



# Young Healthwatch Northamptonshire Annual report 2019-20

Young  
**healthwatch**  
Northamptonshire

# About us

Young Healthwatch Northamptonshire is a group of young people between the ages of 11 to 24 who are health and social care champions.

## What we do:

- Look at local health and social care issues
- Give young people a voice for all aspects of health and social care locally
- Work with professionals on the health and wellbeing of young people locally and nationally
- Set our own work plan
- Learn new skills
- Report back to the Healthwatch Northamptonshire Board



# Our New Co-Chairs

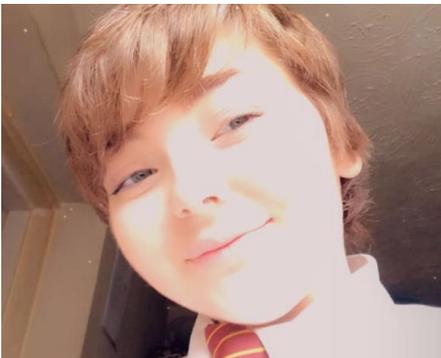
**We could not do what we do without the support of our amazing volunteers. The Chair of Young Healthwatch Northamptonshire is elected by the young people. This year they elected Darcie and Hayley-Jade, both will share the role as Co-Chairs.**



## **Darcie, 16**

"I'm excited to be working with everyone again and new people, but also being able to push my self further and do things I've not done before! I have been volunteering with Young Healthwatch for nearly 5 years now. All the events I've done with YHW have been so good and have encouraged me to continue to be with them. I originally joined when my mum suggested it to me, I felt welcome and valued so I continued to be part of YHW. I can't wait to see what we do in the future.

Overall I think we make a big impact on health and social care for young people as we provide them an insight which the adults and health care professionals can't get as they are no longer young and healthcare is different to how it was when they were younger. We have been recognised for our work through different awards. However the work we do impacts us as well, it helps us to gain skills and binds with others."



## **Hayley-Jade, 16**

"I'm super excited to be working with everyone and having more experiences in things I'm really interested in :)"

# How we've made a difference



## What another amazingly busy year it has been for Young Healthwatch Northamptonshire. We have seen some of our fantastic volunteers head off to university to study medicine and have welcomed some new volunteers.

Our volunteers now range from 11-19 years old. We have forged great partnerships with local services such as Northamptonshire's Young Carers Service to make sure that young carers are included in the conversations around health and social care locally and nationally, and have built on our valued relationships with local service providers across Northamptonshire, including both Northampton General Hospital and Kettering General Hospital. We have also continued to upskill our volunteers and offer them new experiences, but most importantly we have continued to make a difference to health and social care for young people in Northamptonshire while having fun and making friends.

### Personal, Social, Health and Education (PSHE) in Northamptonshire

In the summer Young Healthwatch Northamptonshire was commissioned by Public Health Northamptonshire to carry out a review of Personal, Social, Health and Education in Northamptonshire schools. They designed a survey that was shared throughout the county's schools, youth clubs and other youth services to find out young people's experiences of PSHE lessons. The survey covered how useful the lessons were, the topics that had been taught and what they wanted to learn more about.

We collected the views of 823 people aged 13 to 15 and also held four focus groups with 100 young people. The young people told us they preferred to have PSHE delivered through specific lessons on their timetable and that to improve

their PSHE lessons, they would like more interaction and group work with up to date, relevant content. They valued the topics that had been covered already, but many wanted to know more about topics that would prepare them for adult life, such as money and finances. Overall, young people were fairly satisfied with their PSHE lessons, with over half rating their usefulness as four or five out of five.

Young Healthwatch made a video reporting the findings of the project. Read the report and watch the video at: [www.healthwatchnorthamptonshire.co.uk/news/PHSEreport](http://www.healthwatchnorthamptonshire.co.uk/news/PHSEreport)



#### Join us

If you are interested in being part of Young Healthwatch or working with them, please get in touch.

**Website:** [www.healthwatchnorthamptonshire.co.uk/get-involved-young-healthwatch](http://www.healthwatchnorthamptonshire.co.uk/get-involved-young-healthwatch)

**Telephone:** 0300 002 0010 or 07376 130329

**Email:** [younghealthwatch@healthwatchnorthamptonshire.co.uk](mailto:younghealthwatch@healthwatchnorthamptonshire.co.uk)



Screening of our short film at Cineworld Northampton - April 2019

## Working with our hospitals

This past year has seen us continue to work with Kettering General Hospital (KGH) and Northampton General Hospital (NGH).

