

Report to:	Public Board of Directors	Agenda item:	9
Date of Meeting:	20 December 2017		

Title of Report:	National Children and Young People's Inpatient and Day Case Survey results 2016
Status:	For information
Board Sponsor:	Lisa Cheek, Acting Director of Nursing and Midwifery
Author:	Sharon Manhi, Lead for Patient and Carer Experience Sarah Merritt, Head of Nursing and Midwifery
Appendices	Appendix A: Care Quality Commission benchmarked results Appendix B: Picker benchmarked results

1. Executive Summary of the Report

This report provides a summary of the results of the Care Quality Commission (CQC) National Children and Young People's Inpatient and Day Case Survey 2016.

The 2016 survey of children and young people involved 132 acute and specialist NHS trusts across England. Children/parents were eligible to participate in the survey if they were admitted to hospital as an inpatient or day case and were aged between 15 days to 15 years when discharged between 1 November and 31 December 2016. Results for 2016 have not been compared with the previous survey in 2014 due to changes in the sampling month and that any change in results could be attributed to differences caused by patients being seen at different times of the year.

The detail from the CQC benchmarked survey results is attached at Appendix A. This includes a 'banding' for the Trust for each question against the 132 other Trusts. **The Trust's report was published on the CQC website on 28th November 2017.**

There were **10 questions out of 63 where the Trust scored 'better' than average** and no areas where the Trust scored 'worse' than average.

2. Recommendations (Note, Approve, Discuss)

The Board of Directors is requested to note the improvements identified in the report and approve the key areas of focus for 2017/18.

3. Legal / Regulatory Implications

The Trust is legally required to meet the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

The Trust is currently registered with the CQC with no conditions applied. Care Quality Commission (CQC) Registration 2014/15

NHLSA Standard 2: Learning from Experience

4. Risk (Threats or opportunities, link to a risk on the Risk Register, Board Assurance Framework etc)

A failure to demonstrate systematic quality improvement in the delivery of patient care could risk the Trust's registration with the CQC.

5.	Resources Implications (Financial / staffing)
A failure to comply with the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 and the Care Quality Commission (Registration) Regulations 2009 could result in financial penalties.	
6.	Equality and Diversity
Ensures compliance with the Equality Delivery System (EDS).	
7.	References to previous reports
National Inpatient Survey results 2015 report to the Board of Directors – June 2016	
8.	Freedom of Information
This report is not exempt from publication.	

Care Quality Commission (CQC) Children and Young People’s Inpatient and Day Case Survey results 2016

1. Background

- 1.1. The 2016 survey of children and young people used 3 different questionnaires based on the ages of the patients in the sample – 0-7 years; 8-11 years; 12-15 years. The results are based on the responses of 364 children/parents. There was a response rate of 29.7%.
- 1.2. The results allow us to identify where we performed 'better', 'worse' or 'about the same' compared with most other Trusts. The CQC will use the results from this survey in their regulation, monitoring and inspection of acute Trusts. The results also form a key source of evidence to support the judgments and ratings they publish for acute trusts. The Trust’s report was published on the CQC website on 28th November 2017.
- 1.3. Parents were asked ‘how many times has your child stayed in hospital on a ward in the past six months’. This is shown in table 1 below.

	%	Number
Once	72.86	255
Two or three times	21.43	75
Four times or more	5.71	20
Total specific responses	100.00	350
Missing responses	0.00	14

Answered by parents/carers of all age groups.

Table 1

- 1.4 Parents were also asked whether ‘their child has any long-standing conditions and this is shown in table 2 below.

	%	Number
My child is deaf or has a severe hearing impairment	1.59	5
My child is blind or is partially sighted	2.86	9
My child has another long-standing physical disability	6.03	19
My child has a learning disability	7.94	25
My child has a mental health condition	2.86	9
My child has another long-standing condition (e.g. cancer, diabetes, epilepsy)	10.79	34
My child has no long-standing condition	79.68	251
Total respondents	100.00	315

2. The **CQC report attached at Appendix A** shows how the Trust scored for each question in the survey, compared with the results from all other trusts and whether we are performing 'about the same', 'better' or 'worse' than 132 other Trusts. There is no comparison to the survey results from 2014 as the sampling month was different.
 - 2.1. The Trust scored '**better**' than the national average on ten questions. Further information can be found in **Appendix A of this report**. This includes the score out of 10 for each of the 63 questions, the number of respondents and whether it was the parent or child who responded.
3. As the CQC report is unable to compare the results to the previous survey in 2014 **areas for improvement have been identified from the Picker** results where some comparisons are made to the previous survey. These results benchmarked the RUH against 71 other Trust's. The Picker benchmark report is attached at **Appendix B**.
 - 3.1 The Picker survey results show that the Trust **worsened significantly on one question compared to 2014**
 - Parent did not have access to hot drinks facilities in the hospital
 - 3.2 Compared to the 'Picker average' the Trust results were **significantly worse than the Picker average on the following 3 questions** (lower scores are better):
 - Parents not able to prepare food in the hospital but wanted to (**RUH 74%; Picker average 62%**)
 - Overnight facilities for parents/carers rated as fair or poor (**RUH 43%; Picker average 34%**)
 - Parent not fully told what would happen next with their child's care (**RUH 36%; Picker average 30%**)
4. The facilities for parents and carers was impacted by the ward kitchen being moved to the parents kitchen during the survey period and therefore the responses to these questions were lower than in the previous survey.

A more in-depth review of patients and children being told 'what would happen next in their care' is underway and the actions that will support this are:

- Video Booth
- 'Tops and Pants' (asking children 'what is good' and 'what could be better')
- Visual voting
- Visit areas in the hospital where children are cared for
- Involve Children and Young People on recruitment panels
- Take over day – organised by children's commissioner - (Café, atrium, shop, volunteers)

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5. Recommendations

The Board of Directors is asked to note the areas of good practice highlighted in the report and approve the above areas for improvement.

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2016 Children and Young People's Inpatient and Day Case Survey

The information for your trust is provided below, to assist you in preparing for the publication of the 2016 Children and Young People's Inpatient and Day Case Survey.

On publication of the survey, the benchmark report for your trust will be available on the Patient Survey Co-ordination Centre's website and under the organisation search tool on the CQC website.

Information on how to interpret these results is included within this document, similar to that provided within the published benchmark reports. If you need any assistance or have any queries please contact the CQC Survey's Team at: patient.survey@cqc.org.uk

2016 Children and young people's inpatient and day case survey

To improve the quality of services the NHS delivers, it is important to understand what people think about their care and treatment. One way of doing this is by asking people who have recently used health services to tell us about their experiences.

