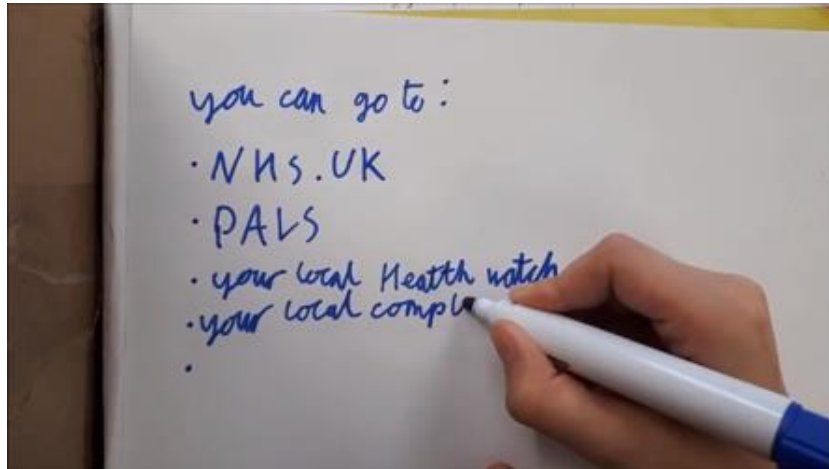


RCPCH Progress

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 300 young people told RCPCH and partners what they thought was important for the next 10 years of the NHS. They said:

WHAT DO YOUNG PEOPLE WANT TO BE IMPROVED AS PART OF THE NHS LONG TERM PLAN? OVER 300 YOUNG PEOPLE SHARED THEIR VIEWS...

LISTEN TO OUR VOICE

16% SAID

UNDERSTAND, LISTEN, VALUE & INCLUDE OUR VOICE & OUR RIGHTS IN OUR HEALTHCARE, INCLUDE US IN SHAPING SERVICES, RESPECT OUR NEEDS THAT ARE DIFFERENT TO WHEN YOU WERE OUR AGE



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>

Read what is important to children and young people for good health & services in 2019
<https://www.rcpch.ac.uk/resources/state-child-health-us-2019>