

Co-Creating for Better Health in Birmingham/Solihull

Piloting a unique connection between young people and health leaders

17/18 June 2020

Summary of Events

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Why?

- The world has changed and we must, too – we wanted to make sure we worked with children and young people (CYP) at the beginning of the recovery of services
- Not only do we want to, but it's the law! The UN Convention on the Rights of the Child (UNCRC: 1989) outlines the legal requirements for engaging and involving CYP in the strategic influence of healthcare.
- Young people provide unique insight into the world of today and tomorrow!
- Their voices matter, and they are our future.
- They are always eager and keen to seek opportunities to work with us.
- Their voices are bridges to others - their relationships with their families, friends and their communities help shape a unique world-view of what matters most.

What?

- Coronavirus has helped accelerate online working for work meetings, keeping in touch, seeing our loved ones and even holding important events. Why not see if this can help bring together some of our youth voices across Birmingham.
- On 17-18 June 2020 we held our first Birmingham and Solihull System-wide Co-Design Young Person's Workshops via Zoom.
- On 18 June, we were joined by 44 people from youth groups, hospitals, Community health and GP health professionals from across Birmingham and Solihull and our 17th June session had 8 young people and 10 health professionals.
- We worked with BCC Birmingham Youth Service Umbrella Youth Champions, Birmingham's SEND Youth Forum, Birmingham Aspiring Youth forum, Youth Participation and Advisory Group (BWC), Think4Brum(FTB) and support Birmingham Education Partnership and from Beatfeeks, a local social enterprise focusing on youth engagement in Birmingham.
- Organisations represented were BWC, BSol CCG, BCHC, GPs and UHB.
- Our aim was to co-facilitate with young people a 2-hour* conference call and using break out rooms

*90mins for SEND group on 17/6

Aims:

What we hoped this workshop would achieve is:

- Learn what is important from young people about the new way appointments and virtual health services can take place.
- Test how we co-design with health leaders and young people in a virtual space.
- Spark imagination for how this work might support other participation in other areas of health/wellness.

What we thought it might achieve but were not sure:

- Develop an on-going way of working with young people and health professionals in Birmingham/Solihull.

What it probably would not achieve in the near future:

- Quick improvements to services that they will personally experience in days or even months.

Introductions:

(18/6/20 event)

- We began by opening the meeting 20 minutes before the start which gave us time for informal introductions, ask for young co-facilitators and resolve any connectivity issues.
- The agenda was set to ensure that the majority of time was given to the break-out discussion groups.
- Each of the Youth groups stayed in their own rooms with joint youth and health facilitators and scribes to capture the conversations in the 'Zoom chat' box.
- From the Health sector we had active 'participants' in that were part of the discussion and joined in the conversation. Others were 'observers' and may not have spoken , but were eager to listen. |Observers' were encouraged to visit several breakout rooms should they choose to see the activity in a number of groups.

Introductions – what did they tell us?

To break the ice and to practice using breakout rooms we asked the following questions:

- What matters to you most when you are getting care for you or your family?
- Why are you interested in helping co-design health services?
- Share one thing that has been surprising for you about lockdown or one thing that you will never go back to doing or will continue to do after lockdown.
- What would you like to take away from today's event?

Introductions – what did they tell us?

What matters to you most when you are getting care for you or your family?

- More structure to the services we receive
- Kindness
- Clear communication
- Transparency, which is linked to communication
- Involving us (CYP)
- What are good ways for my family to receive information?
- Being really clear with appointments and not having people just waiting around. Disrupts routine and plans to the day.
- Safe and secure systems and 'curated' information they can trust.

Introductions – what did they tell us?

Why are you interested in helping co-design health services? and

What would you like to take away from today's event?

- They are interested – it is important to have health services who listen to CYP and “work with us, not for us.”
- Helps young people to feel empowered - To be a part of something bigger than just "us"
- They think we need young people to be involved in the services, not only do they shape the landscape, but gain career experience; it encourages and helps them make choices around their future job opportunities
- They are optimistic - seeing the future through engagement
- They want to help us change to healthy lifestyles and help shape services
- They want to be taken seriously and ‘taken into account’ with the creation and running of services
- They feel a sense of empowerment and knowing that they can still make a difference—being invited to this event helps!
- Opportunity for voices across various areas to work together—not just one services—it feels good to know they are connected.
- Prove this is a successful opportunity to take forward.

Introductions – what did they tell us?

Share one thing that has been surprising for you about lockdown or one thing that you will never go back to doing or will continue to do after lockdown.

- Surprising - a lot of groups have been able to carry on meeting through Zoom. There have been quite productive meetings. They can get a lot of views across in a short amount of time, and not have to leave home.
- Pandemic made this happen quickly. Fun to have new ways to network
- Personal projects during pandemic have been fulfilling.
- They want to keep fit and get even more fit after Covid rather than just watching TV
- They don't like the new queues when going out, ie: issues with accessing supermarket
- They are missing family and friends
- Loneliness and isolation
- They miss going out, getting the bus, doing sport
- They miss the little things
- It's draining having to use more energy to participate and communicate in a video chat
- Everything is in your bedroom – not only where you sleep – it becomes your gym, your school, where you socialise and where you have your appointments with everyone. It's not always private.

Main Session - Why Appointments?