The 2016 survey of children and young people involved 132 acute and specialist NHS trusts across England. We received 34,708 completed questionnaires, a response rate of 26%. Patients were eligible to participate in the survey if they were admitted to hospital as an inpatient or day case and aged between 15 days and 15 years old when discharged between the 1 November and 31 December 2016*. Full sampling criteria can be found in the survey instruction manual (see further information section).

The 2016 survey of children and young people used three different questionnaires, each one appropriate for a different age group:

- The 0-7 questionnaire; sent to patients aged between 15 days and 7 years old at the time of discharge.
- The 8-11 questionnaire; sent to patients aged between 8 and 11 years old at the time of discharge.
- The 12-15 questionnaire; sent to patients aged between 12 and 15 years old at the time of discharge.

Copies of the questionnaires are available here: <http://www.nhssurveys.org/surveys/1009>

Questionnaires sent to those aged 8-11 and 12-15 had a short section for the child or young person to complete, followed by a separate section for their parent or carer to complete. Where a child was aged 0-7, the questionnaire was completed entirely by their parent or carer.

Fieldwork for the survey (the period during which questionnaires were sent out and returned) took place between February 2017 and June 2017.

Results for 2016 are not comparable with previous surveys owing to differences in the methodology used. Children and young people were sampled at a different time of year which may impact on any change in results.

The children and young people's inpatient and day case survey is part of a wider programme of NHS patient surveys, which covers a range of topics including adult inpatients, emergency departments, maternity services and community mental health services. To find out more about our programme and for the results from previous surveys, please see the links contained in the further information section.

The Care Quality Commission will use the results from this survey in our regulation, monitoring and inspection of NHS acute trusts in England. We will use data from the survey in our system of CQC Insight, which provides inspectors with an assessment of performance in areas of care within an NHS trust that need to be followed up. Survey data will also be used to support CQC inspections. NHS Improvement will use the results to guide its work to improve the quality of care provided by NHS Trusts and Foundation Trusts.

Standardisation

Trusts have differing profiles of people who use their services. For example, one trust may have more younger patients than another trust. This can potentially affect the results because parents and carers may answer questions in different ways, depending on certain characteristics of their children. For example, the parents of older children may report more positive experiences than those of younger respondents. This could potentially lead to a trust's results appearing better or worse than if they had a slightly different profile of people.

To account for this, we 'standardise' the data. Results have been standardised by age group (survey version), route of admission (emergency or elective) and length of stay (0 or 1+ overnight stays) of respondents to ensure that no trust will appear better or worse than another because of its respondent profile. This helps to ensure that each trust's age-admission type-length of stay profile reflects the national age-admission type-length of stay distribution (based on all of the respondents to the survey). Standardisation therefore enables a more accurate comparison of results from trusts with different population profiles. In most cases this will not have a large impact on trust results; it does, however, make comparisons between trusts as fair as possible.

Scoring

For each question in the survey, the individual (standardised) responses are converted into scores on a scale from 0 to 10. A score of 10 represents the best possible response and a score of zero the worst. The higher the score for each question, the better the trust is performing.

It is not appropriate to score all questions in the questionnaire as not all of the questions assess trust performance. For example, they may be a descriptive question which asks respondents if their child's attendance was an emergency or planned. Alternatively they may be 'routing questions' designed to filter out respondents to whom following questions do not apply. An example of a routing question would be "During their stay in hospital, did your child have any operations or procedures?"

For full details of the scoring please see the 'Survey Technical Document' (see further information section).

Methodology

The 'about the same,' 'better' and 'worse' categories are based on a statistic called the 'expected range' which determines the range within which the trust's score could fall without differing significantly from the average, taking into account the number of respondents for each trust and the scores for all other trusts. If the trust's performance is outside of this range, it means that it performs significantly above or below what would be expected. If it is within this range, we say that its performance is 'about the same'. This means that where a trust is performing 'better' or 'worse' than the majority of other trusts, it is very unlikely to have occurred by chance.

Banding: If a trust is performing 'better' than the majority of other trusts, **Better** will appear in the **2016 banding** column. If a trust is performing 'worse' than the majority of other trusts, **Worse** will appear in the **2016 banding** column. If a trust is performing 'about the same' no score will be displayed in the **2016 banding** column.

Please note: if fewer than 30 respondents have answered a question, no score will be displayed for this question. This is because the uncertainty around the result is too great. Where no score could be calculated the 'Number of respondents', '2016 score' and '2016 banding' columns will all be blank.

A technical document providing more detail about the methodology and the scoring applied to each question is available on the CQC website and was provided to trust survey leads alongside this document.

Further information

The full national results are on the CQC website, together with an A to Z list to view the results for each trust (alongside the technical document outlining the methodology and the scoring applied to each question): www.cqc.org.uk/childrensurvey

Full details of the methodology of the survey can be found at: <http://www.nhssurveys.org/surveys/953>

More information on the programme of NHS patient surveys is available at: <http://www.cqc.org.uk/content/surveys>

More information about how CQC monitors hospitals is available on the CQC website at: <http://www.cqc.org.uk/what-we-do/how-we-use-information/monitoring-nhs-acute-hospitals>

*Five trusts sampled back to 1 October 2016 in order to achieve the minimum sample size

