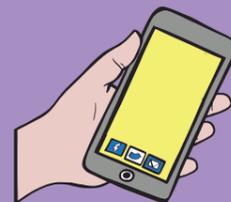
OUR APPROACH

The Youth Voice Summit is one example of our intention to raise the national profile of Children and Young People and focus on how we can deliver the challenges set within the Long Term plan through youth social action, participation and volunteering.



In designing the Summit, we wanted to make sure the whole event was co-created by young people. That is why:

- Young people planned the event
- The event was chaired by young people





We held 4 workshops with young people where they created spoken word pieces about what is important to them about the Long Term Plan. For many of the young people, it was the first time they had ever performed.



We partnered Alderhey Youth Forum with the Reporters Academy to be trained as young reporters; they interviewed senior NHS Leaders and created a film reflecting the summit which you can watch here: xxxx.

WHO WAS THERE

Over 200 people attended the Youth Voice Summit, most of these were young people who are actively involved in youth social action, volunteering and are participating in projects in their local health care settings. We also invited young people through our partners, British Youth Council, the Association of Young People's Health, Step Up to Serve/#Iwill and RCPCH.

Young people also wanted to invite senior leaders from the health system to learn, listen and work with them to highlight how solutions can be co-produced. There were several senior health care leaders, including:



WHAT HAPPENED ON THE DAY

HIGHLIGHTS *from* THE 6 WORKSHOPS

WE RAN 6 WORKSHOPS – CO PRODUCED WITH YOUNG PEOPLE TO DISCUSS WHAT MATTERED TO THEM IN LINE WITH THE COMMITMENTS IN THE LONG TERM PLAN. THE WORKSHOPS WERE:



**PRIMARY
CARE ACCESS**



**MENTAL
HEALTH**



TRANSITION



**DIGITAL
FUTURE**



WORKFORCE



**EARLY
INTERVENTION
& PREVENTION**

COMPLEXITY
& SPECIALIST
SERVICES

ANXIETY
PEER
SUPPORT
NETWORKS

HEALTH
in the
COMMUNITY

PRIMARY
CARE &
ACCESS

FACE
to
FACE
CARE & SUPPORT

Continuity
OF
CARE

ACCESSIBLE DROP INS

IMPORTANCE of **CO-ORDINATED**



MENTAL HEALTH

MENTAL HEALTH

approach

LED *by*

YOUNG

PEOPLE

LET *young*
PEOPLE *BE*
in **POSITIONS**
of **POWER &**
LEADERSHIP

SICK
of **TELLING**
OUR *story* **OVER & OVER**
AGAIN



ADOLESCENT
to ADULT

AT LEAST

THIS is
the EXPECTATION

WHY do WE
feel THAT
1 DAY changes

HOW

WE are
TREAT?

FEELING

Like A

STAT

THE NONART of

TRANSITION

MATURITY
& RESPONSIBILITY
DON'T COME in 1
DAY

WE DON'T
UNDERSTAND this
TABOO DEATH TRAP

SO WHY
TREAT us LIKE
this IS the GENERIC
WAY?

I'M SUPPORTED
& FEEL I CAN
EXPRESS

I NEED to BE listened
TO & PART OF the PROCESS

IF WE still
DEVELOP up to
25

so IF it
ALL goes WELL

WHY DO WE STRUGGLE to FEEL ALIVE

CLEAR DRIVE
DRIVE
for

YOUTH
DIGITAL
AMBASSADORS

BRINGING PEOPLE

together

NHS
APP

DIGITAL FUTURE

& PROMOTING
THINGS like
THE NHS
APP

Working
WITH

YOUNG

CO-DESIGN

FUTURE

PEOPLE to

the

FOCUS ON
THE USERS

CYP *are* **25%** *of* **THE POPULATION** & **100%** *of* **the FUTURE**

WORKFORCE

EXPLORE
DIFFERENT
ROUTES
INTO NHS CAREERS

WORK EXPERIENCE
APPRENTICESHIPS
INTERNSHIPS

THAT **ARE**
AS DIVERSE *as* **US**

INSPIRE
HAVING **ROLE**
MODELS *in*
LEADERSHIP
POSITIONS

SELF CARE

WORK WITH **US**
to **DESIGN**

HEALTH
MESSAGES
THAT
ARE
OWNED
by
US

**EARLY INTERVENTION
& PREVENTION**

SUPPORT
IN
SCHOOLS

PEER to
PEER support

WE DON'T like
TERMS LIKE
"OBESITY"

Support **US** to
BECOME the
SOLUTION!

WE **DON'T**
WANT to be SEEN
AS A **PROBLEM**

KEY ACTIONS

The Summit led to a lot of actions (we are currently working through the details) but here is a summary of those that we are excited about:



Setting up a meeting with the Chair of NHS Improvement, Baroness Dido Harding, Chair of NHS England Lord David Prior, the Chief and other senior leaders about how we continue to build on youth social action and volunteering in the NHS



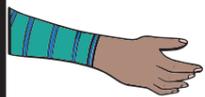
Presenting at the Children and Young People's Transformation Board on the Summit (this is the Board which will oversee the change to children and young people's services in the NHS highlighted within the Long Term Plan) and supporting the Board to recruit 4 young people to be active members of this Board by August 2019



Developing a proposal for a Youth Digital Ambassadors Club /forum which will advise on the development of digital tools to support healthcare, such as the NHS App etc.



