

Volunteering – empowering the next generation: The role of young people in improving health and transforming care

Innovate Stage

**Monday 11 September 2017
10.00am**

- Luke Rees, I Will Campaign, Co-Chair
- Chloe Hine, I Will Campaign, Co-Chair
- Professor Sir Bruce Keogh, Medical Director for NHS England
- Rowan Munson, NHS Youth Forum
- Melina Pelling, Volunteer at The Royal Free Hospital
- Kathryn Halford, Director of Nursing, Barking, Havering and Redbridge University Hospitals NHS Trust
- Ruth May, Chief Nursing Officer, NHS improvement.

Luke:

Thank you, good morning I hope you have had an amazing first session looking forward to hopefully, it will be an amazing session discussing the role that young people can play in empowering the next generation, getting young people transforming health and care within our settings, this is my co-Chair Chloe is also ambassador for the I Will campaign, we will chair the proceedings along with our Expert Panel, talking to you from the I Will campaign for youth social action.

When we talk about youth social action we often talk about of some of the things that young people get involved with, volunteering, peer mentoring, these activities provide young people we life skills, allows them to shape the environments they are working in, this morning hearing from myself as well as other young people sharing their stories about how youth social action have not only changed and shaped their

life, but also helped the settings they are involve with.

Also hearing from leaders across the sector, we have Sir Bruce Keogh, Medical Director for NHS England, Ruth May who is Chief Nursing Officer in NHS improvement. Melina, a young person from the Royal Free. Rowan, NHS Youth Forum and new ambassador for 201. Kathryn, and then we also have Chris Burgess from the Royal Free. Each of them will take based on their experiences of social action, how they have enabled to allow young people to have.

As you will see on your seats you will have a pledge card, something looking like this, from our organisation, you will see on the pledge cards we have 3 pledges. These pledges summarise how you guys can really take action and allow youth social action to take part in the work we are doing with health and social care, recently done a survey to see how Trusts were supporting young people and the roles they can play. The survey is still live, so we will encourage you later to fill in the survey and we can get as much information as possible. Some of the themes we are seeing, young people have varying roles such as supporting patients on waiting times admin support and offering a young person's perspective to a difficult conversation that can allow you guys to have a fresh outlook on the way we work.

These also listed a number of benefits from the Trusts, they were saying stuff like, bringing fresh perspective and new ideas, helping to create new campaigns to engage the wider public, a crucial way to involve more young people. To demonstrate about the power we can have, I would like to hand you over to Chloe, to tell you about her story.

Chloe:

Thank you very much Luke, I am an ambassador, got involved with social action at the age of 13 I was bullied so badly, I attempted to end my life, I turned to self-harm,

when I wrote my suicide note I realised that writing down how I was feeling so therapeutic and was able to share my story in a way that words never could. So, in order to share with you kind of my social action and what you have been through, a spoken word for you all.

Hello everybody. My name is Chloe. Today I will tell you about my social action story. I hit a dark place in my life, I let the words destroy towards me and I turned to the knife. Bullying is wrong, what I never understood is how they told me I couldn't when I knew I could. I started my social action, creating a project to help other victims realise they are not a reject, there is other ways of coping than by using self-harm, music, drama, sports and art. We are a light in the dark and a helping hand, don't believe what they say, no you can't; yes you can!

I heard of I Will, gave me the opportunity to show I was nobody's Guinea pig. It is important to spread the word, our voices matter, so I will inspire others and I will continue to get better I will beat the bullies, I am not strange, young people are the future and we are finally making a change. Thank you. I will hand you back to Luke now.

Luke:

That is amazing spoken word, we often forget about the conversations and the real thoughts that young people have and I think having that honesty aspect to start sharing experiences is the way forward we need to work. For me, I was aged is 13 in secondary school, used to be a confident young person. Loved playing sport and anything to do with it.

