



## Tops and Pants

### Feedback from our engagement with children and young people



As part of our recent engagement activities we have asked a total of 128 children and young people about what matters to them, when they are ill or need support.

We have carried out a number of group sessions at Kidderminster College and Evesham College. During these sessions we asked 59 students to think of an example of good care from their own experience and an example of care that was not so good. They wrote their ideas on tops and pants and hung them on our washing line!

### Tops - What was good

#### 1. Attitude of medical staff and those providing care

The majority of examples of good care showed how important this is to young people.

- ❖ Care and kindness - 24 gave examples including - *being looked after, asked how I feel, cheering me up, making sure I am happy, spoke kindly to me, treated me really nicely, supported me, understanding and patient, made me feel comfortable, approachable and friendly, caring Doctor, positivity, making sure you're ok.*
- ❖ Good communication and listening (8 people)
- ❖ Reassurance that it would be ok (5 people)
- ❖ Empowerment and being asked for opinion (2 people)
- ❖ Being treated with dignity, respect and discretion (2 people)
- ❖ Medical staff who got to know me or have known me a long time (2 people)
- ❖ Non-judgemental and professional staff (1 person)

#### 2. Medication and treatment

14 of the young people gave either medication or medical treatment as an example of something that had helped them feel better.

#### 3. Being treated quickly (5 people)

The other 'tops' answers were - Being next to someone my own age in hospital and Someone taking my mind off it.

## Pants - What was not so good

1. Misdiagnosis or being given the wrong treatment (20)
2. Long waiting times and slow service (18)
3. Attitude of staff (14) - examples included - *not treated equally, forceful, not being listened to, didn't seem to care or be interested, judgemental, aggressive, rushed, rude, nobody understood how I was feeling, information given to my parents not to me.*
4. Not being able to get an appointment (5)
5. No follow up care from CAMHS (2)

Two other 'pants' answers were - Transition from Paediatrics to adult care and being away from home.

### Our young volunteers investigate!

In 2016 as part of our summer engagement our young volunteers asked 69 children what they thought about going to the Doctors. They asked children of their own age about one thing that would make going to the Doctors better and one thing that they would not like. They had three options for each question.\*



#### What would make going to the Doctors better?

1. Activities in the waiting room - 52%
2. Friendly staff - 25%
3. Food and drink when you are waiting - 23%

84% of 4 to 6 year olds chose activities in the waiting room.

#### What would you not like at the Doctors?

1. Bossy staff - 36%
2. To be scared - 32%
3. To be bored - 32%

50% of 4 to 6 year olds said they would not like to be scared.

## In Summary

- Feedback shows the importance young people and children place on the way they are spoken to and cared for by medical professionals.
- As many reported poor experiences of misdiagnosis and wrong treatment, it may be that they do not always have a full understanding or received an explanation of their issue or treatment.
- It also seems that children and young people do not like waiting! And that some extra activities or things to do while they wait would be well received.