

PATIENT EXPERIENCE SURVEYS – SERVICE IMPROVEMENT CASE STUDY

National Children and Young People's Inpatient and
Day Case Survey – March 2022

Focus on : Youth Service Digital Youth Service;
Elective Pathway for Children, Youth Councils &
improvements in patient information and food.

FOCUS ON CHILDREN'S AND YOUNG PEOPLE'S SURVEY

- This case study covers the Children's and Young People's survey which looks at the experiences of children, young people and their parents and carers attending hospital for treatment as an inpatient or day case.
- The Care Quality Commission published key findings for England and reported overall children and young people's experiences of inpatient and day case care for 2020. A total of 113,943 patients were invited to participate in the survey across 125 acute and specialist NHS trusts. Completed responses were received from 27,374 parents and children and young people, an adjusted response rate of 24.2%.
- Most children and young people, and their parents, continue to report positive experiences about many important aspects of care and treatment. Many children and young people reported that overall, they were treated well by staff, that staff were friendly and gave them privacy during treatment. Most children said staff always answered their questions and listened to what they had to say. However, children were less positive about feeling involved in decisions about their care and knowing what was going to happen next with after leaving hospital. Some children and young people also reported poorer experiences around having enough to do in the hospital or being played with.

<https://www.cqc.org.uk/publications/surveys/children-young-peoples-survey-2020>

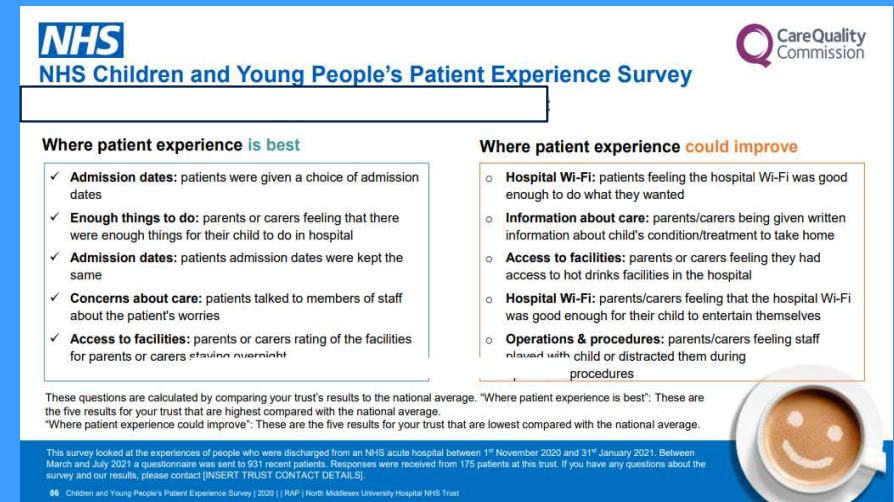
The screenshot shows the Care Quality Commission website. The main heading is 'Children and young people's survey 2020'. Below this, it states: 'This survey looks at the experiences of children, young people and their parents and carers attending hospital.' It also mentions that the survey received feedback from 27,374 children aged between 0 and 15, who were admitted to hospital during November 2020, December 2020 and January 2021. On the right side, there is a preview of the 'CHILDREN'S SECTION' of the survey. This section includes questions about the hospital ward, staff interactions, and hospital food. For example, one question asks 'Did hospital staff play with you or do any activities with you while you were in hospital?' with options 'Yes, a lot', 'Yes, a little', 'No', and 'I did not want or need them to'. Another question asks 'Was it quiet enough for you to sleep when needed in the hospital?' with options 'Yes, always', 'Yes, sometimes', 'No', and 'I did not need to sleep in the hospital'. The preview also shows a section titled 'LOOKING AFTER YOU IN HOSPITAL' with questions about staff talk and understanding what they said.

These questions can provide a useful starting point for your own discussions about where you might look to make improvements, as they are all areas that matter to patients.

