Yorkshire & the Humber PPE Event

29th June 2015
# Agenda

**Yorkshire and the Humber Strategic Clinical Clinical Networks**

<table>
<thead>
<tr>
<th>Time</th>
<th>Title</th>
<th>Lead</th>
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<tbody>
<tr>
<td>09:00</td>
<td>Registration / Refreshments / Market Place – Vox Pop</td>
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<tr>
<td>09:30 – 09:35</td>
<td>Welcome &amp; Housekeeping</td>
<td>Clare Hillitt</td>
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<tr>
<td>09:35 – 09:50</td>
<td>Young Peoples Experience of Engagement with Health Services</td>
<td>Young Person TBC</td>
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<tr>
<td>09:50 – 10:10</td>
<td>Partnerships with children, young people and families, progressing our collaborative journey….sparkly red shoes optional</td>
<td>Kath Evans</td>
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<tr>
<td>10:10 – 10:35</td>
<td>SCN Programme Introduction and PPE Strategy “Why we are here today and what we want you to do”</td>
<td>Andrew Clarke</td>
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**Refreshments and Market Place – Vox Pop**

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<tr>
<td>10:50 – 11:00</td>
<td>Planning to Get Young People Involved with the SCN</td>
<td>Emmerline Irving</td>
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<tr>
<td>11:00 – 11:30</td>
<td>Facilitated Table Work – Bringing the Virtual Network to Life - Part 1: Preparation</td>
<td>Table Facilitators</td>
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<td>11:30 – 12:10</td>
<td>Awarding the Contract Plans from each table to presented to a panel</td>
<td>Kath Evans, Clare Hillitt, Young Peoples Representatives</td>
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<tr>
<td>Time</td>
<td>Session</td>
<td>Presenter/Role</td>
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<tr>
<td>13:00 – 13:10</td>
<td>Getting Young People Involved with the SCN</td>
<td>Laura Whixton</td>
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<td>13:10 – 13:40</td>
<td>Facilitated Table Work – Bringing the Virtual Network to Life Part 2: Doing</td>
<td>Table Facilitators</td>
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<td>13:40 – 14:20</td>
<td>Awarding the Contract</td>
<td>Kath Evans, Clare Hillitt, Young Peoples Representatives</td>
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<td>Plans from each table to presented to a panel</td>
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<tr>
<td>14:35 – 14:40</td>
<td>Evaluating Young People’s Involvement with the SCN</td>
<td>Andrew Clarke</td>
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<td>14:40 – 15:10</td>
<td>Facilitated Table Work – Bringing the Virtual Network to Life Part 3: Monitoring</td>
<td>Table Facilitators</td>
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<tr>
<td>15:10 – 15:40</td>
<td>Awarding the Contract</td>
<td>Kath Evans, Clare Hillitt, Young Peoples Representatives</td>
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<td>15:40 – 16:00</td>
<td>Discussion: How a Virtual Network Could Support the SCN – What are the Strengths of Working in this way?</td>
<td>Andrew Clarke</td>
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<td>16:00 – 16:15</td>
<td>Pledges</td>
<td>All</td>
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<tr>
<td>16:15 – 16:30</td>
<td>Summary and Next Steps</td>
<td>Clare Hillitt</td>
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Young Peoples Experience of Engagement with Health Services

Mehvish Ali
Youth Forum Chair
Leeds Teaching Hospital NHS Trust
‘Partnerships with children, young people & families, progressing our collaborative journey

....sparkly red shoes optional’

Kath Evans, @kathevans2
Head of Patient Experience
CYP & Maternity
NHS England
Start with ‘why’?