But I suddenly realised that at age 13 things started to change for me, within that time it got a lot difficult for me. I started realising that I started to lose a lot of confidence. I went from the young bubbly character, to someone who had lack of

confidence and lack of self-belief. Came to a point where I could no longer go to school or look at my peers in their eyes and I started to hide in the bedroom. My attendance stopped dramatically and everything fell as well. With that lack of aspiration, not just from myself but the people around me, people told me, if you carry on the way you are, you have no future, I decided change starts with you, everything thinks of change in the world, but nobody thinks of change in themselves if you want to make change you have to openly honestly take commitment and drive forward.

I knew I was going to change, I started volunteering, an opportunity came up. I love sport. What better way to combine passion with opportunity which can lead to a future career, started volunteering at a youth club, started coaching sports and playing sports and getting more involved with it. I realised by helping others I helped myself. Through that I learned to deal with my mental health issues and depression and anxiety. With that came a load of opportunities.

For me, I live now. What now means to me is no opportunity is wasted just at this Expo, you have got a chance to really lead change and make sure that we take every single opportunity that is placed in front of us to lead and develop that change.

By delivering and working with organisations such as I Will, and other organisations I realise that as Chloe said, we can be the next generation, we can do these things. The most important thing for young people, we need to be put at the forefront and have the opportunity to develop and have the voices heard. With a lot of young people and organisations young people's work is often tokenistic, we need to make sure it is not a tick box exercise, every word spoken by a young person counts.

If we lead change today, that we speak with honesty and passion and we allow the next generation, to shape and future our health and social care. Thank you.

We're now going to hand over to Sir Bruce, who is going to tell us about his social action and some of the matters arising out of that. Over to you, Sir Bruce.

Bruce:

Good morning, everybody. Can I thank you both for heart-warming, inspiring stories that get to the essence of what this is all about the young generation? It seems to me it is really important. I would like to make three points about it. The first is volunteering, I volunteered as a youngster well, I thought I was a youngster at the time, I was 16. I learned a lot. Volunteering I think is educational for people. It makes them feel included in something that's doing good for others.

You can volunteer in hospitals, in the community, in primary care and in a number of places, offering help to those who need them. The second point is I think the next generation can act, really importantly, as health champions.

One of my great disappointments is we have been unable to get legislation through to encourage health education and first aid education in schools. Because the young people are very good at spreading messages, not just within the communities, but also within their families. They can encourage parents and siblings to do things that we can't, through normal messaging, get through.

The third area is that I think my generation and subsequent generations are simply caretakers. They are caretakers for the NHS, caretakers for society for the younger generation. When I look at the NHS I see a big divide between older people who want care close to home and continuity of care and young people who want immediacy of care, immediacy of information and therefore of knowledge. Ultimately the younger generation will become the older generation in time.

We have to, we have to engage the younger generation in the way we design our

services for the next 10, 20, 30 years for the National Health Service. Those, I think, are the main points I would like to make. In particular I would like to thank both of you so much. Thank you.

Luke:

Now over to you, Ruth.

Ruth:

It is a great privilege to be here. What a moving, moving account you two guys have given us. It was worth for me getting up at some stupid o'clock this morning just to listen to both of you tell a personal story. That's why I guess we're here now, to give our commitment to volunteering.

Particularly volunteering, I remember when I was younger than you, I was 15, 16, wondering what career I was going to do and I ended up volunteering in a nursing home, not far from where I lived in South Wales. I can still remember the talcum powder smell from when I was volunteering in that care home. That's why I wanted to become a nurse.

I'm ashamed to say I don't do volunteering at the moment. But you have sparked something in my conscience today. You'll have to hold me up, see whether I make sure that I do my pledge form later to do something about that. I have seen lots of volunteering being done fantastically. There's amazing trusts up and down and across England working with volunteers and volunteers being part of the nitty gritty part of the organisation.