- Co-creating begins with listening and understanding each other.
- As the NHS is in a rapid exercise of rebuilding/recovering its services while continuing to comply with the Covid19 pandemic measures for social distancing, we wanted to explore how young people from some of our young person's forums across Birmingham and Solihull can help some of our clinical leaders co-create their services.
- We wanted to focus on what young people believe is the best way for appointments to be made and run online (via telephone and/or video).
- We chose this issue as it is relevant to all care providers, and young people see the service as all providers together, not individual providers.
- We did this to pilot if a virtual space such as Zoom can enable more rapid co-design.

Main Session: How did we start?

- We asked the groups:
 - ‘If you were in charge of designing how clinics/appointments were run, what would you make sure was in place?’
- We wanted their ‘Top Tips’ to help us improve our services!
- They then had 20 minutes to discuss the different aspects of online appointments: *access, privacy, safety, personal care, visual vs audio, etc.*
- They then returned to the main group to share their wonderful ideas!
- Each group had 5 minutes to give us their ‘3 Top Tips’ for Virtual Appointments
- Any other tips or ideas they wanted to share, we asked them to pop them in the chat box.

Here is what they said

- They would really like an online Health service platform that links to all services, accessible via safe and secure social media/chat.
- Have the chance to speak to their GP online with a chat service that responds rapidly. They told us they wanted their GP to 'help them help themselves.'
- They want links to trusted self-help and education.
- They value and embrace new ways to communicate. They respect influencers who help to reinforce messages.
- They want local inclusive services – multi-team consultations that save time and money for everyone.
- Independence and ownership of their health needs. They would like some tests to be done at home by the young person like finger prick blood or blood pressure. They want to be trusted to track this information themselves and share it with a health professional who can help them understand it in a timely way.
- They want connected services using tech they understand – using the chat to help build a record of discussion and help every one remember what has been said.
- Interaction, involvement and communication is really important.
- Birmingham is Europe's youngest city so they believe they should be building this together with the NHS!

And there is more...

- Young people understand the needs of their communities, schools and their peers.
- Mental health is a growing area of concern for young people and recognise it is integral to their physical health and well-being.
- Transition to adult services can and should be youth led
- They want to work with the NHS to achieve improvements, not have them just 'presented to them.'
- Diverse workforces start with the opportunities for young. They want...
 - Links to colleges university and professional
 - Mentoring
 - Study award programmes
 - Volunteering / Work Experience that is easy to access and with many opportunities
 - Scholarships
- They want us to share information about the variety of jobs we have in the NHS and public services across Birmingham – they believe it would be a great place to work.
- Encouraging diversity and flexibility increases inclusivity.

In other words...

- *Involve us*

(Ask us about what we want, how we want to access services , who we want there).

- *Reach us*

(Be accessible, tell us the process)

- *Enable us to reach you*

(Via an app/text/in private)

The feedback was great!

We have a separate report on the feedback survey which will help us develop a working guide on how to run a Youth network forum, and that we can share, but here are just a few things they said:

'It was really great for the young people to be part of the hosting and also giving feedback. I could see real community between them, and could tell that it was an appreciated space.'

'It was an absolutely amazing session. I would not really change anything and would love to do it again. Thank you to Amy, Jeanette and everyone else involved. I really appreciate it. The content covered was great because I got to tell all my ideas and express how I feel about the healthcare system.'

'I had no set expectations of the event, however I have to say I was so impressed with the set up, design and the levels of engagement with the young people on the call. The enthusiasm for involvement was plain to see and really encouraging for taking things forward.'

'I was really impressed by the way it was set up, organised and facilitated. I am not really sure what could have made it better, but certainly something to consider as the benchmark going forward.'

Summary – So what next ?

We said that we would do the following:

- We will share your ideas and feedback and continue to look at how we move forward with them, and whenever possible, ensure you are invited to be involved.
- We asked everyone to complete our Feedback Survey about the day. This is an appendix report now as a pdf.
- We asked you to speak with your friends and family about the questions generated during the workshop.
- We will ask our health providers to share back with you what they have been able to achieve with the feedback.
- We are working on how this might become a regular event that enables us to continue to grow this valuable network across the whole of Birmingham and Solihull.

Since we held the event ...

- Already we are seeing impacts: One of our facilitators has been inspired to bring this co-design work into other areas of his organisation—*ie: series of staff events in response to BLM issues.*

- BWC's Clinical Senate invited two of the participants to share some learning in a 'creative way':

Therefore, Yumna and Alex decided to create a video from the future: Let's time travel to this time in 2 years ...

<https://youtu.be/TdFZI2APLuY>

- Now it's your turn....

Thank you to all participating youth organisations:

- Young Person's Advisory Group, BWC
- THink4Brum, Forward Thinking B'ham, BWC
- UHB Youth Forum
- SEND Youth Forum
- B'ham Aspiring Youth Forum
- B'ham Youth Champions from Umbrella Sexual Health Services

Over to you:

Ideas for your next steps:

- *Share what you have learned at your next Youth Forum or at your team meetings.*
- *Ask what you can do and who you would like to share this with?*
- *Be sure to feedback to us the ongoing impacts of this event....what it has led to and what it has inspired you to do!*
- *We will be sure to share this back to the organisations and endeavour to keep the conversation going.*

A special word of thanks!

Thank you to all the amazing young people, NHS staff, participants and observers for enabling this cross-organisation young person's event to take place and for your role to make an impact with what we have learned.

Thank you to all our supportive organisations:

- B'ham Community Healthcare Trust
- B'ham Women's and Children's NHS Foundation Trust
- University Hospitals Birmingham
- Birmingham
- Birmingham Children's Partnership
- B'ham Solihull CCG
- B'ham Solihull STP
- B'ham Education Partnership
- Beatfrees