

Me first

Me first: Improving health outcomes through the use of child and young person centred communication

What is the aim of **Me** first?

Me first focuses on putting children and young people (CYP) in the **centre** of conversations and involving them in choices and decisions about their care

What is Me first?



https://youtu.be/Wqqo-WAp9_w

Me first

Why **Me** first?



57% CYP said they were not fully involved in choices or decisions about their care



32% CYP said they did not always understand what staff said when they spoke to them

(Care Quality Commission (2017) – 2016 CYP inpatient and day case survey)

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How does **Me** first combat this?

Me first is a educational programme that helps health and care workers to develop their knowledge, skills and confidence in communicating with children

How does **Me** first work?

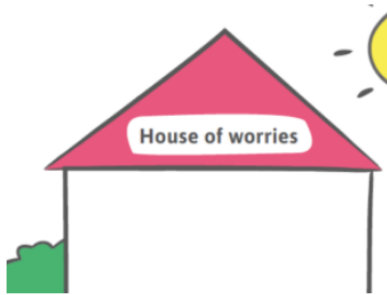
We have worked in partnership with children, young people and health and care professionals to develop a range of educational resources:

- The **Me** first communication model
- A range of training courses
- A dedicated website with online resources
- Top tips from health and care professionals and young people
- Network of **Me** first Champions to develop and embed quality improvement in practice

Me first

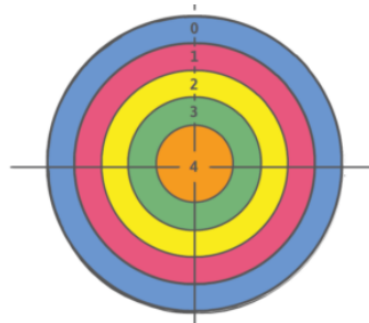
Resource Hub

Me first resources



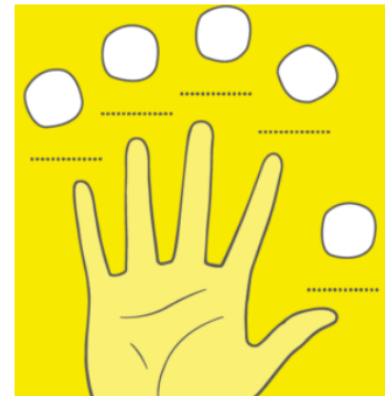
Me first Three houses tool

A tool to help CYPs identify what is going well, what they are worried about and what their hopes...



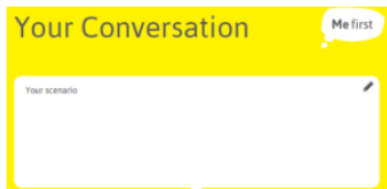
Me first Conversation feedback tool

A tool to gain feedback from children and young people about how much they feel listened to.



People who support me

An activity that will help children to identify people in their life who can support them.



Your conversation worksheet

This worksheet helps you to plan a conversation with a child or young person.



Plan, Do, Study, Act

PDSA logbook

Use this PDSA Log Book when you want to try something new to improve your communication with a child...



<https://www.mefirst.org.uk/resources/>

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The **Me** First communication models

- ◆ Provides a step-by-step framework
- ◆ Involves children and young people in choices and decisions
- ◆ Focuses on the small, practical changes that can make a big difference
- ◆ Enables health and care professionals to identify their strengths and areas for improvement

<https://www.mefirst.org.uk/the-model/>

Me first

Training impact

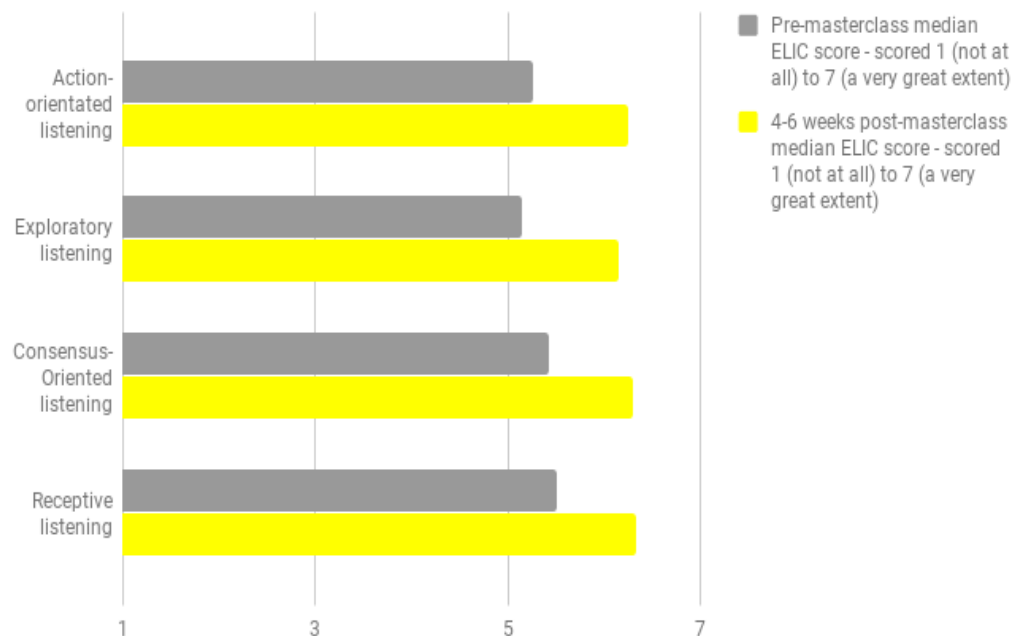
"The model in particular is useful for my clinical practice -helpful to have a framework to think of things to say, especially as health coaching is new to me".