FOCUS ON CHILDREN'S AND YOUNG PEOPLE'S SURVEY

- The data collected from the survey can seem overwhelming, and even when the results are made clear, and your strengths and areas for improvement are highlighted, it can be hard to work out how to go about making changes in response to the feedback patients have given you.
- To assist you in this process, we have gathered examples of improvement work undertaken by some of the Trusts we support into case study format. By sharing their good practice and ideas, we aim to assist you to improve your patients' experience and ultimately improve your survey scores.
- We would like to thank our customers who have shared their stories in this case study.
- We also include some further links to possible sources of information.
- If you have further examples to add, please email us and we will include them in an update. If there are other topics you are interested in receiving case studies about or you have good examples you wish to share with others please also let us know. sue.pickup@patientperspective.org

- Benchmark reports for all trusts can be viewed ; <https://nhssurveys.org/all-files/01-children-patient-experience/05-benchmarks-reports/2020/>



EXAMPLES OF POSITIVE COMMENTS FROM CHILDREN AND PARENTS

- My son's last visit to the hospital was an emergency referral for an operation. I was impressed how quickly the whole team acted and how they kept me informed and involved in the decisions about my son's care and treatment.
- Words cannot express how thankful I am to the NHS and in particular to the team that care for the young people that day; they saved my son! Thank you!
- The staff on the neonatal saved my son's life without them my life would be very different. They did everything for my family and we are forever in their debt.
- You were all amazing in what was a very distressing time. Your professionalism, care and empathy made the situation less distressing. My child only ever talks about her experience in a positive way.
- The staff went above and beyond to make my son and I feel comfortable and well cared for. I was very happy that the doctor obtained a second opinion to ensure that his diagnosis and decision was the right one. I left feeling reassured and had a contact telephone number to call if I had any concerns at home. Well done you provided an excellent service during such challenging times.
- The theatre staff - everyone - scrub nurses, anaesthetists, surgeon - were all incredible. They put my son at ease and answered all his questions. They showed great kindness to me too.
- I really enjoyed when one of the staff members brought me Lego and a bracelet to make.
- The staff who treated my child were amazing. I felt at ease during our stay. I would have benefited from a cot in the room for my child to sleep in as there was only a bed. I was not offered a hot drink which would have been great but my child was well looked after which was the most important thing. Thank you NHS, you are amazing.
- The staff were really lovely. They all spoke directly to my child and tried to make his experience as 'normal' and nice as possible. He is only 1, so really doesn't understand hospitals or why he needed to be there. I feel like the staff tried to help him stay calm and were very reassuring with him so he was not frightened. They were also great with me, explaining everything that they were going to do, why and explaining his follow-up care. I had every opportunity to ask questions too.
- The care and support myself and my son received in our short visit to A&E was fantastic. I couldn't have asked for a better service.

AREAS HIGHLIGHTED FOR IMPROVEMENT BY CHILDREN AND PARENTS

Overnight accommodation for parents - I think on the Children's ward there should be a pull out bed or something more than a chair to sleep on.

- My only negative is that I wasn't advised there was a bed in the room for me to sleep on. I had a very uncomfortable late night snooze on the chair.

Privacy - One area that could be improved is privacy/consideration for patients and families, e.g. knocking before entering room trying not to switch on lights as when child/parent sleeping, being quiet at night. Also, would be good if all staff could be trained to ask parent/carer's name too and check on parent. Some staff do and it makes such a difference.

Pain - The staff were friendly and kind. My complaint was the degree of pain my child suffered and how her anxiety could have been mitigated.

Training - Posters everywhere highlighting sepsis indicators and explaining the concern should be raised. Upon doing so, I was told by several nurses 'not to read information that will make you panic'. Concerns not taken seriously. Child later had sepsis. Training needed on this.

WIFI - Requests to improve access - It said I had wi-fi but it never worked, so had no wi-fi. The staff were nice and gave me a DVD player to watch movies and films.

- Food - My son has multiple allergies and hospital food does not cater for these allergies so please can the appropriate team look into this and include more allergy friendly meals.
- Maybe different varieties of hot food and sandwiches. Not all young children like spicy food and veg. Maybe look at what age bracket the patients is to determine the choice on the menus, going by age. Not just by set menus.
- I am gluten and dairy intolerant and they didn't cater for me.
- During my 3 day stay I was only offered 2 warm drinks, and was unable to leave the room. I appreciate this will be due to COVID restrictions but a warm drink at a stressful time is a must.
- There should be things to do like board games or reading book in the room. You should also give snacks after some point children feel hungry.
- Surgery - We met with the anaesthetist before the doctor/surgeon. She talked us through the anaesthetic procedure very thoroughly, which was quite distressing for me (as we had a three year old who had suffered a big facial/dental trauma). It was subsequently decided by the surgical team that my daughter didn't need surgery. I felt it would have been more appropriate to meet the surgeon first thus reducing the stress for parents, but also saving time of the anaesthetist.

