

## **Community Engagement in the New Children's Hospital Update – 11<sup>th</sup> December 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 Community Engagement Advisory Panel met in November to discuss the current programme of work for community engagement. This group brings together members of the Youth and Family Panels with representatives of the Project Team, Community Engagement and staff from the Royal Hospital for Sick Children. Minutes from this, and all Community Engagement meetings, are available on the NCH web site.

### **2 NCH Youth Panel**

#### **2.1 Recruitment**

The Youth Panel have been developing strategies for recruitment in order to attract new members. They are working on leaflets and a Sidewinder (banner) for the Youth Panel and have developed links with Young Scot to help them publicise their work. They will be launching a publicity campaign in the new year using mailing and e-mail lists provided by Young Scot; an article in the Grid magazine and materials on the Young Scot web site.

#### **2.2 Study Trip to Canada**

The Panel are working on fundraising for their trip and have submitted application forms to different organisations and charities. They hope to visit Canada in the summer of 2009.

### **3. NCH Family Panel**

#### **3.1 Family Meetings**

The Family Panel has also been widening its representation with groups such as SENSE Scotland, Partners in Advocacy and PAMIS running meetings for us to help families get involved. An early meeting has also been held with Marianne Hayward to explore the opportunities for involving the MCN network in our programme.

#### **3.2 Service Re-design**

Consultation is continuing with families, children and young people in the plans of the Surgical Short Stay Group. A pictorial version of their proposed Integrated Care Pathway is being used to consult with families using surgical services at Yorkhill; a survey of families' views of evening and weekend appointments has been concluded and a report prepared for the steering group; and an on-line and paper survey is being conducted with families on their requirements of a Family Lounge in surgery.

### **4. NCH: Designing the Buildings**

The approval of the Outline Business Case marked a significant milestone for the new children's hospital and gave the green light to more detailed work on the planning and design of the new buildings. The next stage is to start to specify in more detail how a modern, user-friendly hospital should support patients, their families and carers through the patient journey. Earlier work by the Community Engagement Team for the Outline Business Case identified a number of key areas that patients and their

carers felt were important and we are now exploring ways to undertake more detailed work looking at these. These areas were:

- Wards
- Adolescent facilities
- A&E
- Bereavement
- Family Facilities
- Play
- Landscape and external areas
- Access
- Main Entrance
- Wayfinding

In order to support this process we piloted a focus group using the IDEA format to be used for this next phase of engagement. This pilot looked at the main entrance area. The objective was to describe what patients and carers need from a main entrance, to determine whether the proposed workshop format is helpful and to gain feedback from participants on its application.

Feedback from participants and the Project Team was positive and so the Community Engagement Team will now look to roll out these workshops to all key areas in the next few months.

## **5. Communications**

- 5.1 A 5<sup>th</sup> edition of the Family newsletter is in production. This will focus on service re-design.
- 5.2 A further edition of the Govan High School newsletter has been sponsored. This focuses on health information. Future editions of the newsletter will be assisted by the South West CHCP.