**Children and young people’s voices:**
Using child-friendly surveys to obtain feedback from young inpatients to move towards improving patient-centred paediatric care

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**Developing child-friendly surveys**

**Why talk to children?**
We need to ask children about their care because we **have to**, it’s their **right**, because they **want to**, and because it **works**.

To provide truly **patient-centred care** in paediatrics one needs to ask children about their care.

Children and young people have unique views: not always the same as their parents.

**Involve children and young people**
Develop surveys with children and young people to ensure they capture what is important to them and are appropriate for their needs and abilities.

- **Ask Children:** Understand what their care needs and preferences are, using qualitative scoping. E.g. focus groups
- **Develop survey** based on what’s important to children and what they are capable of answering. Consider design and images.
- **Test** survey thoroughly with children to check question comprehension and overall design.
- **Pilot** the survey to test implementation methodology

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**CASE STUDY**
National CYP Inpatient Survey: England

**Background**
The Care Quality Commission in the UK licenced the Picker Institute’s **Paediatric Inpatient and Day Case survey** in 2014 to use as part of National Patient Survey Programme. This was the first time in 10 years children were included.

**Sample**
- 70 NHS trusts participated with the Picker Institute.
- Between 300 and 850 recent patients aged 0-15 years from each trust.

**Results I**

<table>
<thead>
<tr>
<th>Involved in care</th>
<th>Listened to</th>
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</thead>
<tbody>
<tr>
<td>42% of young people were not involved in their care and treatment</td>
<td>A fifth of children said they were not listened to</td>
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**Patient-centred care**

<table>
<thead>
<tr>
<th>Communication</th>
<th>Self-care</th>
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<tbody>
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<td>83% of children said staff talked to them in a way that they could understand</td>
<td>A quarter of young people were not always given advice on how to look after themselves when they went home</td>
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**Conclusion**
Children and young people are **willing and able** to express their views about their healthcare if **consulted appropriately**.

Findings reveal aspects important to children as well as some differences with their views of their parents.

Focussing on improving the aspects of their care that are most important to children, you can make the biggest difference to patient-centred care in paediatric setting.

A case study of how a children’s hospital in the UK used their feedback from young people to shape and improve their services is available in Health Service Journal, 9 March 2016.