

# Own it: Empowering young people to take ownership of their healthcare

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**Connecting Care for Children (CC4C)** is an integrated care collaborative linking paediatricians, primary care (GPs) and local communities.

We work with six General Practitioner (GP) Primary Care Networks (PCNs) across North West London. The PCNs host specialist clinics with a GP and Paediatrician and multidisciplinary team (MDT) meetings.



## The Problem

In 2020 we ran a [‘what matters?’](#) workshop for children and young people’s health. A call to action from the workshop was to support young people to take ownership of their healthcare[1].

Young people, parents, carers and healthcare professionals were all unclear about when young people could access healthcare independently.

## What we did

Figure 1: Some of the tweaks that were made to the infographic, acting on feedback from young people, parents and carers and healthcare professionals



### Change made based on previous feedback:

More questions included in the FAQ

### Feedback:

“I would probably make the age stand out”



### Change made based on previous feedback:

Age made bold  
Illustrations changed

### Feedback:

“I think it is really clear and accessible”

- Who was the team? As a local mum, patient engagement lead and a child healthcare professional our team covered a range of stakeholders in young people’s health
- What helped? Using quality improvement and a co-design approach [2] we used rounds of feedback to quickly improve draft versions of the infographic

## Our aim

To support young people to take ownership of their healthcare by co-designing information about when young people can access healthcare independently.

## Impact

The final infographic has had lots of positive feedback. Rounds of feedback helped create a resource that works well for young people.

## Message to others



Going directly to young people and involving them at every stage made sure we addressed what they wanted to know. Scan the QR code to access the final infographic



As a team we were committed to equal partnership working, with open communication and challenge. We worked hard to build trust and invest in long term relationships between professionals and our local community



Using coproduction, working together with young people as equal partners, gives patients a voice, healthcare professionals a greater understanding of their patient’s needs and ensures the design of person-centred care

### References

- [1] *Health and wellbeing for children and young people, What matters?, Spring 2021, Connecting Care for Children, 2021*
- [2] *Involving people in their own health and care: Statutory guidance for clinical commissioning groups and NHS England, NHS England, 2017*

## Get in touch

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