



PALS: getting it right for children and young people



FREE Launch Events

Agenda

- 09.30 Arrival
- 10.00 Welcome and introductions
- 10.15 NCB's PALS: getting it right for children and young people
Liz Zachary, Development Officer, NCB
- 10.30 Case study 1
- 10.45 Table discussions
- 11.15 Break
- 11.45 Case study 2
- 12.00 Applying policy to PALS
- 12.15 Table discussions
- 12.45 Plenary and evaluation
- 13.00 Screening of PALS DVD and networking lunch
- 14.00 Close

Details

Come along to NCB's free PALS events to celebrate the work of PALS and launch NCB's PALS project materials.

Attendees will:

- Hear from PALS who are engaging with children and young people
- Hear from government about policy to support children and young people's engagement in health
- Network with colleagues involved with children and young people's health
- Take away free hard copy resources to help them engage children and young people

These events will be especially suitable for those working in PALS and patient engagement, but will also be of interest to anyone working in the area of children and young people's engagement in health.

There will be three events in England all running between 9.30am and 2.00pm:

Bristol – 7 September, The Watershed, 1 Canon's Road, Harbourside, Bristol, BS1 5TX

Birmingham – 15 September, Maple House, 150 Corporation Street, Birmingham, B4 6TB

London – 29 September, NCVO, Regents Wharf, 8 All Saints Street, London, N1 9RL

Background to NCB's PALS project

The Department of Health funded NCB to run a three year project to equip PALS (Patient Advice and Liaison Services) with the skills and knowledge to engage children and young people in their service.

Free resources produced for PALS staff include:

- ❖ *A collection of good practice case studies*
- ❖ *Two levels of participation training for PALS staff*
- ❖ *A poster and leaflet designed by children and young people for PALS to use*
- ❖ *A DVD featuring examples of PALS engaging with children and young people*
- ❖ *PALS 'adverts' filmed by young people that PALS can use to advertise their service*
- ❖ *A Charter setting out what children and young people want from PALS*
- ❖ *An action toolkit for PALS to help them engage with children and young people*

These will be available at the launch events and online at

www.ncb.org.uk/resources/free_resources.aspx

To book a place, please complete the form below and fax to: 0207 8436053. Or email booking details to lzachary@ncb.org.uk

NCB's PALS Launch Event

Booking Form

Name:

Job Role:

Organisation:

Email address:

Telephone Number:

Please indicate which event you would like to attend:

London ___

Birmingham ___

Bristol ___

Please provide details of any access or dietary requirements:

Please return this form to Liz Zachary:

- By post to: Liz Zachary, Well-being, NCB, 8 Wakley Street, London, EC1V 7QE
- Or by fax to 0207 8436053

Or email booking details to: lzachary@ncb.org.uk