You'll hear from Kathryn later on, but I saw most being done in the early days, especially around Philippa and Angela Thompson working with the Prince's Trust. I

guess the challenge I'm putting out to organisations is that when I was a Chief Executive at Trust, most of the volunteers were my age or Bruce's age or older even. One of the things that we need to champion through this, this is about youth volunteering. I'm delighted to be able to lend my support today and ongoing to this work. Thank you.

Chloe:

Thank you. I'm glad that we can stand here in front of you today and inspire you and hopefully others as well. This is the start of something amazing. It is really exciting. Thank you. Now it is over to our lovely Melina who will be speaking to you about her experiences and what she has been doing.

Mel:

Hello everyone. My name is Melina. My volunteering journey started two years ago when I applied to volunteer at The Royal Free Hospital. I knew I wanted a career in medicine so to me that seemed a logical step in the process.

Soon after I started volunteering it became more than something to put on my personal statement, on my CV. I had a great time trying out all the different roles and after, you know, going through them I realised that my preferred roles were more patient involved. I did, my main role was a ward assistant. I was helping on the wards, talking to patients, making tea and coffee, handing out lunch and dinner, things like that. I was also a dementia companion. I used to go to specific patients who had dementia on the wards and sit and talk to them for about an hour, play games and have general chats with them.

I also had a go at satnav, which is directing people around the hospital. So, The Royal Free is a massive hospital and it is confusing for people who come in once or twice a year. That was an interesting role. Also, the shop trolley. I really enjoyed

that because you get to see all the wards in the hospital. You basically go around and some of the patients who can't go outside or can't go out, they have a chance to get snacks or anything that they want. To me volunteering is very much part of my life and I feel like it will be for a long time.

I've had so many amazing opportunities through volunteering and I wouldn't be I wouldn't have half the skills I have today if I hadn't started volunteering. Apart from the obvious benefits to the patients and the people you are helping, in return you get a lot of benefits back, such as confidence, being able to go into a place, know your role and trust you know what to do. That is important for a young person starting university or a job.

Last year I was nominated to be one of the I Will ambassadors. I made two commitments for that. I said I would start volunteering in A&E and make a role description so it was more appealing for young people to volunteer in A&E, because not so many were doing that at the time.

Also, I became a Dementia Champion. So, my commitment was to train 100 dementia friends. It is basically where you run a session and raise awareness about dementia. At the end, they get a badge and they are a dementia friend and part of the Alzheimer's society. I have now trained 119. I passed my goal, which I'm happy about. I wouldn't have been able to do any of that if I hadn't started volunteering and got involve with the I Will campaign.

Thank you, Melina.

That's how we can use young people in relation to patient waiting times. We are now going to hand over to Rowan from the NHS National Youth Forum.

I'm an activist. I was one of the founders of the NHS Youth Forum, and since then I

have seen a boom of Youth Social Action across the NHS. Whether that is volunteering or employment, and it has had an amazing impact. But there is one thing at its core, the whole idea that patients are people too. We have a voice and we have a personal democratic mandate to effect change for our care and the care of everybody else.

Speaking to young people really allows us to hear from the horse's mouth, and often, admittedly, quite directly, how services can be improved, how care outcomes can be enhanced and how efficiencies can be made. There are seldom heard groups, young people who have been young carers, homeless young people, all serve to multiply those benefits. Don't talk about us without us. Over the years I've spent working in Youth Voice I no longer view anybody as disengaged with healthcare and healthcare politics, but I regard them as untapped potential.

Many of the practitioners of services and service providers I've talked to and advised and coproduced with, are surprised that a small investment in youth facilitation and some train travel for young people can result in transformational improvement. Also, personal change to young people and young professionals who understand better how they can work better with each other. It amazes me how the Youth Forum started with 20 young people in a residential centre in Kent and how we have been able to blossom into the organisation we are today.

