

King's College Hospital Enter and View
March 2017

Introduction

- Joint project between La Retraite Catholic Girls' School, Healthwatch Lambeth and King's College Hospital
- Focus on youth-friendly services
- 8 week programme starting with Enter and View training and ending with agreeing recommendations from the visit

What is Enter and View?

Enter and View is the opportunity to:

- Visit health and social care premises to hear and see how people experience the service
- Collect views from patients, staff and carers at the point of service delivery
- Observe the nature and quality of services, using all 5 senses
- Focus on viewing services through a young person's perspective

Preparation

Using the Department of Health's "You're Welcome" quality criteria for young people friendly health services and our own experiences, we developed:

- Question guides to interview patients, families and carers and staff
- An observation checklist

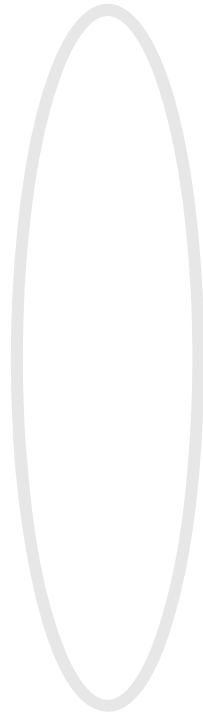
The Visit

- 2 hour visit
- 3 wards: Children's Outpatient Dept, Paediatric Short Stay Unit, Toni and Guy Ward
- Spoke to 8 young people, 10 family members, 9 staff

The Good: Highlights

- In-house school
- Nice comments about most staff: *“helpful”, “understanding”, “nothing I can fault; really good job”*
- Quotes on the walls of adolescent rooms
- Child friendly (colourful and adapted appropriately)

Improvements: Information (Recs 5 & 12)



- Lack of information relevant to young people displayed
- Ask young people what they would like to know, and display the information appealingly e.g. teen wall, targeted posters

Improvement: Look and feel (Rec 7)

- Environment caters to children really well
- Review current adolescent rooms with young people and seek their preferences
- More of a homely feel rather than bright, bold colours

Improvements: Feedback (Recs 13 & 14)

- Mixed experiences:
“this is the first time I’ve been asked for my opinion”, “they do take on board our views”.
- Some information available about giving feedback but not always accessible
- Create suggestion boxes
- Display ‘You Said, We Did’ posters

Our reflections

Liked:

- Listening to different perspectives
- Exposure to the hospital
- Real opportunity to improve services (more than just volunteering!)
- The Trust's response - taken us seriously

Would change:

- Better advertising of E&V to patients (spoke to 8 patients)

Interested in:

- Experiences of young people on other paediatric wards
- Transition of young people to adult wards

Our reflections

Next steps:

- King's to share progress made with us
- Revisit the wards to see changes
- Learn more about the youth forum and how to get involved

Learnt:

- Better understanding of the social context of receiving hospital care
- Importance of listening to people's experiences

Would like:

- More opportunities to actively work with King's and offer our insight

QUESTIONS?