

# Feedback Report

## Patient Experience Symposium 2016

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Thursday, 5 May, 2016

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***More than just a tickbox. Engaging Young People in Health Service Delivery*** was a breakout session held at the 2016 Patient Experience Symposium at the Australian Technology Park, Redfern.

The following feedback was provided by participants in a knowledge café session held as part of a workshop held at the Patient Experience Symposium.

### **How do we engage young people in service planning? Facilitated by Mae Rafrat and Julian Barber?**

- Forming hospital Youth Advisory Councils/Networks where appropriate – this group could be responsible for bringing in more young people
- Provide young people with opportunities to participate and take responsibility such as involving them on key committees including as co-chairs and including sensitive committees such as those that deal with complaints /feedback, and high level service planning meetings.
- Make sure there are contemporary ways for them to provide feedback such as using skype, texting, Viber, Facebook etc.
- Lobby hard to overcome the barriers with health infrastructure in relation to use of on line social media.
- Involve them in young people's clinics – they can be involved in surveys, providing support for first adult hospital appointments etc
- Form expert reference groups
- Approach young people while they are waiting in clinic and just listen to them. Do not use survey questions. Just listen and only ask questions if needed.
- Be open and have conversation – ask their opinions.
- Be clear about what you expect from them - clear frameworks and questions.
- Provide education to support them in their roles on committees etc
- Be up front and inclusive
- Treat them as equals
- Provide youth friendly spaces
- Value their input, make it relevant
- Ask always and ask lots! When, where and when do they want to be involved?
- Go to venues where young people are eg PCYCs, Mt Druitt 'The SHED' community youth centres
- Ensure capacity building for young people eg by providing mentorship and training



- Feed them (Pizza) or even better pay them, at least for transport costs!
- Produce tangible outcomes; make sure that they see what their input and time has become or contributed to.

## **What are some of the challenges facing services when implementing social media and building e-platforms that are relevant to young people?**

*Facilitated by Jane Ho*

- Infrastructure:** Needs to have clear governance, be reliable, flexible, easy to use, good loading speed, relevant and able to deal with both the physical and administrative aspects. Need to be very clear about the aim and target audience
- What is already in place** - is it appropriate and inclusive? Is there good data to support the initiatives? There may be under-utilisation of social media platforms already in existence; there may not be a need to build a new one for a specific service.
- Engagement:** Managing burnout and overuse. Making sure young people feel respected, valued and that they are credited for their input.
- Avoiding** doing anything cause it's just too hard
- Managing expectations** and risks – don't set expectations too high and have a risk management plan to ensure safety, confidentiality, out of hours use, accountability, scope and permissible parameters
- Funding /resourcing** (time and money). Make sure time is allowed for maintenance and evaluation.
- Meeting needs for rural /regional areas** - Scale / size of demographic area
- Remaining current** in the face of rapid change and so much information
- Generation gap** – staff not as literate as the young people
- Challenge of those in rural areas:** No internet, no NBN- so social media is a challenge or non-existent. Fewer resources available for the community as less population density eg less health services so even if there is knowledge, there may be no equivalent health clinic for the young person's needs. Level of education lower than in urban areas

## **How do you work out what is a good website or app?**

*Facilitated by Lynne Brodie*

- Are they easily accessible (can your mum use it?)
- Are they quick to download?
- User friendly / easy to navigate
- Credible / evidence based
- Recommended by others you trust / word of mouth
- Cost / affordability
- Security/ barriers
- Up to date
- Who owns it /developed it and who do they partner with?
- Have they been road tested on target populations?



- Is it culturally appropriate?
- Is the language used relevant to young people
- Rating / 'traffic' / popularity
- Appear in health search engines
- Appeal / caters for those with special needs – sensory and learning difficulties
- Tailored for young people

### **How can we use e-health to assess and manage psychosocial risk factors for young people?**

***Facilitated by Madeleine Bridgett***

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- Livewire – blogging that happens
- Young people want an immediate response
- What's relevant can change quickly so respond quickly
- Identify issues so they don't fall through the gaps
- Young people are a 'broad church'. Young people as health consumers have different needs. One approach doesn't fit all so have individualised programmes
- Need to recognise different abilities both physical and cognitive
- Making what's available on site to those off site
- There are numerous programs to assess wellbeing, counselling and to help young people manage their anxiety eg Reachout – how do you assess these and how do they deal with the information young people provide
- Need drop in centres at hospital with internet access eg 'Chill out' room at RPAH
- Need to look at the cost of accessing online ? Telstra air to offer free internet for online programmes, using community hubs for free wifi
- Challenges of young people in rural areas accessing the internet – needs to be affordable
- Out of hours and on line assessments- ? can use Skype
- Mental health screening
  - kiosk,
  - feeding into GP
  - identifying issues early
  - patient choice
- Setting the patient landscape
- Do stuff remotely
- Use of ipads to improve quality of info gathered and decrease anxiety
- Take the record with you