

Community Engagement in the New Children's Hospital Update – 9th October 2008

This paper provides an update on the community engagement activity on the New Children's Hospital. The Stakeholder Reference Group (SRG) is asked to note its contents.

1. Engagement Panels

The structures for community engagement established last year are developing well and have provided a useful framework for managing the involvement of families and patients in the new children's hospital. The Family and Youth Panels both continue to offer opportunities for families, children and young people to receive information, contribute their ideas and to take part in planning and service re-design decisions while the Community Engagement Advisory Panel ensures that this work is integrated with PFPI activity in the Royal Hospital for Sick Children.

2. NCH Youth Panel

2.1 The Youth Panel has been building its knowledge of design and planning processes by taking part in a number of visits and meetings aimed at providing ideas, guidance and support in hospital design. Among these were visits to Red Cross House Irvine and Hazelwood School to examine accessible environments and 2 members accompanied the Age-Appropriate Care Re-design Sub-Group on visits to University College Hospital, London and Poole District General Hospital to view adolescent facilities.



2.2 Following their successful participation in the Scottish Government's consultation on the National Delivery Plan for Specialist Children's Services the Youth Panel has conducted 2 further surveys on behalf of the planning team for the new children's hospital. One of these was on age-appropriate care and one was on the key design features of the main entrance.

2.3 Two members of the Youth Panel recently attended a meeting with the Cabinet Secretary for Health, Nicola Sturgeon to discuss the views of young people in hospital. They felt that it was a very successful meeting. The Cabinet Secretary has since written to the Youth Panel to endorse their work and contribution to the planning for the new children's hospital.

2.4 Following their participation in the visits by Professor Pat McKeever from the University of Toronto, the Youth Panel has established a link with the Youth Council of the Sick Kids Hospital, Toronto. Professor McKeever was very impressed with the work of the Youth Panel and has invited them to visit the child health facilities in Toronto – the Sick Kids Hospital and the Bloorview Rehabilitation Hospital. The Youth Panel is now preparing a proposal for a field trip to Canada. Resources have been secured from Culture & Sport

Glasgow and the West Glasgow Community Health and Social Care Partnership to assist in planning such a trip.

3. NCH Family Panel

3.1 The Family Panel has been active in service re-design initiatives within the RHSC. In terms of service re-design, the model of user involvement being developed is one in which families and patients are involved at an early stage in developing proposals for service change and then consulted as they progress. Surveys, meetings, play sessions and role play have given users the chance to feedback their experience to the groups looking at surgical short stay services, theatres and age-appropriate care. The Family and Youth Panels have been pleased to see that the feedback from families, children and young people has influenced re-design proposals.

3.2 There was particularly effective participation from families, children and young people in the development of proposals for the re-design of surgical short stay services. This programme included:

- A new medical history-taking questionnaire was piloted by family and patient volunteers. Following the revisions suggested by these families and patients, the questionnaire will be further piloted in day surgery
- The formal launch of the SSSG proposals included some of the children, young people and families that had participated in the programme, thus endorsing their contribution to the report
- A pictorial version of the proposed Integrated Care Pathway is nearing completion and will be used to consult with families using surgical services at Yorkhill
- A survey of families' views of evening and weekend appointments has been conducted
- Following their participation in work on the Integrated Care Pathway the Youth Panel have been invited to send a representative to the ICP Implementation Group and to a sub-group being established to look at patient information



This community engagement programme has won recognition and support from the clinicians and managers involved in the Surgical Short Stay Group and a poster describing the work was accepted for presentation at the NHS Scotland Event 2008.

3.3 Meetings for families continue to be organised with the assistance of local voluntary organisations such as SENSE Scotland and PAMIS. These types of meetings are very useful as they allow families to raise a range of issues and to discuss items in depth. They also facilitate the participation of families with a high level of caring responsibilities who may otherwise find it difficult to get involved in community engagement events.

4. NCH: Wider Stakeholder Involvement

4.1 The Community Engagement Team continues to build relationships between the children's hospital communities and the local community in Govan. The Community Engagement Team has developed good relationships with Govan High School and funded the Govan Learning Community to contribute to this year's Govan Fair. The Youth Panel once again attended the Govan Fair, the Robert Currie Football Festival and the Govan Fair Football Tournament.



4.2 Presentations and information continue to be provided at national forums in an effort to raise national and regional awareness of the community engagement on the new children's hospital and to encourage families, children and young people from more distant geographic areas to get involved. The Royal College of Paediatrics and Child Health, the Community Children's Nurses Network, the Scottish Health Council and voluntary organisations such as Contact-a-Family continue to cascade information to families about consultations.

5. Communications

5.1 A 4th edition of the Family newsletter was produced to mark the announcement of the Scottish Government's funding approval for the new hospital.

5.2 Two editions of the Govan High School newsletter have been sponsored. These contain information about engagement opportunities in the development of the new hospitals.