

# Me first Communication Champions' Newsletter

Issue 2  
November 2016

We had our third Communication Champions' Event on October 11<sup>th</sup> 2016 – a big **thank you** to those who attended. You commented that the newsletter was a useful and informative summary of the event.... so here is issue number 2!

**Communication Champions** – **Thank you** for your feedback about what you have been trying, we have summarised some of your fantastic ideas below:

- Asking colleagues in a meeting to think about positive personal experiences they have had as a service user and what it was specifically that the healthcare professional did or said. This generated some really good conversations and promoted **Me first** to the team
- Phoning all CYP in the young people's forum individually to make sure that any additional needs are understood and met in meetings
- Asking more questions of CYP rather than simply informing them. Examples of questions you have asked include:
  - What do you value?
  - What behaviours demonstrate these values to you?
  - How can I be more like that?
  - How does what you need from me change when you are in a crisis situation (ie. when you are really unwell or distressed)?
- You used the Bullseye [resource](#) with a whole family to give feedback on how an appointment went. It can be used to track results for patients over time, and patients can take photos of it to keep as a personal record
- Writing a 'health tip' for CYP at the bottom of clinic letters – with a different tip each month, for example health tips specific for CYP with diabetes
- **Me first** embedded into undergraduate nursing curriculum
- You used the pants and tops resource to review children and young people's views of exercise, please click [here](#) for more information and ideas.

## Since last time, we have...

- Had Ali from Ollie and his Superpowers come to talk to us about tips for discussing and controlling our emotions, for details click [here](#)
- Looked at how communication champions can create a climate for change using 'Kotters eight steps of change', for details click [here](#)
- Created **Me first** 'Communication Champion' pin badges and credit-card sized versions of the model for your ID badge

# Me first

Children and young people  
centred communication

**#CYPMeFirst**



Twitter is a great way to get involved in the health community and keep up to date with all things **#CYPMeFirst**

For advice and guidance for health care professionals on using twitter, whether a novice or experienced, you may find these links helpful:

- ▶ <http://www.wecomunities.org/resources/twitteriversity1>
- ▶ <http://www.voices.rcpch.ac.uk/post/145956468372/social-media-a-guide-for-cynics-and-champions>

## TWEET AND MEET!



We are building our network with our Communication Champions – you can find a list of twitter handles of the members of the **Me** first team, your fellow Communication Champions and some useful people to follow on twitter [here](#)

**ACTION! Join twitter** and join in our live twitter chat on **Monday 28<sup>th</sup> November 8-9pm** using the hashtag **#CYPMeFirst**

**Represent us! Come to the next Communication Champions events to pick up one of our shiny new badges!**



**Keep the ideas coming!** If you think of anything we could do that would help you as a Communication Champion, please email us [info@mefirst.org](mailto:info@mefirst.org)  
**Thank you, we look forward to hearing from you!**

## Important dates for your diary...

### 1. Me first Twitter Chat

*Monday 28<sup>th</sup> November 2016*

*8pm - 9pm*

Communication with CYP who have learning disabilities, communication impairments or sensory impairments

### 2. Me first Twitter Chat

*Wednesday 25<sup>th</sup> January 2017*

*8pm – 9pm*

Why do we need to have CYP-centred conversations in healthcare?

### 3. Communication Champions' Event

*Monday 13<sup>th</sup> February 2017*

*9am - 12noon*

NCVO, London

(plus free breakfast!)

### 2. Communication Champions' Event

*Wednesday 21<sup>st</sup> June 2017*

*9am-12noon*

NCVO, London

(plus free breakfast!)

## Website update:

- Now over 80 resources on [Me first](#) with easier searching to find the resource you need
- New top tips and searching for younger children, children with learning disabilities, children with communication impairments or sensory impairments available [here](#)

## We have also:

- Got in touch with the [Reporter's Academy](#) to ask them to attend our next event and teach how you can film your own short film on a smart phone. This has a cost and we want to gauge interest and ensure enough people are booked on to the next comms champ event before we confirm them
- Looked at creating a help sheet or a video for explaining child-centred communication and its importance to parents. We have started by engaging with parents

# Communication Champions' Newsletter Supplement 1

**Pants and Tops** is a useful tool I found on the **Me first** [website](#) to encourage feedback from children and young people. I used it creatively in a slightly different way to find out from the children and young people on my ward what they felt was pants and tops about exercise. I work as a physiotherapist on a child and adolescent inpatient mental health ward. The CYP have a timetable of talks once per week, in my session I discussed approaching exercise in a healthy way and then asked them to draw and write on the pants and tops templates what they felt was good and bad. The aim was to stimulate conversation between myself and the CYP, I wanted it to be interactive and have the CYP contributing. This worked really well and helped me to 'Explore the views and preferences' of the CYP, finding out what motivates them and what the barriers to healthy exercise are. This is linked to the [Me first model](#).