"This has made me rethink how we have conversations with CYP, keeping them at the centre'.



Improved communication skills

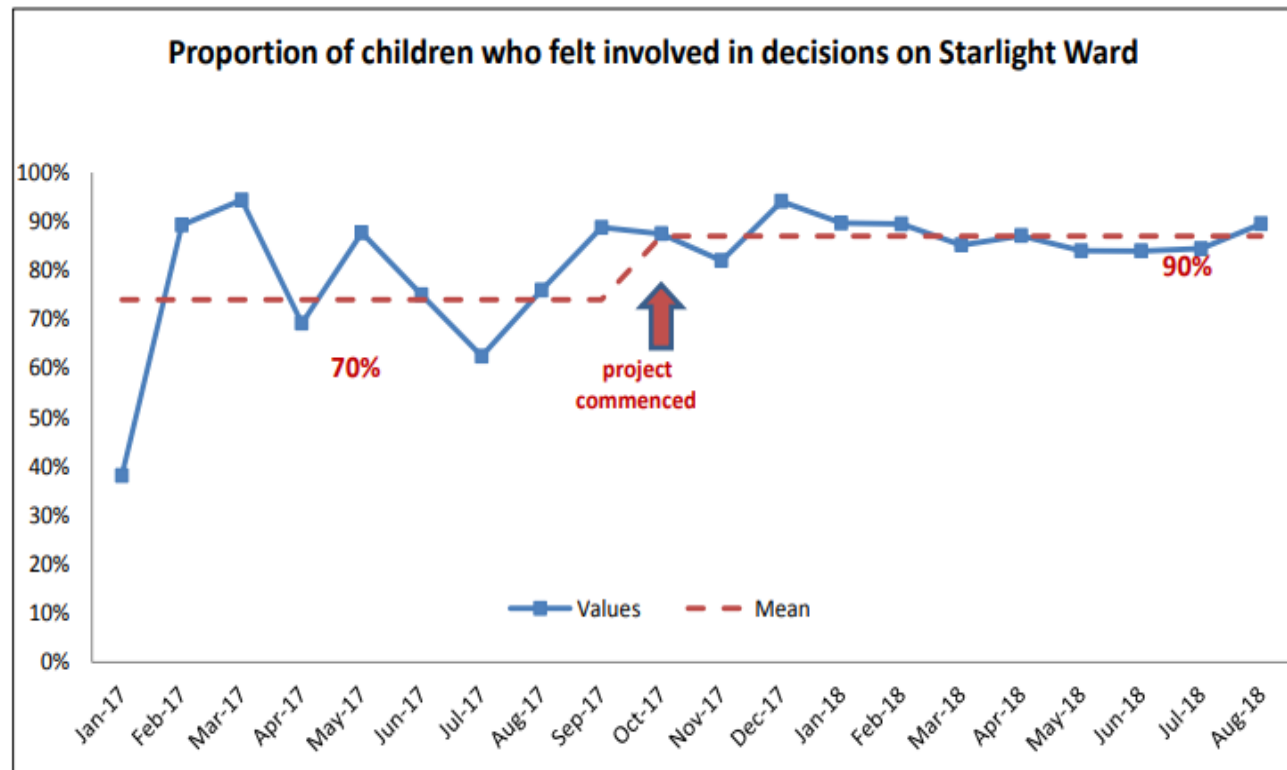
Listening skills improvements



Hayes, D; Edbrooke-Childs, J; Deighton, J; Wolpert, M; Martin, K; Reid, J; Morton, L. (2016) 'Me first' Masterclass Evaluation Report. EBPU, Common Room and Great Ormond Street Hospital.

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Quality improvement for child and young person experience



Data shared with permission of Anne Bisset-Smith,
Homerton University Hospitals NHS Trust

Resources for supporting ongoing learning and improvement

To embed changes in practice we provide the following additional resources:

- ◆ Communication Champions network
- ◆ Twitter chats
- ◆ Goal follow-up
- ◆ Blog mefirst.org.uk/blog
- ◆ Train the Trainer



Me first

Communication Champions



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<https://www.mefirst.org.uk/communication-champions/>

Online activity



70k

Website
visitors
since launch

3.8k

Average website
visitors per
month

190k

Website page
views



21

Twitter
chats
hosted

1.9k

Twitter
followers

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We have been recognised by...



**Nursing
Times
Awards
2016**
Finalist



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