We've had our National Poverty Campaign on Youth in Healthcare, which you can pick up at the stand, we have educated young people and a few GPs on consent, confidentiality and complaint. The Youth Forum has been instrumental in the setup of the committee that gave recommendations to government around mental health. It focused around what we young people want to see in the next 70 years of the NHS. Also, have worked on things like You're Welcome and National Voices' six key principles to drive that policy formulation and drive that policy practice. Not only this, but it has caused a real wave of Youth Voice to wash across GP practices,

Healthwatches and Trusts.

Young people have been able to take ownership of the transformation of services and drive improvements in care. You can do that yourself with our bite sized guides which are available on the NHS England stand. I myself was involved in the development of the Barts NHS Trust Youth Forum. After establishing a relationship and a buy in with key people in The Trust, senior middle management and, most importantly, the young people, we were able to ensure the sessions were welcoming. We invested in place specialist time, in a room for the young people, and then a little while later the youth empowerment squad, as they called themselves, were taking the key issues they found of mindfulness, food in hospitals and WiFi up to board level.

The young people involved in the programme became more confident, articulate and strategic and developed a better understanding and interaction with the service, and allowed the service to interact with them better. I'm sure the statistics will show they had improved experiences and outcomes.

There is great volunteering and work experiences out there already, but they're not really truly Youth Social Action projects until they are totally patient driven from start to end, and that begins with Youth Voice, that is where the benefit lie. Thank you.

Chloe:

I'm sure Luke will agree that you are passionate and educated on what you are talking about. The next person we'll be hearing from is Kathryn Halford. I would like to invite her up to tell us more about what she does.

Kathryn:

Hello, I am a Director of Nursing, I am in a privileged position of working with volunteers both as young people and older people. Allowing and ensuring that young people are involved in our operations, we are one of 5 Trusts, working with the Virginia Mason Trust hospital in America. We have a week long improvement week and as part of the improvement weeks we involve young people, particularly in services related to them and have an impact on them.

We have been really fortunate to have some people who are perhaps not quite as articulate as Rowan, but very good at voicing opinions and telling us where we are going wrong and improving things for children and young people. At the moment, the young people are 14, 15, 16, 17, working on how we can include younger people so the 5, 6, 7-year olds to inform what they want their experience to be looking like within the organisation.

In addition to that we do a lot of volunteering, so I have probably between 100 and 200 young people who volunteer I do that by working in partnership with other people, I work in partnership with the local colleges, lots of clubs and they come in and provide services on the wards, provide entertainment sometimes, sit with the patients sometimes and do a variety of activities on the wards or support for people on the ward.

Really conscious that we have a responsibility to ensure the next generation of health care workers know what health care is like, what health care involves and some of the experiences that were described earlier on were really important. Because a lot of people's experience of health care is based on programmes like Holby City, anyone working in a hospital, will recognise it is not like that and there are other things that happen and it is important before people start the journey and entry into the health service, they understand what we are doing. My pledge to continue to increase the number of people that we have volunteering and to continue with the number of people young people who we have on our improvement journeys

and continue to improve our organisation so that we meet the needs of the health care of the population that we serve, very, very diverse health care population, that is my pledge today.

Luke:

That is a great example of how you guys pledge as well. Having your guys to commit to social action and making young people part of this is a key in moving forward. We have to be big and bold and take responsibility and saying I will take action and lead on it next up is Chris to share his journey on social action.

Chris:

Good morning everyone. Three years ago, the Royal Free Charity took over all the volunteering in the Royal Free hospital at the time we didn't embrace young volunteers, we didn't have one, in you were under 18 you couldn't volunteer, not because there was legal reason or insurance reason but because we felt it was difficult. As a Chief Executive, I found out I was wrong to have that assumption, and therefore we changed it. All for the better.

Today, we have got, we have had over 200 young volunteers come through the Royal Free, they are inspirational. I have been in charge of the charity for 6 or 7 years, out of my Board, of all the things we have done, this is the thing we are most proud of. I stand before you saying I would love you to do the same thing. I will whiz you to the Royal Free now and I will show a video of things they do to enhance the patient experience, let's see if this works.