- **Why** is partnership with children, young people and families so important?
There are over 15 million under 20s in England, accounting for nearly 25% of the population. Of these –

- 6% have a disability;
- 14% have a long-standing illness;
- over 10% have asthma;
- 66,000 have autism;
- 60,000 have epilepsy;
- 23,000 have diabetes;
- 68,840 are looked after children (at 31 March 2014); and
- 48,300 are children subject to child protection plans (at 31 March 2014).
Sam...
One of 23,000 CYP with Diabetes

@katheevans2
Thines
part of the 14%
with a
longstanding
health issue
Kiatipat
part of the 6%
with a disability
@katheevans2
A storm....
change starts with me, with us ...
EMPATHY

- Brene Brown
- Simon Baron-Cohen
- Roman Krznaric
- Belinda Parmar
Children’s definition of integrated care

Support for the people who are important to me

Respect and being listened to

Choice and control

Support that’s personal to me

Supporting my dreams and goals

I am respected and listened to; I have choice and control; and at every stage I am supported to live a full independent life.

Changes and growing up

Friends, relationships, people and things around me

http://www.nationalvoices.org.uk/my-life-my-support-my-choice
www.england.nhs.uk
CAN WE KEEP THIS JUST BETWEEN US?

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.

EVEN IF YOU'RE UNDER 18...
Your privacy will be taken seriously.

YOU HAVE RIGHTS IN THE NHS!
COURAGE

‘...have the courage to follow your heart and intuition’

Steve Jobs 1955-2011
NHS DOCTORS SURGERY

INJECTING FRESH IDEAS INTO THE NHS

With thanks to
As professionals we can all consider our personal interactions and how we involve children, young people and families in their care and in service design and delivery

- Recognise and appreciate the good stuff
- Interested in people – public are phenomenal assets
- Readiness to listen ‘No story lives unless someone wants to listen’
- Belief in potential/high expectations, let’s raise the bar
- Embrace new communication strategies
Thank you for making a difference

You’ve always had the Power
my dear, you just had to learn it for yourself.

-Glinda-
Wizard of Oz

@katheevans2
The Children’s and Maternity Strategic Clinical Network and its Work Programme 2015/16

Andrew Clarke
Quality Improvement Manager
C&M SCN

www.england.nhs.uk
The Yorkshire and the Humber Strategic Clinical Clinical Network operates as a catalyst for change across complex systems of care improving quality, outcomes, value for money and patient experience.

**S** Successful partnerships with Stakeholders

**C** Clinically led commissioning for quality and value

**N** Needs of patients central to our work
Y&H SCN

The network covers the following:

- 6,000 square miles
- 5.8 million population
- 24 CCGs
- 15 Acute Trusts and 7 Mental Health / Community Trusts
- NHS England (Y&H)
- Y&H Commissioning Support
- YH AHSN

Four Clinical Networks are covered:

- Cancer
- Children’s and Maternity
- CVD—Stroke, Renal, Cardiac and Diabetes
- MHDN—Mental Health, Dementia and Neurological conditions
Y&H Maternity Priorities

- Maternity Services Configuration.
- Stillbirths
- Term Baby Admissions to and Transition from Neonatal Units.
- Perinatal Mental Health.
- Maternal Morbidity and Critical Care
- Yorkshire and the Humber Maternity Dashboard
Y&H Children’s Priorities

• Review of Children’s Clinical Service Configurations across Yorkshire and the Humber.
• Children and young people’s emotional health and wellbeing across Yorkshire and the Humber.
• Review of Children’s Surgery and Anaesthesia services across Yorkshire and the Humber.
• Transition of children and young people (C&YP) to adult services: Young People Friendly Care.
• Long Term Conditions: Asthma
Yorkshire and the Humber Strategic Clinical Networks

Yorkshire and the Humber SCN C&M Forum

- Y&H Paediatric Clinical Expert Group
  - Transition
  - Surgery & Anaesthesia
  - CAMHS
  - Collaborative Programmes
- Y&H Children’s Strategy Group
- Y&H Maternity Strategy Group
  - Stillbirths
  - Term Baby
  - Perinatal Mental Health
- Y&H Maternity Clinical Expert Group

Y&H Commissioners Groups

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Surgery & Anaesthesia Review

• Project Aims:
To ensure safe and sustainable children’s surgery and anaesthesia services across Yorkshire and the Humber.

