

Young Person Participation: Improving health and care for young people through person-centred healthcare

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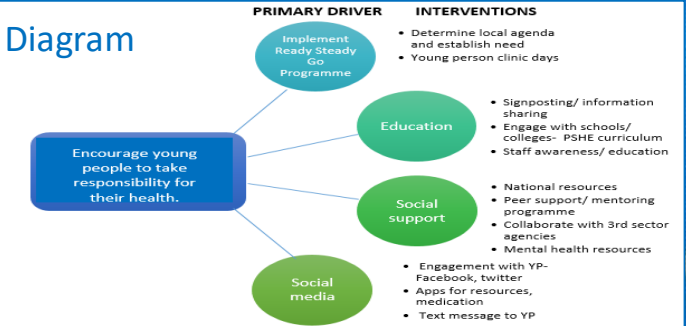
Background

'Participation encourages integration and inclusion, lets youth feel valued and ultimately leads to progress' Ravi Mistry, RCPCH Youth Advisory Panel

- Children and young people should be involved at all levels of the health system.
- Effective services that are user-focused and reflect the needs of young people will ultimately result in better outcomes and positive healthcare experience¹.
- All children and young people require preparation and support for their journey into adulthood. Physical and mental health conditions pose additional challenges & demands.
- The 'transition' process and journey of preparing, planning and moving from paediatric to adult services has a major impact on long-term outcome³.
- Person-centred services support people to more effectively manage and make informed decision about their health and care.
- Despite extensive guidance over recent decades, evidence suggests that the care for young people and the transition process is fragmented and inconsistent, with disparity between policy and practice².

Aim Empower young people to take responsibility for their health.

Driver Diagram



Engagement

Aim: Listen, learn and be inspired by young people.

- Focus group at Youth Takeover Day considered aspects of care most important to young people. UHS Youth Board reflected on personal care experiences and proposed ideas for change.
- Collaboration with local schools and colleges has produced innovation and wider participation.
- Mental health de-stigmatisation was addressed by media students at Itchen College. Video and audio pieces, described by the Strategic Clinical Network as 'poignant', 'powerful' and a 'brilliant display of creativity' are being promoted by NHS England to address teen mental health.
- Material will be incorporated within the PSHE curriculum and stimulate discussion in lessons.
- 'Art & Design are just the right medicine!' *Portsmouth News*. Highbury College Art and Design students have helped create a young person friendly environment in response to inpatient survey data. Students visited QAH for their final project, developing skills for future employability and producing locally inspired paintings to enhance the walls.
- Students now have the opportunity to display and sell work through a new partnership initiated with the college.



Education and Resources

Aim: Provide young people with multimedia resources and information about health and lifestyle behaviours, mental health, medical conditions and local services and support.

- Young people aged 12-15 years spend an average of 13.8 hours per week online⁶ and the internet is the most likely source for a range of health related topics⁵. Local survey of 11-16 year olds demonstrated 80% accessed health information online, before asking a friend, family member or teacher. Information was ascertained through major search engines.
- **Approach:** Healthier Together, an initiative funded by the SCN to improve the quality of care for children and young people, provided an online platform to launch information and resources for young people.
- Information recommended by healthcare professionals and young people from across the region was collated and reviewed.

Measurement: Site usage.
 • Webpages launch September 16.
www.what0-18.nhs.uk



Empowerment

'Children, Young People and their families will be at the heart of decision making, with the health outcomes that matter most to them taking the priority,' *DOH 2013*

- 'Ready Steady Go' is a holistic, generic programme that was developed to address the challenges faced in the transition from paediatric to adult services³. A key principle is empowering young people to take control of their lives and equipping them with the necessary skills and knowledge to manage their own healthcare confidently and successfully.
- The Ready Steady Go Transition Study evaluates the transitional care service and RSG programme utilised for young people with chronic conditions as they move from paediatric to adult services across the Wessex region. Psycho-social aspects affecting the acceptability to young people and carers are examined.
- See table for outcome measures.
- Recruitment and data collection are underway in three centres.
- Initial work has explored the barriers to implementation and determinants of change.



Outcome	Method for data collection	Tool type of data
Quality of Life	Baseline, each stage RSG programme	Pandemic Quality of Life Measure (PQLM)
Self efficacy/ Activation	Baseline, each stage RSG programme	Patient Activation Measure (PAM)
Care satisfaction	Patients/ carer and HCP experience	Survey, qualitative data, observation
Patient engagement	Record review	Quantitative
Attendance	Record review	Quantitative
Repatient stay	Record review	Quantitative

Environment

Aim: Deliver services for young people in an age-appropriate environment.

- **Approach:** Introduction of age banded clinic days to engage, empower and educate in the outpatient setting.
- Promotion and staff recognition of adolescence as a discrete developmental stage.
- Opportunity to focus transition and introduce Ready Steady Go.
- Collaboration with third sector agencies to signpost local support, services and activities.
- Clinic days piloted April 16 at QAH.
- **Measurement:** Patient experience data demonstrated 80% of young people learnt something new about their health. 85% wished to attend future events. Ongoing monitoring of DNA rates and experience.
- **Changes made:** Clinic days to run biannually with expansion of clinics and third sector involvement.
- Voluntary sector involvement with staff teaching programme and patient education days.
- Planning is underway for activity days at the local water sports centre enabling young people with diabetes to have fun on the water combined with short education breakout sessions and peer support.



Next Steps

- Continue to listen and be inspired by young people and their carers to work together and design services that are user-friendly and deliver a positive care experience.
- Maintain focus on bridging the gap across health, education and social care.
- Further develop staff education and patient-centred training opportunities to ensure the specific needs of young people are identified and addressed.
- Ongoing measurement of improvement steps.

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References

- 1 The Health Foundation (2014). Ideas into action: person-centred care in practice.
- 2 Care Quality Commission (2014) From the pond into the sea – children transition to adult health services.
- 3 Nagra A et al. Implementing transition: Ready Steady Go. *Arch Dis Child Educ Pract Ed* 2015;100:313-320
- 4 Di Antonio How young people look for information online: A survey of views in six European countries. *Youth in Action . EU Kids Online II (2009-11)*
- 5 Department of Health (2013). Better Health outcomes for children and young people: Our pledge.
- 6 Ofcom, The Communications Market Report, August 2016