Hi, Director of Operations at the Royal Free Charity, we are lucky throughout the Trust and we have a diverse and active team of volunteers. One of the greatest pleasures in my roles is to see volunteers make a difference every day. None more so than the younger people, 16 to 25-year olds who constantly surprise us with

innovative ways of supporting the Trust through the social action, here are a couple of examples.

Melina:

Hi I am Melina. Welcome to my dementia friend's session at the Royal Free, started volunteering when I was 17 I knew I wanted to go into medicine and had been told the charity had a good young volunteers scheme, great to be 17 and be a part of people. Have responsibility, I love to hear so much, after my first year, nominated to be ambassador for the I Will campaign, this has led me to the first young person to volunteer in A&E and also to become a dementia champion, I feel that the young volunteers programme has shaped my future and helped me put something back into the NHS and hopefully, when I qualify as a doctor, that can continue. I have done a lot. I am Australian, lived in New Zealand, South America and back here in London. The one thing I have done in each country is to volunteer.

Now as a young volunteer programme coordinator, I use all the experience to get our young people making a difference.

When I started at the hospital a year ago, only 5 volunteers under the age of 25, but I was lucky to have the Royal Free Charity young volunteer programme as a foundation. So, with a little bit of hard work and a bit of personality, took only 7 months to raise the number to 100. That is 100 young people making a difference to the hospital, its patients and staff members.

I think the reason for the programme's success is, first off, the relationship between the charity and the hospital and also the incredible enthusiasm of the young people. I have had such a great time here and I really feel I have made a difference, but every now and again I still go and sit with the patients and share a cup of tea. When I see the young volunteers working so hard with fun and humility, I realise how important a

programme like this is, young people will amaze you, you have to give them a chance. Our success has been done to the Trust and the charity putting faith in those youngsters with a well-resourced and structured programme. Great to see a group of young people asking not what can the NHS do for them, but what can they do for their NHS?

Chris:

These are people I work with every day. Like I say 3 years ago, we didn't have one young volunteer and in many ways, I cannot inspire patients like they can. Like hear from Melina today, I can't inspire staff like they can, but the one thing I can do is create youth opportunities for people to come into our hospital and create a difference for the patients and the staff of that hospital. So, I have a pledge card. I will be filling this in, although the Royal Free, I want to see young volunteers across all the sites in west London, that is my pledge today and you involved in GP surgeries and hospitals can also do the same thing and create inspiration, not only for young people, but also for your patients and staff, so thank you for your time.

Luke:

Thanks Chris for that great insight into how we can start using hospitals and getting young people involved on the front line of their actions.

So, we have now, we are now going to open up the floor to questions to the Panel. About 5 minutes of time. If you have questions you would like to ask any of the Panel members, raise your hand and we will get a mic to you, in that time, give us a statement, name, where you are from and also who you would like to ask the question to. So, any questions? A question here, yes?

Question: My question for Sir Bruce, I am a mother of 4 daughters, been privileged by third daughter has done the National Citizen Service, so she spent her summer

volunteering in the care home, training people in dementia friends, becoming dementia friends but 90,000 children, doing National Citizen Service, at least 20% of them volunteering in health and social care, will the NHS be tapping into this huge talented pool of young people?

Bruce:

I think the short answer is yes, we have made our commitment to do that, I know one of the accusations against the NHS, we haven't been very good at tapping into the younger people.

As you know, next year is a 70th anniversary of National Health Service, I have made a commitment to the step up to serve charity, overseen by Prince Charles, in the 70th year, we will have 70 organisations with 70 youth volunteers between the ages of 16 and 25 and on his 70th birthday, all participating in volunteering in the NHS. Our NHS you can think of it as a series of structures but really it is a social movement. In a sense, what we are trying to establish is a social movement where it is seen as a good thing to do, not only to help our communities but to help our NHS and we will tap into it.