Number in questionnaire			Feedback received from:	Survey question	Performance		
0-7	8-11	12-15			Number of respondents	2016 score	2016 banding
Section 1: Going to hospital							
2	-	-	P 0-7	Did the hospital give you a choice of admission dates?	53	4.8	
3	-	-	P 0-7	Did the hospital change your child's admission date at all?	57	9.1	
Section 2: The hospital ward							
-	2	2	CYP 8-15	Were there enough things for you to do in the hospital?	106	7.6	
-	3	3	CYP 8-15	Did you like the hospital food?	73	6.5	
-	4	4	CYP 8-15	Was it quiet enough for you to sleep when needed in the hospital?	72	6.0	
-	11	11	CYP 8-15	Were you given enough privacy when you were receiving care and treatment?	107	8.9	
-	1	-	CYP 8-11	Did hospital staff play with you or do any activities with you while you were in hospital?	32	6.6	Better
-	-	1	CYP 12-15	Was the ward suitable for someone of your age?	64	8.5	
9	-	-	P 0-7	Did staff play with your child at all while they were in hospital?	132	9.0	Better
8	-	-	P 0-7	Were there enough things for your child to do in the hospital?	234	8.1	
24	-	-	P 0-7	Did your child like the hospital food provided?	108	6.3	
7	-	-	P 0-7	Was your child given enough privacy when receiving care and treatment?	254	9.0	
4	24	25	P 0-15	For most of their stay in hospital what type of ward did your child stay on?	359	9.9	
5	25	26	P 0-15	Did the ward where your child stayed have appropriate equipment or adaptations for your child's physical or medical needs?	296	9.0	
6	26	27	P 0-15	How clean do you think the hospital room or ward was that your child was in?	362	8.8	
Section 3: Hospital staff							
-	5	5	CYP 8-15	Did hospital staff talk with you about how they were going to care for you?	108	9.6	Better
-	6	6	CYP 8-15	When the hospital staff spoke with you, did you understand what they said?	107	8.5	
-	7	7	CYP 8-15	Did you feel able to ask staff questions?	89	9.5	
-	8	8	CYP 8-15	Did the hospital staff answer your questions?	85	9.9	Better
-	9	9	CYP 8-15	Were you involved in decisions about your care and treatment?	98	6.2	
-	10	10	CYP 8-15	If you had any worries, did a member of staff talk with you about them?	86	8.8	
-	-	12	CYP 12-15	If you wanted, were you able to talk to a doctor or nurse without your parent or carer being there?	31	8.8	
10	-	-	P 0-7	Did new members of staff treating your child introduce themselves?	255	9.3	Better
12	-	-	P 0-7	Did members of staff treating your child communicate with them in a way that your child could understand?	230	8.2	
19	-	-	P 0-7	Did different staff give you conflicting information?	253	8.4	
41	-	-	P 0-7	Do you feel that the people looking after your child listened to you?	255	8.8	
11	27	28	P 0-15	Did members of staff treating your child give you information about their care and treatment in a way that you could understand?	363	9.4	
17	32	33	P 0-15	Did hospital staff keep you informed about what was happening whilst your child was in hospital?	357	8.7	
18	33	34	P 0-15	Were you able to ask staff any questions you had about your child's care?	361	9.2	Better
13	28	29	P 0-15	Did a member of staff agree a plan for your child's care with you?	334	9.3	
15	30	31	P 0-15	Did staff involve you in decisions about your child's care and treatment?	359	8.7	Better
16	31	32	P 0-15	Were you given enough information to be involved in decisions about your child's care and treatment?	356	9.1	Better
20	34	35	P 0-15	Were the different members of staff caring for and treating your child aware of their medical history?	318	7.5	
21	35	36	P 0-15	Did you feel that staff looking after your child knew how to care for their individual or special needs?	283	8.6	
22	36	37	P 0-15	Were members of staff available when your child needed attention?	344	8.1	
23	37	38	P 0-15	Did the members of staff caring for your child work well together?	351	9.0	
14	29	30	P 0-15	Did you have confidence and trust in the members of staff treating your child?	362	9.3	Better
Section 4: Facilities for parents and carers							
25	38	39	P 0-15	Did you have access to hot drinks facilities in the hospital?	357	8.4	
26	39	40	P 0-15	Were you able to prepare food in the hospital if you wanted to?	140	3.7	
28	41	42	P 0-15	How would you rate the facilities for parents or carers staying overnight?	175	6.4	
Section 5: Pain management							
-	12	13	CYP 8-15	If you felt pain while you were at the hospital, do you think staff did everything they could to help you?	89	9.1	
29	42	43	P 0-15	If your child felt pain while they were at the hospital, do you think staff did everything they could to help them?	265	8.9	
Section 6: Operations and procedures							
-	14	15	CYP 8-15	Before the operations or procedures, did hospital staff explain to you what would be done?	69	9.6	
-	15	16	CYP 8-15	Afterwards, did staff explain to you how the operations or procedures had gone?	69	8.8	
31	44	45	P 0-15	Before your child had any operations or procedures did a member of staff explain to you what would be done?	151	9.7	
32	45	46	P 0-15	Before the operations or procedures, did a member of staff answer your questions in a way you could understand?	146	9.6	
33	46	47	P 0-15	During any operations or procedures, did staff play with your child or do anything to distract them?	111	8.5	Better
34	47	48	P 0-15	Afterwards, did staff explain to you how the operations or procedures had gone?	148	8.9	
Section 7: Medicines							
36	49	50	P 0-15	Were you given enough information about how your child should use the medicine(s) (e.g. when to take it, or whether it should be taken with food)?	144	9.6	
Section 8: Leaving hospital							
-	16	17	CYP 8-15	Did a member of staff tell you who to talk to if you were worried about anything when you got home?	82	7.9	
-	17	18	CYP 8-15	When you left hospital, did you know what was going to happen next with your care?	106	8.0	
-	18	19	CYP 8-15	Did a member of staff give you advice on how to look after yourself after you went home?	101	8.6	
38	-	-	P 0-7	Did a member of staff tell you who to talk to if you were worried about your child when you got home?	242	8.9	
39	51	52	P 0-15	When you left hospital, did you know what was going to happen next with your child's care?	316	7.8	
37	50	51	P 0-15	Did a staff member give you advice about caring for your child after you went home?	345	8.6	
40	52	53	P 0-15	Were you given any written information (such as leaflets) about your child's condition or treatment to take home with you?	253	8.1	
Section 9: Overall experience							
-	19	20	CYP 8-15	Do you feel that the people looking after you were friendly?	108	9.7	
-	20	21	CYP 8-15	Overall, how well do you think you were looked after in hospital?	108	9.1	
42	-	-	P 0-7	Do you feel that the people looking after your child were friendly?	255	9.4	
43	-	-	P 0-7	Do you feel that your child was well looked after by the hospital staff?	255	9.4	
45	-	-	P 0-7	Were you treated with dignity and respect by the people looking after your child?	253	9.4	
44	53	54	P 0-15	Do you feel that you (the parent/carer) were well looked after by hospital staff?	360	8.4	
46	54	55	P 0-15	Overall...	359	8.7	

Key:

	Children, aged 8-11
	Young people, aged 12-15
	Children & young people, aged 8-15
	Parents/carers of children, aged 0-7