UHDB Youth Service Digital Youth Service was launched March 2020 as a result of the pandemic with Youth Club, Youth Forum, education sessions & support groups delivered via Zoom. What were the results?

The success is evident in the youth forums achievements:

- We have a young patient and member of the Youth Forum sitting on the Councillor of Governors board as a Youth Member. We are the first Trust in the country to implement this. This enables us to have a direct link to share CYPs people's views and issues to senior management to bring about positive change.
- Patient story - Young people continue to share their patient experience journey through the Youth Forum. The most recent story, capturing the voice of the young person, is being filmed and developed into a training and learning resource for staff.
- The Youth Forum have supported the development of the Transition App. An App for all young patients transitioning from paediatric to adult services.
- Life skills sessions - during the pandemic we delivered educational sessions over Zoom such as cooking, baking and wellbeing. This enabled young patients to keep in touch, maintain their wellbeing and learn a new skill.
- We had various online Q&A sessions with a broad range of staff from the Trust. This is so that young patients can learn more about who is who in the hospital, how its ran and to promote careers within health/NHS.
- The Youth Forum supported a consultant paediatrician with a COVID survey he was developing for the BPSU (British Paediatric Surveillance Unit). They gave their views, opinions & ideas on how this should be developed.

UHDB Youth Service Digital Youth

Continued.....

- The Youth Forum supported Organ Donation Week with an article online and in the local news. This article heard from two young people from the forum discussing the importance of organ donation and why it's important to discuss our wishes with friends and family.
- We have supported another Trust to develop a Youth Forum. We met with staff from the other Trust and shared resources and ideas on how they could move forward. We invited them to meet our Youth Forum. They set up late last year and are doing well.
- The Youth Forum did a piece of work with the RCPCH, which was a national project around Climate & the NHS. This was a great project and really got us thinking about how healthcare could be more environmentally friendly.
- The Youth Forum are currently working with the technical team at the Trust to develop a new online patient portal. This will offer a new, improved, informative and free internet service for all CYP.

<https://www.uhdb.nhs.uk/latest-news/uhdbs-youth-forum-calls-for-more-education-for-children-regarding-organ-donation-12175/>

UHDB's Youth Forum calls for more education for children regarding organ donation

Posted Friday, 24 September 2021

Members of UHDB's Youth Forum have been discussing their thoughts and wishes regarding organ donation, as well as expressing a desire for more attention to be given to the subject as part of their education.

The law regarding organ donation changed to an opt out system in 2020, but members of the Forum said more needed to be done in order to ensure that young people, as well as their parents and families, are having discussions and sharing their wishes in regards to donating their organs.



YIPPEE - YOUNG PEOPLE'S EXECUTIVE - OUH

We have an active Patient Participation Group for 11-18 years old called YiPpEe. The aim of the group is to give children and young people a voice at OUH consisting of former and current patients and young people interested in working within the trust or healthcare.

Initiatives include :

Improving access to drinks for parents in hospital staying with their child. The group felt it would be nice to provide tea/coffee but mindful of risks of hot drinks they approached the hospital charity to purchase travel mugs with safe lids.

Noise at night – a fact-finding **sleepover** in Oxford Children's Hospital, following feedback from patients that the wards were noisy at night. Sound monitors were installed and checked. As a result soft closing bins were purchased and general reminders shared with staff about how to reduce unnecessary noise at night e.g. turn phone volumes down, lower volume of conversations and re-think footwear.

Also, two members of the group attend the Governors meeting and share their progress including via Twitter [@yippeeouh](https://twitter.com/yippeeouh) – the two members are Children and Young people's governors and are supported by our Children's Patient Experience lead in this role.

Patient Perspective presented the results to Yippee and it was a great engagement activity. Feedback was that members asked lots of questions and had lots of ideas of how to make improvements.

