

University Hospitals Birmingham Youth Voice Council

Overview: In 2023 UHB re-launched the Youth Voice Council (YVC) for young people aged 16-24 years who are interested in improving the experiences of young people in their care. 39 young people have gone through the Trust volunteer process to become active with YVC. Four key staff members support the members, meeting monthly. They rotate between an evening meeting (online or face to face) then a clinical area visit. They have an active project focus, chosen by the YP, short lived working groups and consultations.

The clinical area visit are a real highlight. They pull the inpatient lists to identify where YP are on the day, and visit the wards so that the young volunteers can speak to the YP who are patients.

Objectives:

Aim to help improve the care of 16-24 year olds and develop better standards of care
To highlight the voice of YP in the organisation

Results:

The most recent project has focused on Patient Feedback, as internal data showed under 25s were massively under represented. YVC members explored the barriers to YP providing feedback on their experiences of care, reviewing existing methods & chatting to patients. They analysed the findings & identified key themes. They worked with the graphics team to create a video summarising the results, & attended a range of meetings to share this with staff & leaders. We have noticed a steady increase in the numbers of under 25's providing feedback & are now focusing on communication between staff & the YP in their care.

Learning:

Enablers: Having an existing PPI governance structure helped

Barriers: Getting through recruitment can be arduous

Legitimising the YP on the ward for visits is a work in progress

Hard to measure fundamental cultural shift across organisation



More information: <https://www.uhb.nhs.uk/get-involved/yvc/>