Question: I am Gill Fraser, Kissing It Better charity. Over the summer, 70 young people took them into hospitals in the Midlands and down in Sussex. We did it the same last year, was enormous undertaking to do it. Hundreds of volunteers and people to supervise one afternoon, took a 100-young people into the hospital, now we have done 15 separate sessions like that, it was amazing they all took gifts but also prepared meticulously by us, everyone that came, had a full day with us, dementia friends in the morning, induction and awareness how to talk to old people and. I would like to thank Kathryn for helping with all of this, Kath Evans, it can be done. I was asked if I was ex-army, I love them to bits but I said for 10 minutes I be like a sergeant major, it is easy to disperse them, all went in, in single file.

We spoke in Downing Street and the House of Commons

So, thank you very much. We are doing it. Talk to me after. That is in addition to all the other projects we run around the country, thank you.

Luke:

Do we have any more questions ask the Panel?

Chloe:

If we take your question over there and then your question over, we are running short of time, I would like to bring Sir Bruce up after your questions to explain more, then if you need any more questions the NHS England team will be available 4:00 p.m. to answer any more questions you have so the England style will be able to take your questions.

Question: My question was more towards Chris and it was like I volunteer at my community hospital. I volunteer at my community hospital and obviously in places like London, you have a lot more, there is big hospitals, there is more people and young people. It is easier to kind of access schools because they are in like closer proximity to the hospital.

More of a question of how we take that model into the community and because I live in Frome in Somerset, I started to volunteer at my hospital, there was no structure for training volunteers, it was like, Susie go in and do whatever, chat to patient if you see them. There was no structure for involving young people led like volunteers let alone young people themselves, so is there a way we can take the example of the Royal Free and then use the and then connect the dots around the country?

Chris:

Yes there, is, Frome I know well, my brother lives there. The I Will campaigns put opportunities to apply for funds to put the structures in place. We are conscious it is easy to say, go do this and make a difference, but young volunteers take more effort. Let's be open and honest, but the rewards are incredible. Two-year funding campaign, you can find from the Pears Foundation, that gives the financial support to do some of these activities, we are lucky to have the support of Pears Foundation nationally to run this with us.

Question: I work in NHS England in the north region, I have had a long time working as within the education sector and one thing that I have learned is the more that you teach children and young people, the more you educate them about what is going on, the more they will want to be involved in it.

Surely, and I wonder what all the Panel think to this, would it not be more beneficial to introduce the idea of volunteering and help the young people understand what this is about at an early stage, take it to schools, introduce it to them, so they have an idea of what it is and how they can get involved. I think it would encourage them to do the volunteering at a later age.

Ruth

I agree. Lots of organisations are doing that right now. Whether we should have a national organisation do it is something we can consider. But a lot of organisations are doing that right now, whether they are going in to topic specific, but many organisations do that right now. We'll take away whether we ought to do something more nationally coordinated.

Chloe:

Thank you very much for all your questions. We have run out of time. Your

questions are important, so if there is anything else you would like to ask or questions about volunteering, the NHS England will take your questions at 4 o'clock.

The survey that Luke mentioned earlier is still on the link. The link is on the hand out.

Do consider filling it in to help I Will understand the landscape better. The pledge cards that we introduced at the beginning, we would like you to fill them out and you can take them to the back of the room where you can put them and have a selfie taken. Just over there at the back, you can go over there with your pledge cards and take a selfie.

Thank you very much for listening to us today and for your discussion. It is a privilege for us, to be standing in front of you as young people. We can create a generation of life long volunteers. Like I had in my spoken word, young people are the future generation, so it is great to see a rippling effect happening that can get people involved in social action, volunteering, and we can make the world a better place. Thank you so much for your time today. Thank you.

I'm sure you will join me in thanking the Panel and our fantastic Chairs, Chloe and Luke. Thank you.