Developing a youth champion's reverse mentoring pilot programme which will pair young people with people already working in the NHS to help each person to address their weaknesses with the help of the other's strengths



Developing a proposal to consider a family forum like the NHS Youth Forum to ensure that the voice of parents and carers are also integral to the development of NHS services



Exploring with Young Minds, through the NHS England commissioned 'Amplified programme', ways to enable children and young people, parents, and carers' voices to be heard in service development within children's and adolescent mental health services (CAMHS).



Developing ways to ensure that young people from the age of 14 can develop skills in health and care and contribute their time through volunteering and social action opportunities



Influencing the Workforce Race Equality Strategy so that it includes a section on the future workforce and what we need to do to ensure young people are interested in careers in Health.



In partnership with Voluntary sector organisations and Primary Care Networks develop a range of volunteer roles to support to create new opportunities for volunteering in primary care



Work with the NHS Youth Forum and other young people to test and develop ideas and innovative practices that links primary and secondary care for better user experience



Nominate one young person to sit on the Interface Working Group (a group that brings together key people in Primary and Secondary Care to identify the main issues and to develop actions to implement solutions.)



The Primary Care Team will look to pilot 'drop-in' sessions in schools, youth centres and other community spaces. These could be led by any member of the primary care team, feeding into other primary care services (or directly into secondary care) where necessary.



The Primary Care Team has agreed to work with the Youth Forum to design peer-support networks, enabled by digital technology where appropriate. An initial workshop will be held XXX



The Primary care team will work with the Youth Forum and other partners to design templates for self-care toolkits for young people, across physical and mental health. An initial workshop will be held XXX



Advocate and champion the 'Principles of Engaging young people' in NHS Events as signed by Ruth May (Chief Nursing Officer) – this is highlight in the next page



Develop a strong communications plan that is co-produced with young people that continues to build the momentum and interest in youth social action, participation and volunteering through blogs, mini videos and influencing national event such as Health Innovation Expo etc

YOUNG PERSON'S CHARTER for YVS 2019 & TRANSFORMATION BOARD

As young PEOPLE we WANT to BE involved in CONVERSATIONS about THE NHS & ITS FUTURE, Things THAT will HELP us DO this INCLUDE:

HOLD EVENTS OUTSIDE SCHOOL HOURS - HOLIDAYS, EVENINGS & WEEKENDS WORK WELL.

1 EVENT timing

2 EARLY ENGAGEMENT

INVOLVE US FROM THE BEGINNING IN ISSUES; WE WANT TO SHARE IN THE PROCESS OF FINDING SOLUTIONS TO WICKED CHALLENGES

3 LET US LEAD

CREATE OPPORTUNITIES FOR US TO BE IN THE LEAD AT EVENTS AND PROVIDE US WITH THE SUPPORT TO DO SO 'GIVING US OPPORTUNITIES BUILDS OUR CONFIDENCE'

10 SUPPORT US

IF WE ARE THE ONLY YOUNG PERSON ATTENDING THE EVENT, ENSURE WE HAVE A "POINT OF CONTACT" PERSON TO TAKE US UNDER THEIR WING. IT CAN BE REALLY NERVE WRACKING WHEN YOU FEEL LIKE THE ONLY PERSON IN THE ROOM WHO DOESN'T KNOW WHAT THEY'RE DOING! HAVING THAT PERSON TO FOLLOW AND INTRODUCE YOU TO PEOPLE IS VERY REASSURING.

4 USE SOCIAL MEDIA

TWITTER, SNAPCHAT, INSTAGRAM, INVITE US TO DO VLOGS, BLOGS, LIVE FEEDS, THIS CAN ENGAGE YOUNG PEOPLE WHO CAN'T ATTEND

9 RECOGNISE OUR CONTRIBUTION

THINK ABOUT PROVIDING CERTIFICATES OF ATTENDANCE AS RECOGNITION FOR OUR PARTICIPATION AND PROVIDE US WITH FEEDBACK AFTER THE EVENT ABOUT WHAT HAS HAPPENED AS A RESULT OF OUR CONTRIBUTION.

5 GET CREATIVE

MAKE THE EVENT SAFE YET FUN, CREATIVE, RELAXED AND INFORMAL IN DRESS CODE; YOU'LL GET MORE OUT OF US. GIVE US OPPORTUNITIES TO SHARE OUR IDEAS IN DIFFERENT WAYS; WE ARE NOT ALL CONFIDENT PUBLIC SPEAKERS.

8 BE ACCESSIBLE

ENSURE NAME BADGES ARE AVAILABLE, CLEAR SIGNAGE AND THAT THE VENUE IS FULLY ACCESSIBLE. TRAVEL TO EVENTS SHOULD BE PAID FOR AND REFRESHMENTS PROVIDED.

6 KEEP it RELAXED

BUILD IN TIME FOR INFORMAL CONVERSATIONS WITH DECISION MAKERS, SO WE CAN ASK QUESTIONS IN A MORE RELAXED WAY

7 KEEP it SIMPLE

AVOID JARGON / ACRONYMS OR EXPLAIN THEM WHEN THEY ARE USED AND DON'T DO 'DEATH BY POWER POINT' BE MORE CREATIVE!



THANK YOU