Royal United Hospitals Bath NHS Foundation Trust

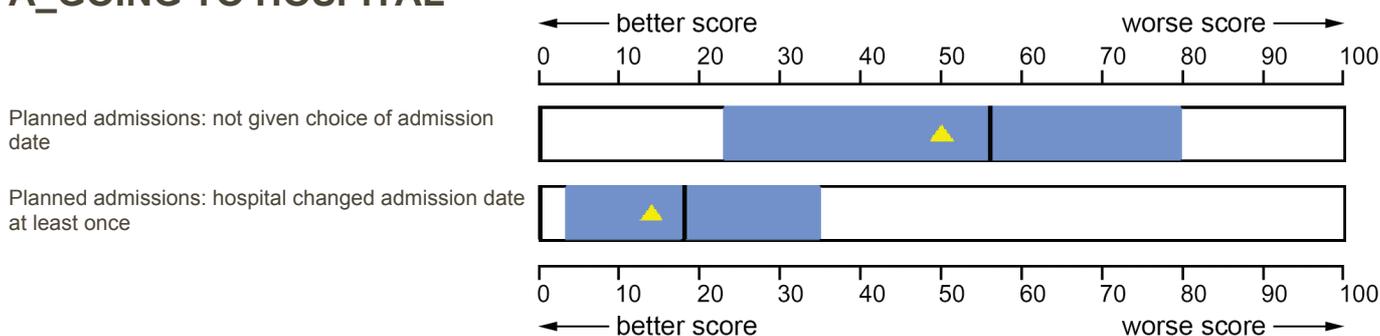
Your sample	Your trust
Number of respondents	364
Response rate (%)	29.7

Demographic characteristics (%)		
Gender		
	Male	53.8
	Female	46.2
Ethnic group		
	White	92.0
	Multiple ethnic group	1.9
	Asian or Asian British	1.1
	Black or Black British	0.8
	Arab or other ethnic group	0.0
	Not known	4.1

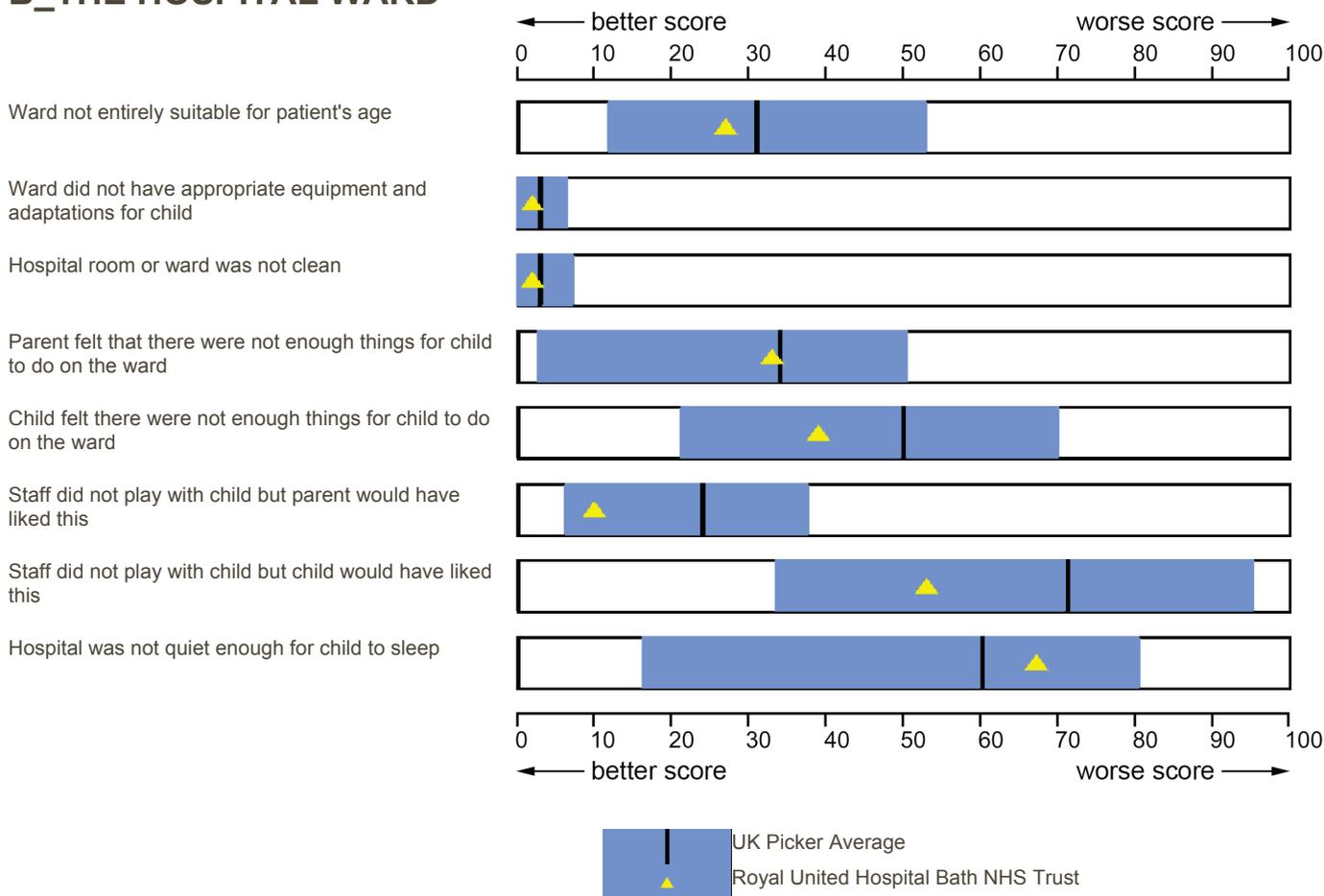
External benchmarks

This section shows how your Trust compared to all trusts who commissioned Picker for this survey (71 trusts). The range of scores are shown as a blue bar from the best score (to the left), to the worst (to the right). The average is the black line. Your Trust is shown as the yellow triangle.