NHS England awarded a Celebrating Participation in Healthcare grant to Young Healthwatch Northamptonshire to showcase their work as an example of good practice in involving young people in healthcare. Young Healthwatch Northamptonshire and Shooting Stars (a participation group for children and young people with special educational needs and disabilities) teamed up to create a short film about their visit to Kettering General Hospital.

The film was premiered in April at Cineworld Northampton for the young people and professionals involved, parents and local health and care organisations.

The video showed the improvements KGH had made following the visit by Young Healthwatch and Shooting Stars,

highlighting the importance of feedback from young people in creating a better experience for patients at the hospital.

During the visit young people spent time in the Paediatric Emergency Department, Paediatric Outpatients and on Skylark Children's Ward. They spoke to patients and staff and were very impressed with the facilities the hospital had for children and young people.



"The perspective, energy and enthusiasm that Young Healthwatch continue to bring to KGH always amazes me. Every time we meet I learn something new and they always have fresh ideas on how we can improve."

- James Gillespie-Allan, Head of Patient Experience and Involvement at KGH

## Takeover Day

In November our young volunteers took part in Takeover Day at both hospital trusts. Takeover Day allows children and young people to gain an insight into the adult world and organisations open their doors to benefit from a fresh perspective on their work.

After a meet and greet with the Head of Patient Experience and Engagement at NGH and attending a board meeting with the CEO and board members at KGH, the young volunteers talked about feedback that the hospitals receive from patients and how patient experience can be improved, especially for young people.

At NGH, the team had the opportunity to hop aboard the Children's Train, driven by its amazing volunteers. The train allows for young patients to have fun while being transported around the hospital for treatments and procedures. Meanwhile, at KGH, Young Healthwatch members met the communications team and had an insight into how they keep the public updated with new and exciting developments. In both hospitals, they

also had the chance to try out a range of food, from sandwiches to a Sunday dinner, that is served to young patients, and to provide feedback.

At NGH Young Healthwatch then dressed up in scrubs, caps and masks and were shown the state of the art simulation suite, which allows simulated learning scenarios to provide invaluable opportunities to observe, develop and test how healthcare professionals work together and interact with their environment and equipment. KGH showed the young volunteers the radiology department, where they learnt about how radiology works and is used to treat patients. They were also shown fascinating images made by the MRI scanner.

This work was recognised by the Patient Experience Network (PEN) and we have been shortlisted for a Patient Experience Network National Award in the Engaging and championing the public category. Due to the Covid-19 pandemic the awards ceremony has been postponed so we are still waiting to see if we have won.

### Young Healthwatch during Takeover Day at Northampton General Hospital



## Patient Experience

In February at our meeting we were joined by the patient experience leads from both NGH and KGH who asked us for input and help in designing the new friends and family test cards for children and their families as well as a patient experience board. These have now been produced with the suggested changes made.

In October one of our Young Healthwatch Northamptonshire members was invited to take part in the Patient-Led Assessment of the Care Environment (PLACE) assessment at KGH. PLACE is a system for assessing the quality of the

patient environment. It is an organisational voluntary self-assessment which takes place annually, and applies to NHS trusts, voluntary, independent and private healthcare providers.

Earlier in the year we were asked by NHS Improvement to take part in a series of short films that would focus on involving children and young people in patient experience in hospital trusts. We teamed up with KGH again to explain to other professionals what had worked well and how they could include young people in their future work. The films were shown at the Healthwatch Northamptonshire annual meeting and are on YouTube [bit.ly/YHWandKGHvideoswithNHSI](https://bit.ly/YHWandKGHvideoswithNHSI)

“The best part of being a YHW volunteer from the last year has been doing the PLACE assessment at KGH. It was a good experience as I was the first young person to attend the PLACE assessment and I was treated as a grown up and encouraged to share my ideas and thoughts. Overall the day was fantastic and I got to talk to some professionals who thought the work YHW did was amazing.” – *Young Healthwatch Northamptonshire Volunteer*



Top left: Patient experience feedback cards for young people. Top right: Volunteers and staff at Kettering General hospital carrying out the PLACE Assessment.

Bottom: Filming the NHS England and NHS Improvement videos at Kettering General Hospital



“Having Young Healthwatch with us was incredibly exciting and inspiring. Seeing their enthusiasm for how the hospital works and receiving their feedback on potential ways in which we can improve was fantastic.”

