



Youth Health Leaders



#YoungVoices24

Involving young people in the development of health services in Scotland

Description

The aim of this person-centred initiative was to engage with a diverse range of young people from across Scotland, listen to their views, and find out how they would like to get involved with NHS 24, in order to help the development of services that matter to them.

This built on the work of the current NHS 24 Public Partnership Forum (PPF) and responded to the PPF's own desire to involve younger people.

Methodology

The method used to engage built on learning from the Scottish Health Council (SHC) project to Strengthen the Voice of Young People across Scotland.¹ We aimed to put into practice the top tips identified from this piece of work when carrying out our own engagement.

Top Engagement Tips we Followed:

Provide feedback

1

Be honest, and don't patronise

3

Communicate

2

Don't get hung up on the ask

4

Aims/Objectives

- Establish an NHS 24 Youth Forum
- Have young people's voices at the heart of service design and improvement
- Find out how young people would like to participate in the development of NHS 24's services
- Raise awareness of NHS 24 services among young people
- Build relationships with Third Sector Organisations that represent young people, who can support NHS 24 in this initiative

Results/Outcome

Key decision-making within the organisation including: recruitment processes, mental health and digital developments

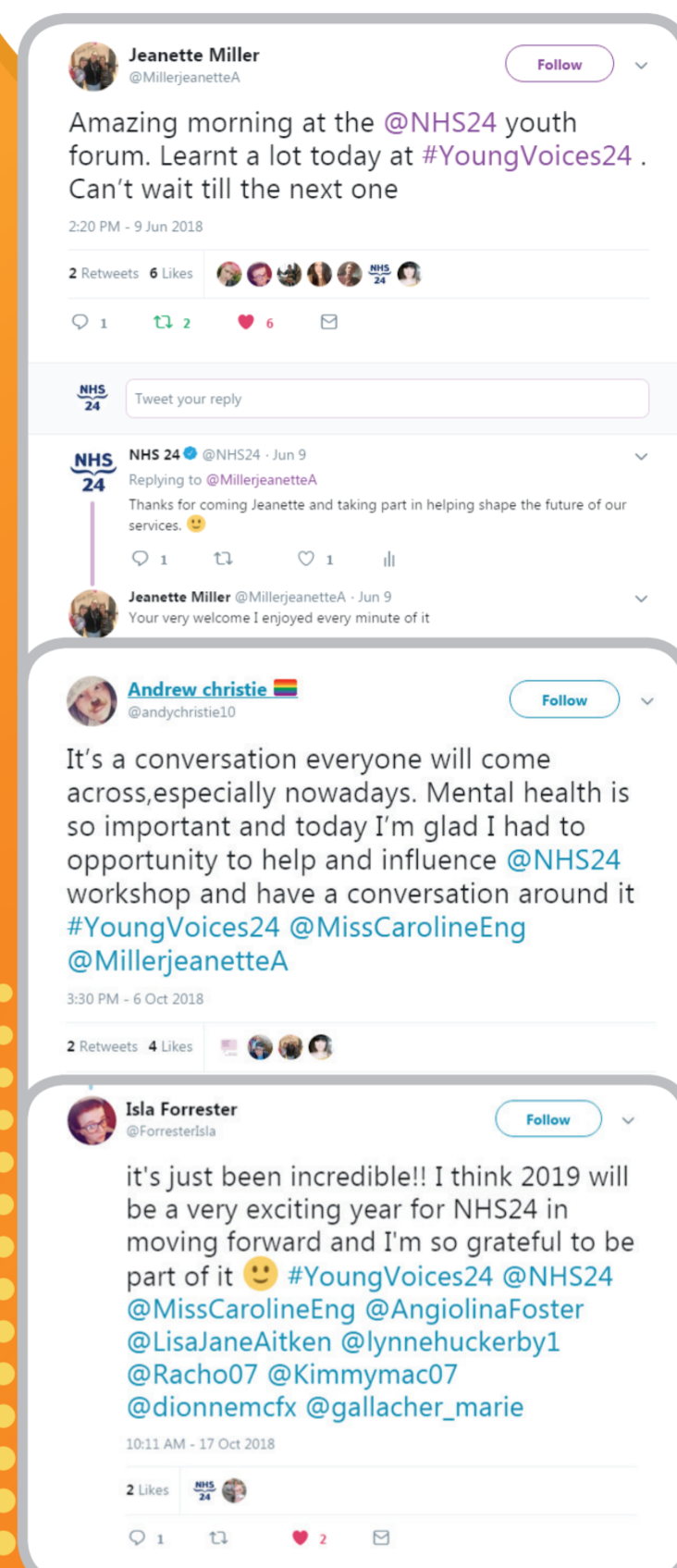
Contributing to key events, including Annual Review, ministerial visit, Board and project meetings

16 core members of NHS 24's Youth Forum

Saltire Award scheme: Young people are gaining recognition for their volunteering hours with a certificate celebrating their commitment.

Opportunities to grow and develop whilst volunteering

Effective use of social media



Cause my health is important to me
 Let me tell you how I feel
 Because everyone needs someone
 To listen to me, I need you to hear me, see me and be heard
 Ask me, support me, new me!
 My best days are yet to come
 I am me, you are you, we may be misunderstood but we can understand
 Say the tight thing
 It's important to have a listening ear!
 We need a voice even if we can't speak
 Ask me
 My life IS worth living

Listen, without Labelling

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Our Impact Your Future

¹ Healthcare Improvement Scotland, Strengthening the Voices of Young People Project. Available from: http://scottishhealthcouncil.org/our_voice/young_voices.aspx#XDSA83JLE5g (Accessed 7th January 2019).