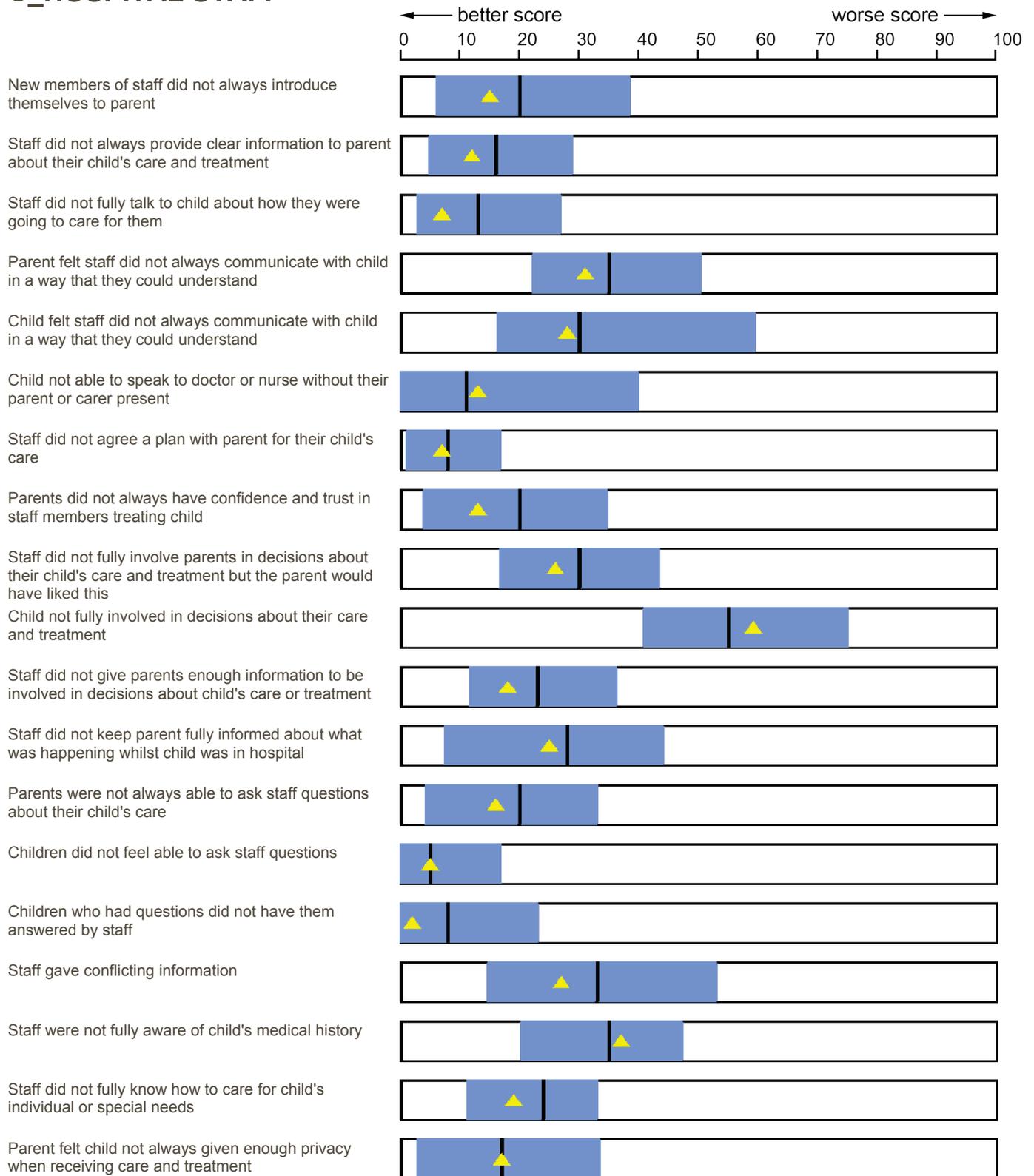
A_GOING TO HOSPITAL

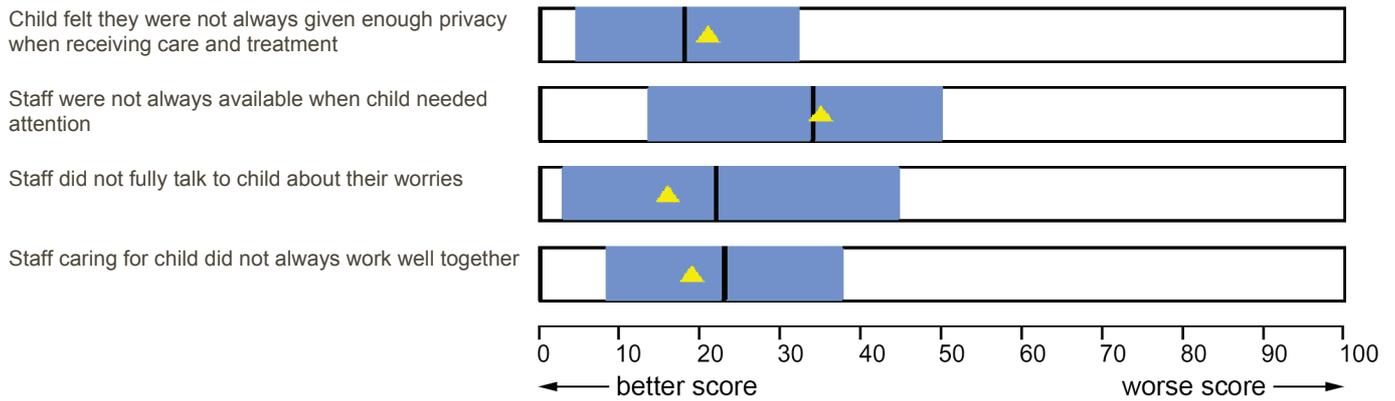


B_THE HOSPITAL WARD

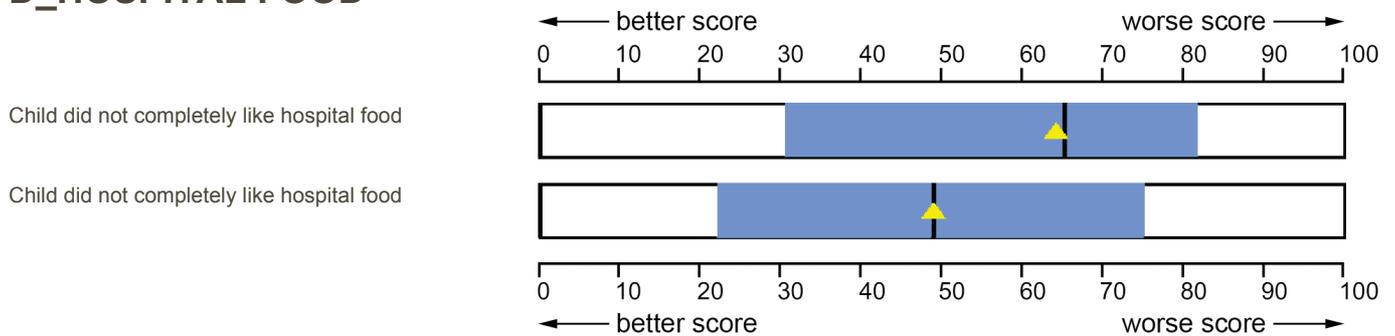


C_HOSPITAL STAFF

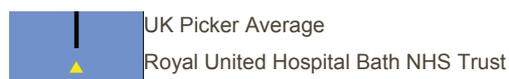
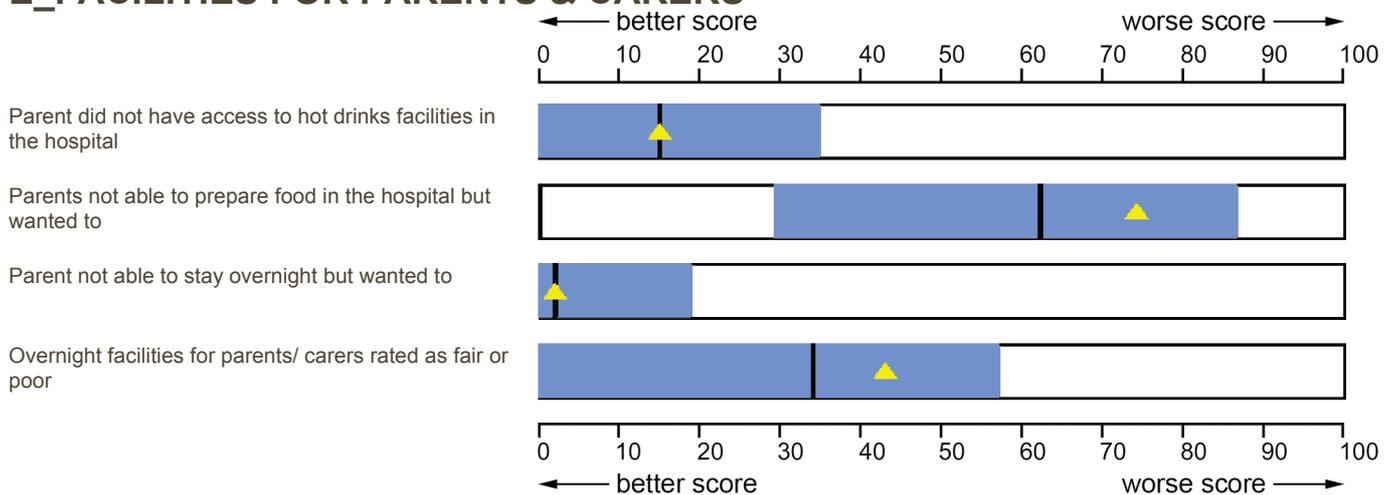




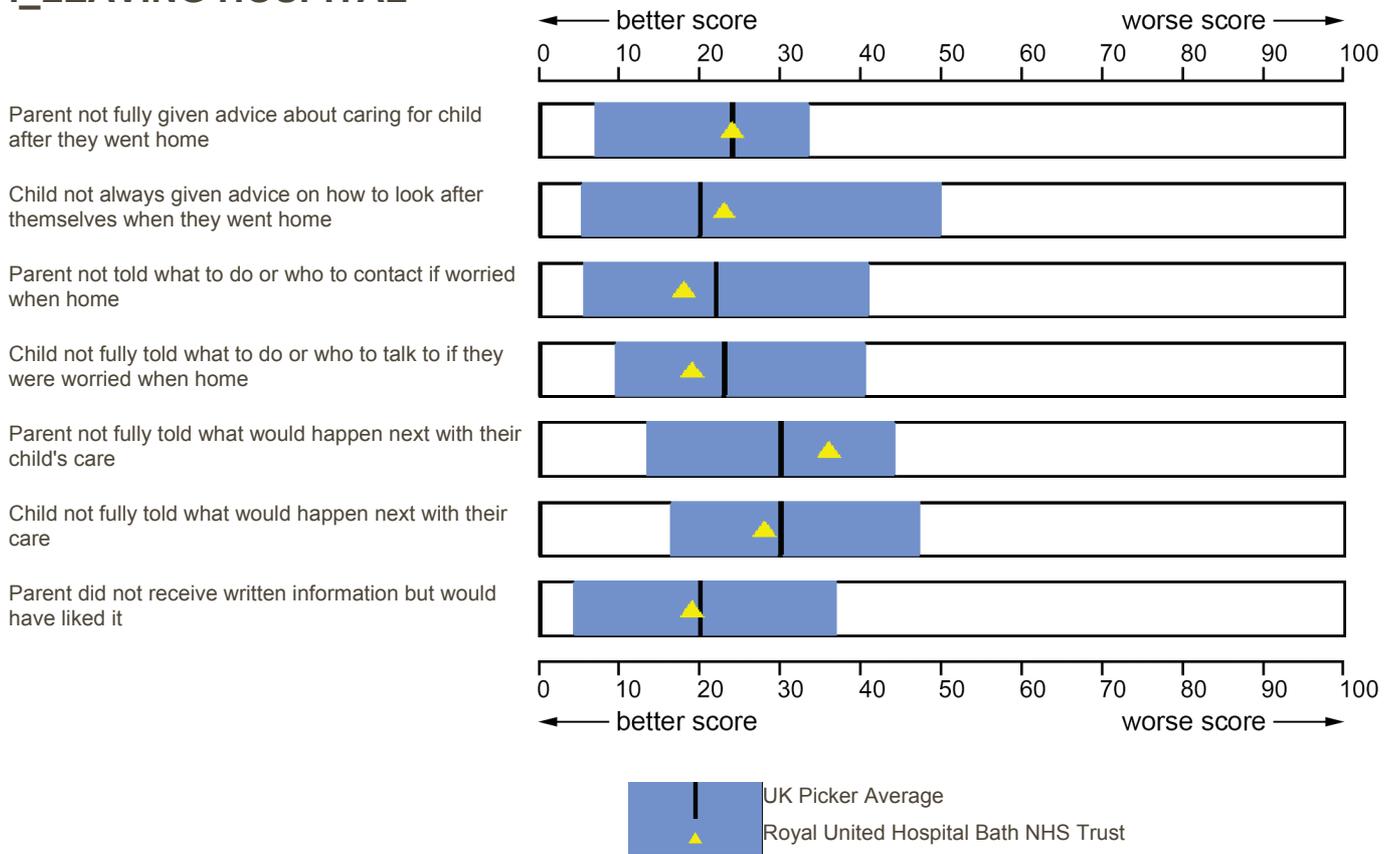
D_HOSPITAL FOOD



E_FACILITIES FOR PARENTS & CARERS



I_LEAVING HOSPITAL



Children and Young People's Inpatient and Day Case Survey 2016

Sarah Merritt Head of Nursing and Midwifery



Background

- PICKER was commissioned by **71** Trusts to undertake the survey which is **54%** of all eligible trusts in England
- The survey is based on **1245** paediatric inpatient and day case patients discharged between **November and December 2016**
- **364** returned a completed questionnaire, response rate of **30%**. Average **26%**
- **925** aged 7 years or under, **138** were aged 8-11 years and **182** were 12-15 years
- **54%** male and **46%** female
- **96%** stated their ethnic background as White, **2%** Mixed, **1%** Asian **1%** Black
- **70%** of responses were from aged 7 or under, **12%** were 8-11 years and **18%** were 12-15 years.
- **70%** were emergency admissions and **30%** were planned
- **42%** had an operation or procedure during their stay