• What is Being Done?
- Development of set of standards across Y&H
- Creation of a birds’ eye of current service provision across Y&H to establish risk and variation
- Task and finish groups established to confirm and challenge data and to review possible new pathway models.
Long Term Condition - Asthma

• Project Aims:
  To review asthma commissioning and provision for CYP across Yorkshire & the Humber. Identify Best Practice for management of asthma and to support a system wide reduction in unplanned emergency admissions.

• What is Being Done?
  ➢ Y&H Asthma Management and Services Workshop for commissioners and providers.
  ➢ Work with the National Paediatric Asthma Collaborative
Emotional Health and Wellbeing

• Project Aims:
To provide commissioning support and advice on the development of CAMHS and emotional health services within Yorkshire and the Humber.

• What is Being Done?
- Self-Assessment Toolkit against Future in Mind recommendations
- Access Assessment Process Event
- Intensive Services (Tier 3.5) National Learning Event
- Lead commissioner and regional meetings
- Steering Group established to support work programme
- Sharing best practice

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Transition

• **Project Aims:**

Develop evidenced based, systematic approach to the provision of transitional systems for C&YP to adult care.

To support collaborative working in order to respond and meet the needs of CYP as they transition from children’s to adult services.

To seek to provide a generic approach to transition which can be used by all Providers and Commissioners to improve quality of care and develop a patient centred approach.

• **What is Being Done?**

- Task & Finish Group (T&FG) for Transition of children and young people (C&YP) to adult services: Young People Friendly Care
- Developing key recommendations and action Planning against the ten key themes of transition (as identified by T&FG)
- Document review
PPE in the Children’s SCN

Who?  
When?  
How?  
Did It?
Aims & Objectives

• Establishment of a Y&H Children’s PPE Virtual Network: with a remit to advise and support the Y&H Children’s SCN to plan and identify how the network will facilitate bespoke Public and Patient Engagement (PPE) projects that are tailored specifically for engaging CYP, women and families. This virtual network will also be available to provide support and advice to other networks in Y&H (Maternity, Cancer, Mental Health, Dementia and Neurological Conditions, and Cardiovascular Disease) where there may be cross-over of work affecting CYP.
Plan – Who? And How?

How will the PPE network be able to ensure that young people’s views are heard?

1. Identify the work stream priorities and the challenges for engaging with Young People/Parents/Carers (YP/P/C).

2. Gather and develop key insights and existing work and identify gaps to inform the engagement plan?

3. Identify the appropriate levels of engagement for the following: Strategy Group/CEG, Commissioners Forum, T&F Group and CAMHs Steering Group

4. Ensure engagement and representation from a wide/diverse range of young people across Yorkshire & the Humber?

5. Identify appropriate methods of engagement

6. What would the PPE Network require from the SCN in order to inform engagement plans?

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Do – How? and When?

How will the PPE network carry out and manage engagement of YP/P/C?

1. Ensuring the workforce/organisations are briefed
2. Ensure YP are fully supported to engage at whatever level (e.g. what would be expected of young people/parents/carers and what are they signing up for?)
3. Monitor progress of engagement and provide updates – particularly in line with priorities
4. Adapt engagement when and where necessary based on feedback – from stakeholders and young people
5. How can the PPE network support continual engagement and maintain ongoing dialogue form the above groups of young people?
How will the PPE network evaluate and review engagement.

1. Identify appropriate methods to conduct evaluations and reviews?
2. Measure the effectiveness of engagement, activities and interventions?
3. Measure outcomes against the engagement priorities and new emerging intelligence?
4. Feedback outcomes and results to YP/Parents/communities?
5. Feedback outcomes and results to SCN and other stakeholders?
6. Use the findings from the engagement to develop current and future engagements?
7. Support engagement of other organisations that may not currently be involved?

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Discussion:
Virtual PPE Network
Advantages of working this way
Do we have sign up and support for this?
Thank You

• Mehvish Ali
• Tim Hanstock
• Chantelle Parkes

• Banardos
• Young Minds
• Leeds Community Healthcare
• SAYiT