# Communication Champions' Newsletter

## Supplement 2

**Ollie and his Super Powers** was created to disassociate an issue from a child, to enable the use of child-friendly language about how our mind works and why we feel what we feel, so that we can engage children in change work in a very empowering way. Ali Knowles creator of Ollie came and spoke at our last event.

### **Some of her tips for talking about emotions include:**

“Imagine you are a ship and all the crew are emotions. What emotions would you have? “  
“Nobody can make you think or feel anything you don't want to”

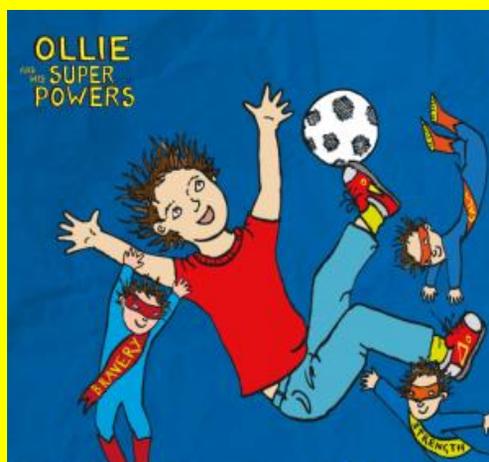
### **Other things to try are for talking about pain or anger or fear etc:**

1. If pain had a shape what shape would it be?
2. If pain had a colour what colour would it be?
3. If there was an opposite to pain what would it be? Shape, colour etc.
4. Point to where the pain comes from, is it inside you or outside you, a particular body part or place?
5. Can you move the pain around, where does the opposite of pain come from? Can you imagine lots of pain in the shape and colour described moving from where they said it came from to away, flowing away. Can you make it bigger or smaller?

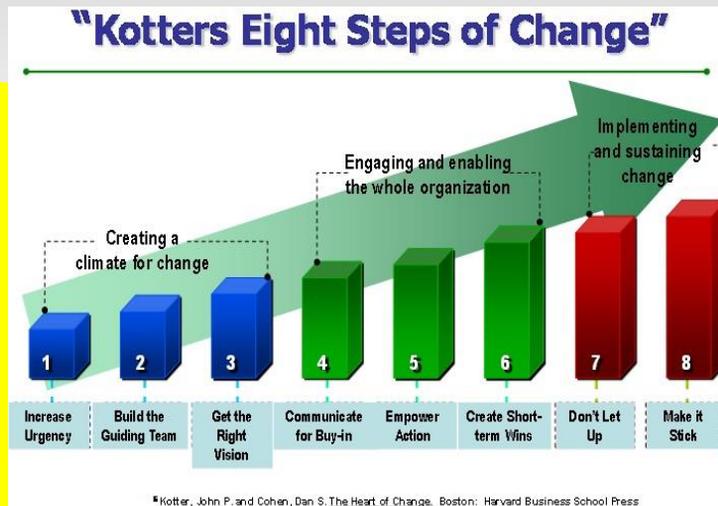
### **Ali also discussed parts therapy, she said:**

When we have a phobia we will often say 'I am scared of spiders' like it's all of you. In part's therapy you think of your phobia as one bit of you, and because it is not you completely, you can remove the bit of you that is scared of something. When she does this with a CYP she acts like she is pulling something the size of an orange out of the CYP's body which subliminally makes it smaller and more manageable for them. Then she can ask 'how can we help that part'. It is the same as being afraid of needles or worried about grandma you can try it with any emotion.

Click here to find out more about [Ollie and his Super Powers!](#)



# Communication Champions' Newsletter Supplement 3



We brainstormed ideas for how you could create a climate for change to implement **Me** first within your organisation. You said:

## Creating urgency

- Revalidation for nurses
- **Me** first awards celebrating all achievements
- Attracting people's attention e.g. what does your patient/parent feedback say? Remind people that **Me** first is not a lot of work, it starts with a change in attitude
- Creating space – team days, huddles, weekly meetings
- Non-compliance to treatment, healthcare professionals respond to clinical outcomes

## Building the guiding team, who do we need involved?

- Link nurses for adolescence
- A manager – ask them for help in facilitating change and the time to do it, get them to realise why it's important and how it affects their part of the business and not just patient experience, things like it can help reduce inappropriate referrals
- Getting senior colleagues on board by saying 'we need your expertise'
- Delegate to empower others
- Ask people to role model the proposed tool or change to practice
- Video a consultation using the **Me** first model and invite feedback from the CYP

## Getting the right vision

- Evidence it works, let's try it and you can always change it later
- By forfeiting something else for **Me** first you get more out of it, we can't magic more time or more money but improve the processes to overall achieve better outcomes rather than imposing certain outcomes
- **Me** first training should be mandatory!