Responses

The survey has highlighted many positive aspects of the parent/carer and young persons experience, particularly

- **92%** of patients rated care 7 or more out of 10
- **87%** of parents always had confidence and trust in the members of staff treat their child
- **90%** of parents stated they were always treated with dignity and respect by the people looking after them

Responses

Compared to the 71 Trusts who used PICKER the RUH was

- **Significantly BETTER** than average on 18 questions

Your results were significantly better than the 'Picker average' for the following questions:

Lower scores are better 

	Trust	Average
Child felt there were not enough things for child to do on the ward	39 %	50 %
Staff did not play with child but parent would have liked this	10 %	24 %
Staff did not play with child but child would have liked this	[53] %	71 %
New members of staff did not always introduce themselves to parent	15 %	20 %
Staff did not always provide clear information to parent about their child's care and treatment	12 %	16 %
Staff did not fully talk to child about how they were going to care for them	7 %	13 %
Parents did not always have confidence and trust in staff members treating child	13 %	20 %
Staff did not give parents enough information to be involved in decisions about child's care or treatment	18 %	23 %
Parents were not always able to ask staff questions about their child's care	16 %	20 %
Children who had questions did not have them answered by staff	2 %	8 %
Staff gave conflicting information	27 %	33 %
Staff did not fully know how to care for child's individual or special needs	19 %	24 %
Staff caring for child did not always work well together	19 %	23 %
Parent felt that staff were not always friendly	12 %	18 %
Child felt that staff were not always friendly	6 %	12 %
Parent felt that child was not always looked after well by staff	11 %	17 %
Parent did not always feel treated with respect and dignity by staff	10 %	15 %
Overall: Parent rated experience as less than 7/10	8 %	11 %

- **Significantly WORSE** than average on 3 questions

Your results were significantly worse than the 'Picker average' for the following questions:		
	Lower scores are better 	
	Trust	Average
Parents not able to prepare food in the hospital but wanted to	74 %	62 %
Overnight facilities for parents/ carers rated as fair or poor	43 %	34 %
Parent not fully told what would happen next with their child's care	36 %	30 %

- Parent did not have access to hot drinks facilities in the hospital. Although response of 15% was average, since the last survey in 2014 the trust has significantly worsened from its previous 8% position.

The scores were average on 42 questions and ranked number 13 of the 71 Trusts that participated

RUH ranking 'Picker'

Royal United Hospitals Bath NHS Foundation Trust Ranking

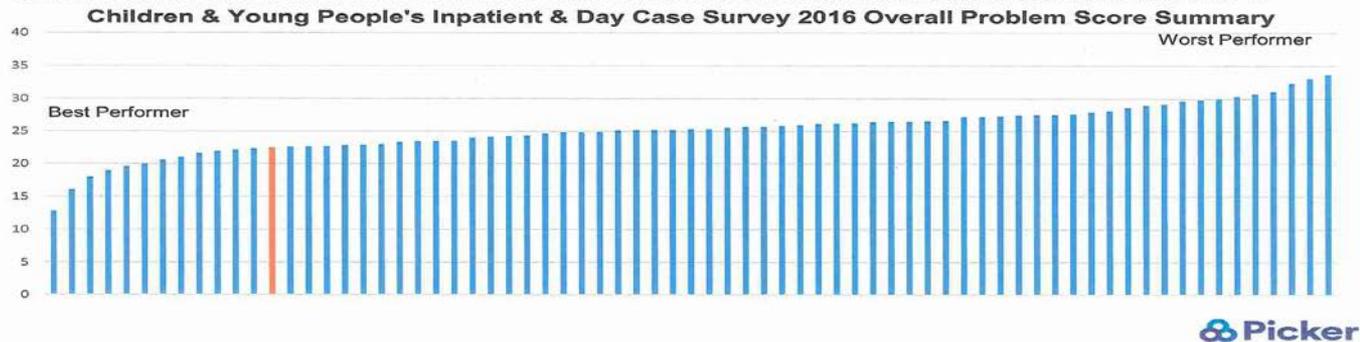
Introduction

At Picker we are often asked by NHS trusts for their 'ranking' in our survey dataset. For the 2016 Children & Young People's Inpatient & Day Case Survey 2016 we worked with 71 trusts. However, when doing this ranking we must urge caution for two key reasons:

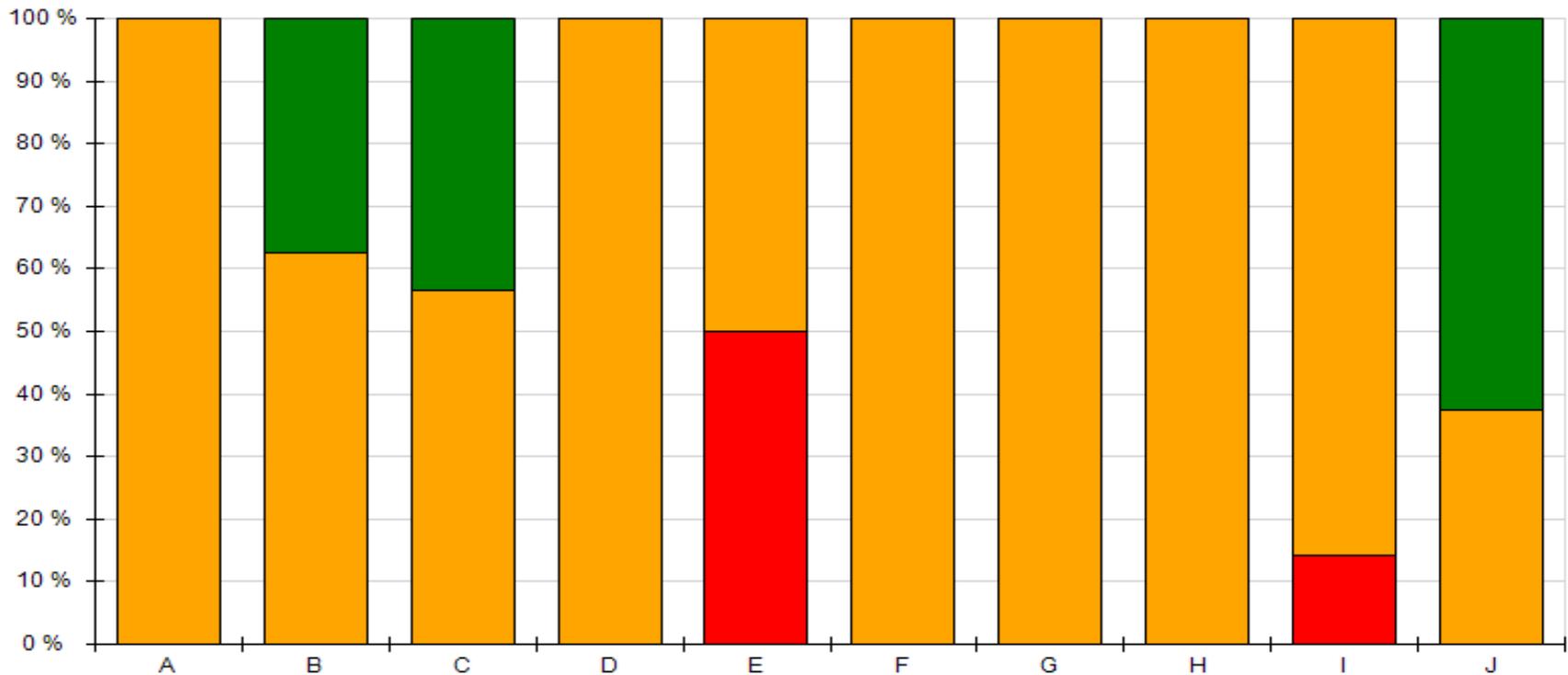
- This is an overall average of all the questions in the survey, a methodology that gives equal weight to each question. This may be misleading as some questions, such as being treated with respect and dignity, would usually be considered more important than, say, changing of admission day.
- Such a ranking does not take into account confidence intervals. In the reports we test every result for statistical significance, to determine if you truly are, based on these sample numbers, better or worse than what we are comparing you to. There is no such testing here and often little variation between trusts. So while we rank you based on the results, we are not sure if this is your true position.

