

Takeover Day 2015

This report provides information about the events that were run as part of Takeover Day 2015 and the comments and work created by young people on the day.

History of Takeover Day

Takeover Day has been developed by the Children's Commissioner for England as an opportunity for young people to take part in influencing and running services that they access. Established in 2006, organizations and businesses have included the police, charities, museums and schools.

Increasingly healthcare organizations and NHS Trusts have become involved. This has been the first year that University Hospitals Bristol has taken part.

Objectives

Objectives of the day were to:

- enabled young people's voices to be heard in a variety of ways
- enable young people to experience the diversity of the Trust recognizing the wide range of roles and skills that contribute to the day to day running and development of the hospitals.

Overview of the Day

Young people who were invited to take part in Takeover Day included members of the University Hospitals Bristol Youth Council, young people who were patients in a number of specialties and Young Healthwatch Champions. As the day occurred during the school term, letters were provided for young people to give to schools highlighting that the day was an educational opportunity.

As this was part of a national initiative, the day was planned to include a diversity of activities across the Trust. The day started at 9.30am with young people meeting together for introductions and a briefing for the first session, with activities throughout the day before finishing at 4pm.

The morning session involved spending time with staff from across the Trust, shadowing them and learning about their roles. Staff that took part included patient safety, chief nurse, pediatric resuscitation officer, ward sisters, consultant and a porter. Following this session young people were invited to share their experiences with each other and the wider team.

As Takeover day took place during the consultation period for the recommissioning of children community health services, the day provided an opportunity for young people to feed their thoughts and ideas into this process alongside sharing what they

thought about the hospital. Management representatives from the Children's Hospital were invited to attend this session.

As Takeover Day activities took place throughout the day, lunch was provided for participants with the afternoon session starting with a spoken word workshop by a local poet including the opportunity to record the poems. The day ended with an evaluation.

Lunch and activities were funded by the Grand Appeal.

Response by Young People

In total 11 young people attended Takeover Day, including the two young governors for University Hospitals Bristol. On arrival young people were encouraged to use post-its to respond to written questions on the wall. Questions and responses included:

What are your experiences of the NHS?

- ...the three operations I've had throughout my life and the meet and greet with other teenagers with similar conditions to me.
- Work experience and friends and family.
- Multiple wards (renal and oncology) and long stays.

What are your expectations for Takeover day?

- ...understanding how a hospital functions in greater depth
- A good insight into the different roles in the Hospital
- To learn how the NHS staff work throughout the hospital and how they work with other staff and patients.

Following this session young people shadowed staff and were given the opportunity to talk about where they had been and what they had learnt. All young people spoke positively about the contexts that they had been in, speaking of the 'opportunities to see behind closed doors'.

Recognizing the importance of enabling young people to have their voices heard the next session provided an opportunity for young people to talk about services and included the involvement of management with Caitlin Marnell, Mel Jefferies and Carol Inward engaging with and listening to what young people had to say, this session also had input from Healthwatch Bristol. In regards to young people's experience of the hospital they commented:

What is good?

- Every patient's thoughts and feelings count, the doctors do show this.
- Support for teens is very well put in place.
- The staff are so friendly and approachable.

What do you think should be improved?

- Some wards need a new life!

Young people were also asked:

What message do you want the NHS to know about young people?

- We like to be kept in the loop, don't just think that because we are young we don't know what's going on. We know more than you think.
- We are capable of more than you think.
- Talk primarily to us, THEN to our parents.

Young people were invited to contribute to the consultation process for the recommissioning of Children's Community Services through a number of methods. These included completing an online survey on the consultation website, writing their thoughts in speech bubbles (see photo) and through talking with managers and recording their thoughts on post-its. Comments from the young people regarding community services included:

Child and Adolescent Mental Health Services

- Access through school
- Easy access to appointments at short notice
- Access whilst in hospital – not just doctors
- Don't be patronising and consult the patient before anything happens
- Have resources that summarise and break down all the information/help available
- Treat me like an adult – talk to me not my parents
- Respect
- Accessibility – Text, emails, support groups (meet others) and phone calls
- People just to 'talk' to – not necessarily health care professionals –something outside parents/ doctors.

Speech and Language Therapies

- Staff should always be patient and considerate
- Be careful with your words and try not to sound patronising Talk to me at a level I can understand
- Staff should be approachable.
- Building a rapport
- To be more aware of what's available
- Is it only open to people with diagnosed problems?

Physio and Occupational Health

- Staff need to be friendly, happy and ready to help
- Be updated on treatment regularly and be able to ask questions about my prognosis

- For OT, the staff should be consistent so patients can be familiar and get used to the same healthcare professionals.

School Nursing

- To be able to give out paracetamol – if possible
- To be in school much more – not just half-hour during lunch.
- School nurse to do activities/get to know the pupils more. It could feel uncomfortable talking to someone you don't know.
- Be introduced to school nurses and know when they are available.
- A lot of young people don't want to talk to someone within school as it isn't always easy keep secret and confidentiality is a problem. You don't always trust them SO perhaps the nurse could have leaflets available or advise some external services.
- Available at more times or through other means of communication e.g. text.
- Make it clearer what school nurses can help you with.
- Build a website so that you can access our problems.
- More than one nurse – sometimes they're hard to find.
- Make sure all schools have one.



Following lunch a spoken word poet led a session with the group supporting them to create spoken word poems. Three of the young people created individual poems with the others working together to create a group poem (see Appendix).

Young people were then given the opportunity to record their poems.