Members of our Young People's Executive (YiPpEe) who work with staff to improve services for young patients have been giving their verdict on the new menu at the John Radcliffe's level 3 canteen. The new menu was launched by the new supplier mitie. The canteen is called 'The Kitchen by mitie' instead of the level 3 canteen.



YiPpEe – the group have decided to look next at the following :

- sustainability across the trust and about diversity
- giving feedback on new initiatives
- trialling virtual reality headsets
- discussions around same-sex accommodation and LGBTQ+ issues.

Improvements in Elective Pathway for Children :

Additional support is now given to families to alleviate anxieties when children are having surgical procedures and to improve the provision of patient information.

Two paediatric nurses have been recruited to support the surgical manager for the elective pathway (green pathway). Regular meetings have been held with the surgical team.

Explanations are given to children/parents pre and post operatively. Discharge information has been updated and revised. QR codes are displayed on information boards to enable parents to view and retain information for future reference when children are discharged. The information has been translated into other languages.

Conclusions

The impact of our change in the provision of patient information has helped to empower parents to manage their child's condition. We have traditionally always given parents written information leaflets, but as technology changes and advances, we need to consider different ways of giving parents information that can also reduce our carbon footprint.



'We Can Talk'

We were one of the hospitals who engaged in 'We Can Talk' to deliver training through investing in project leads as train the trainers to enable sustainability for all staff engaging and caring for Children and Young People's Mental Health.

80% of paediatric staff nurses, health care workers and medical staff have been trained. This is now being replaced as an e-learning one day training which we are planning to introduce for all staff to access as part of their preceptorship programme and continuous updates.

The training enabled better communication for Children and Young People's Mental Health in hospital by empowering staff.

Positive feedback has been received from children including : "we feel listened to about our emotional needs" "feeling of not being judged" "feel safe in hospital" "lots of distraction and activities to enable us to talk" "staff listened to what I had to say".

Our amazing play team continues to provide this service for our 16-18 year olds admitted in adult wards).



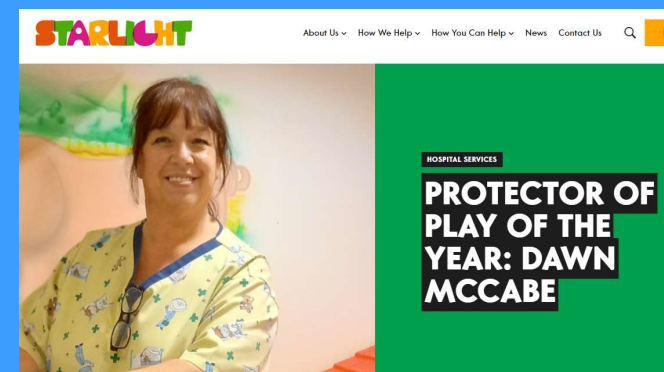
We worked very closely with the Paediatric dieticians and SERCO (NHS supplier) to revise the children's food menus. This work was carried out as an action from our CYP nutritional steering group following patient feedback from CYP and also a come dine event which we held with participation from patients, families and staff. The revised menus included age appropriate menus in terms of design, food choice and portion sizes. This work was carried out prior to the survey and was one of the areas where we scored very well.

We are also one of the very few hospitals nationally to provide hot meals to resident parents. We very much hope to continue post covid, with the support of our trust and we are part of a national working group with NHSE&I looking at this provision.

Throughout Covid our play team devised bedside play trays which included activities which kept children entertained whilst access to the play room was restricted. Dawn McCabe, one of our play leaders received a national protector of play award for her imaginative work during this time.

<https://www.starlight.org.uk/protector-of-play-of-the-year-dawn-mccabe/>

Feedback from children, families and staff at the Come Dine with Me event on the new menu.



LITERATURE SEARCH & CONTACT DETAILS

Literature search :

Attached is a Proquest literature document search including further reading on the topic of user involvement for children and young people provided by Mid Cheshire Hospitals NHSFT.

Articles include :

Listening to learn: Enhancing children and young people's participation in a large UK Health Trust

Measuring and improving the quality of NHS care for children and young people

Hearing the voices of children and young people to develop and test a patient-reported experience measure in a specialist paediatric setting

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