*- Rachel Lovesy, Head of Patient Experience and Engagement at Northampton General Hospital*

## Listening to and supporting involvement of young carers

Thanks to a Takeover Challenge grant from NHS England, designed to connect young people with the NHS, Young Healthwatch Northamptonshire and Northamptonshire Young Carers Service were able to work together and strengthen our links.

Part of the work included recruiting young carers to join Young Healthwatch Northamptonshire. We changed the way we meet to make sure that meetings were accessible to young carers and moved our meetings from every six weeks to every month. This has brought a new dimension to the meetings. It has made everyone who interacts with the group, including commissioners, consider how services could work better for young carers and their families

We have worked with Northamptonshire Health and Care Partnership (NHCP) to make sure that young carers are considered in the planning of healthcare services for young people locally. In turn this has strengthened our relationship with Nene and Corby Clinical Commissioning Groups (CCG, now Northamptonshire CCG). Over the past year we have welcomed members of the CCG to our meetings to discuss various issues and for them to explain the role of the CCG and NHCP to our young volunteers. In October Nene CCG played host to our monthly meeting with senior members of the CCG, including Toby Saunders, the joint CCG Chief Executive, answering questions from Young Healthwatch Northamptonshire.

The work with Northamptonshire Young Carers Service also included a survey to gather the views and experiences from young carers about their emotional wellbeing and needs. We heard from 85



Young Healthwatch Northamptonshire and Northamptonshire Young Carers Service meeting

young carers between the ages of 11 and 19. Almost two-thirds of young carers felt their caring role affected their emotional wellbeing or mental health. Over half had experienced the challenge of long waiting times when accessing a service and around a third felt they had not been given enough support or that the services did not know about their issues.

Being a young carer can have an additional impact on mental health, which requires understanding from professionals and support services. Our report recommendations included:

- Design emotional wellbeing and mental health services that provide extra support for young carers.
- Use young carers' experiences and insight so they recognise the different support needs young carers have.
- Put in place ways to identify young carers, as the caring responsibility of young people can often be missed.

“The opportunity to be part of Young Healthwatch has positively impacted the young carers' confidence and given them the chance to develop new skills and take part in new experiences.”

- Philip Mayes, Senior Young Carer Worker, Northamptonshire Young Carers Service

[www.healthwatchnorthamptonshire.co.uk/youngcarersreport](http://www.healthwatchnorthamptonshire.co.uk/youngcarersreport)

# Events and awards





The group of people taking part in the 15 Step Challenge training

## Events

Young Healthwatch Northamptonshire were invited to take part in NHS England's Youth Voice Summit which took place in London in April. The day was organised by the NHS Youth Forum and gave young people the opportunity to take part in workshops and a question and answer session with Simon Stevens, Chief Executive of the National Health Service, and other senior leaders.



Top: At the NHS England Youth Voice Summit  
Bottom: The film launch at Cineworld



In the summer we attended Northampton Carnival, International Youth Day and Northampton Mela where we were able to tell the public about what we do as well as gather feedback about services and survey responses.

In September 2019 Healthwatch Northamptonshire staff ran training about NHS England's 15 Step Challenge for young people from local Healthwatch across the country. 25 young people from four different Healthwatch took part and this is the first time that young Healthwatch volunteers have been brought together in this way to share a training opportunity.

“We’d like to say thank you to Healthwatch Northamptonshire for organising and hosting the 15 steps training. It was a fantastic day and our young people really enjoyed it. It was clear, concise and well thought out. Also I can’t forget the brilliant contribution from Young Healthwatch Northamptonshire”

– Healthwatch Lewisham



Young Healthwatch with their 2018-19 PENNA award

## Awards

This year we have been reaccredited with our Investing in Children Membership award, the award evidences that children and young people are at the heart of decision making in our organisation. This was a huge achievement for everyone involved.

The work that we have completed with Kettering General Hospital and Northampton General Hospital was recognised by The Patient Experience Network (PEN) and we have been shortlisted for a Patient Experience Network National Award in the Engaging and championing the public category. Due to the Corona virus pandemic the awards ceremony has been postponed and so we are still waiting to see if we have won.



“My report clearly demonstrates the ways young people influence decision making in the area. Everyone I met with spoke highly of the project and the ways they have a voice”

- Investing in Children project manager assessing Young Healthwatch

# Thank you to all our volunteers!



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First for Community Engagement

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