The final session of the day gave young people an opportunity to write up what they had been involved in alongside evaluating the events of the day.

Evaluation

To evaluate the events of the day young people were asked to comment on the following questions:

How do you think the day went?

What did you enjoy most?

What do you think we could improve for next year?

Young people who attended all commented positively in response to how they felt the day went. The aspects of the day that were most enjoyed was the opportunity to shadow staff and the spoken work workshop. They commented that all aspects of the day were good and they did not feel could be improved, one young person feeling that the least enjoyable aspect was the writing up of the day.

One young person described how

'I got involved in Takeover Day because I really wanted to get an insight into the different aspects of the hospital, not only the role of doctors. I shadowed a staff nurse in the cardiology ward and was able to ask her questions about her experiences and her job. I was able to voice some of my thoughts to Health Watch and reflected on the day and the experiences I have of this hospital. I have learnt that the hospital is a diverse community and that it's impossible to predict the exact format of the day. Thank you!'

Media profile

The event was profiled in the evening post and on 'Made in Bristol' TV.

<http://www.madeinbristol.tv/player/> (6min55secs in on part 1, 20.11.15)

Summary

Involvement of young people in events like this is crucial and has a number of positive benefits.

Through engaging in Takeover day the opportunity was created for young people to be able to voice their thoughts and experiences, supporting the Trust in being able to develop in ways that are responsive to the needs of young people. These conversations having more significance as young people and management had the opportunity to speak directly as part of the day.

For young people who took part there was overwhelming positive feedback. The day created opportunities for young people to gain a greater understanding of how hospitals work, alongside encouraging them to engage with health provision for their own healthcare needs in the long term.

Thank you to all the staff and young people who took part in Takeover Day.

Appendix

Spoken Word Poems

Group poem

I wrote this for the patients, restrained by the name of a condition and admission to a hospital bed

I wrote this for a coma, silent on the surface with a mind filled with purpose yet no noise

I wrote this for dementia, mental exploration with some real visualisation that no one understands

To the older generation with vocal limitations that silence the lives full of colour and shudder at the walls, white walls no stains of the pain, of the voices that remain, trapped.

This is for young carers

Who dedicate their time for others

Those who spend countless hours along with patients who are more than just patients

They never question why they help

Just know they should never stop caring

Their hearts of steel are also hearts of gold

Toughness alongside kindness.

I wrote this for the staff

For those such as nurses who are overlooked for their dedication

Yet still walk away with empty pockets. How?

The 62 hours a week restless and still aren't recognised.

Those who know more about a person's story than the supposed 'curers' of life

Their hearts as pure as gold

Rich in kindness, love

Always looking through the glass ceiling.

I wrote this for the parents and families

For we are a minute pea compared to the grand pumpkin.

Our small whispers crushed,

Crushed so hard that we are not heard over the technical language that rules this society.

Screaming, shouting, yelling, yet I'm still not heard.

Hills of paperwork yelping 'sign here', 'sign there'

Oh how I pray by the click of my fingers that it vanishes and ends in acknowledgement.

This is for the children

For those who are black and blue after attempts to diagnose go horribly wrong

For those who screaming is the only way to express their fear and their pain

For those who can see their identity fall from their head as they wait for life to continue

*For those who are longing for the day that someone can say 'it's over, your cured',
And for those who know that day will never come.*

Poem 1

*I belong to a world of individuality
Atoms, compounds of chemistry
The anatomy, physiology of our ancestors and their biology
Our niches, our roots
I belong to beautiful, diverse, tongue twisting city of Bristol
A loving caring life support of your mother, brother, sister
My rock, my everything
I belong to a world of politics, campaigning and petitions
A nation full of computers, numbers and algorithms
I belong to A levels, A levels, A levels
Stressful, painful but fun and laughter
I belong to soft floral rain
Red, crisp sour strawberries
A sweet bitter milky harmony in my mouth
I belong to a silence
A battle of obstacles,
The front line of our healthcare
Overlooked by doctors and not having a voice
But this day, this day is different
I am part of this movement,
Understanding time is precious,
As a young carer,
I am empowered,
I can inspire,
I am of value*

Poem 2

*I am made from hope, praying for the world and its happiness
I am made for a fascination for the endangered animals of orange fur slashed with
black stripes
I am made from a pool of truth, not poisoned with lies
I am made from every child's fantasy, a fairytale land based in Europe
I am made from an excessive usage of delicate black and white keys of which I
produce a melody to disguise my stress but dress in joy from the precious sound
I am made from pages and pages of black writing I like to lose myself into by creative
imagination
I am made from 39°C and rice and chicken
I am made from a deep love for a mother, father and two sisters, touching them with
nothing but care
I am made from a heart for children, medicine and help.
A dream of a paediatric career and determination to provide for the public and
witness great changes
I am made from free healthcare, generously of which is mine.*

Poem 3

I come from the diversity of Bristol

From a mother raised among the tea plantations of Sri Lanka

From a father brought up in the chaos of London

I come from a younger sister, a sister on the cusp of her teenage years

From the rich smell of cut grass wafting on a lazy summers day

I come from the adrenaline rush of competitive netball and the solitude of the piano

I come from the sweet smell of cakes dancing in the kitchen

*From the laughter of friends, from the care of family and from the mountains of A
levels*

I come from the diversity of this hospital

*Witnessing the stories beyond closed doors, of dedicated nurses and acceptance of
identity,*

I come from the wealth of people that have built this hospital,

Our hospital.