League Table

Of the 71 trusts that Picker worked with for the Children & Young People's Inpatient & Day Case Survey 2016, your Trust is ranked no. 13



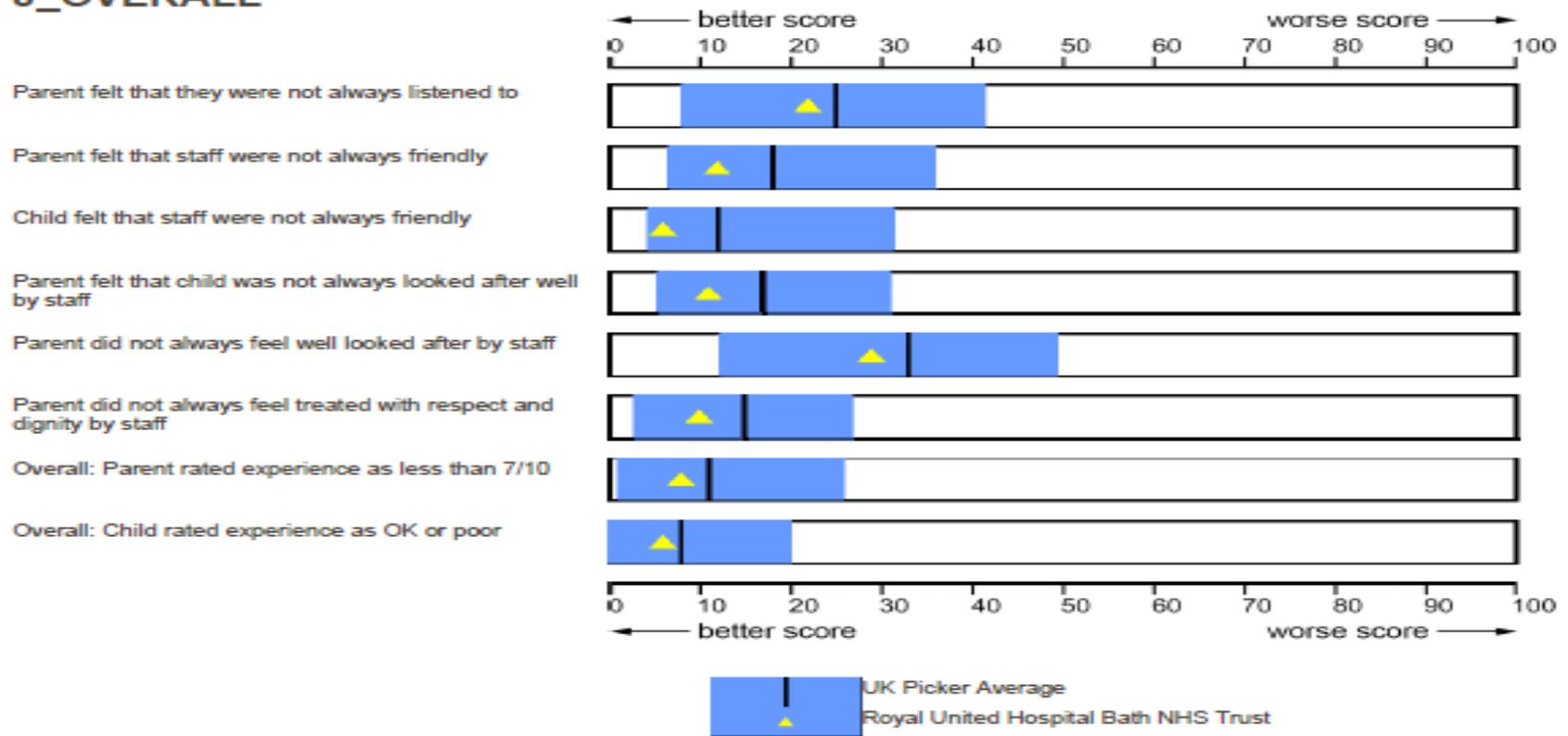
Section scores – CQC benchmark



A. GOING TO HOSPITAL B. THE HOSPITAL WARD C. HOSPITAL STAFF D. HOSPITAL FOOD E. FACILITIES FOR PARENTS & CARERS F. PAIN G. OPERATIONS & PROCEDURES H. MEDICINES I. LEAVING HOSPITAL J. OVERALL

External Benchmarks

J_OVERALL



Areas for improvement

- Parents not able to prepare food in the hospital but wanted to
- Overnight facilities for parents/carers rated as fair or poor
- Parent not fully told what would happen next with their child's care
- Parent did not have access to hot drinks facilities in the hospital.

Action Plan



Further actions

- Visit areas in the hospital where children are cared for
- Involve CYP on recruitment panels
- Take over day – organised by children's commissioner - (Café, atrium, shop, volunteers, involve DN & NN SGC)
- Graffiti Board and/or Video Booth
- Communication Boards for staff/parent use

Thank you

Any questions?

