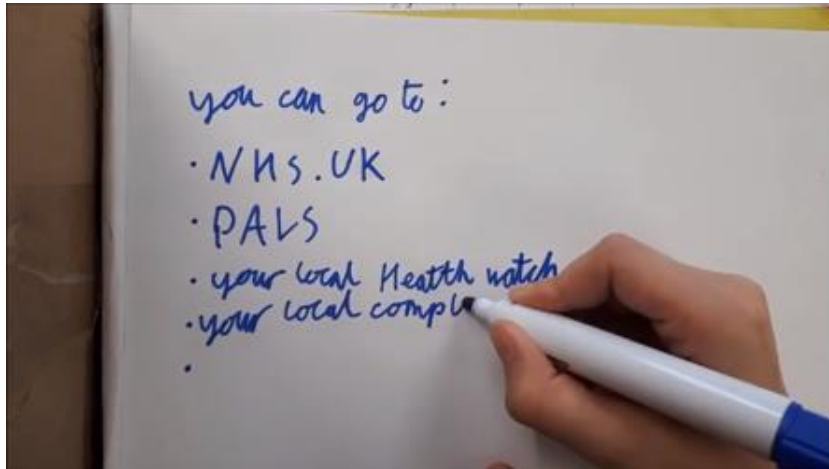


What does the domain “communication” mean to children and young people from RCPCH &Us?



Feedback resource by young people for young people

Joseph (11) spotted a gap in young people’s knowledge around how to provide feedback on services and to communicate their concerns, wishes and needs. He created a short video guide along with a template letter to show young people what to do. You can view both at www.rcpch.ac.uk/cyp-feedback

Over 1000 children and young people took part in a survey about the next 10 years of the NHS. They said

“our voices aren’t currently being heard. Children and young people are overlooked because we don’t have a vote, and if we are asked our views, it is selective due to our age, so we don’t have a chance to really add our opinions”

90% of children and young people said that they wanted to be involved in working with the NHS to share their views and ideas.

Young people also shared with RCPCH &Us that they would like to be seen as more than their condition when health professionals work with them.

Listen to the podcasts

<https://rcpchandus.libsyn.com/>



We asked children and young people what good communication with services means to them and they said:

- It needs to be easy to tell you what I need or what I think
- It would be good if we could email or message you our questions before the appointment in case we forget or aren't brave enough to ask
- We are the future. Services need us to be part of them to help them be what we need and this means you need to ask us and then do something with what we say
- I want to feel that I understand my doctor and what he is saying, so that I don't have to ask mum afterwards
- Communication is about building up trust, it's nice when the doctor knows I like cadets and asks me at the start. It makes me feel comfortable.

#Notes

Discuss with my team/peers

Discuss with my supervisor

Domain areas to consult on locally with children and young people

Resources created by RCPCH &Us:

Games to help find out what children and young people’s views are on health services
<https://www.rcpch.ac.uk/resources/recipes-engagement-children-young-people-lead-rcpch-us>

Find out what patients & families with epilepsy have said about communicating with services
<https://www.rcpch.ac.uk/resources/epilepsy12-us-voices-rcpch-us-network>