

## Paediatric Carers of Children Feedback Tool (PaedCCF)

### Frequently Asked Questions

After reading these FAQs, please hand a copy to the nurse, administrator or secretary supporting you with this feedback process, together with the Distribution Guidelines. Ensure that you have explained the purpose of the process to them and answered any questions.

**Q1. I don't know whether I should issue weblinks/URLs or paper forms to my parents/carers. What do you suggest?**

It is entirely up to you and what you think your parents/carers will best respond to. Issuing weblinks gives them a quick and easy way to complete feedback, at a time that suits them. However, not everyone will have internet access. If your patient population is less likely to have internet access via mobile devices or desktop computers, you may prefer to request paper forms. These can be completed and returned in clinic or taken home and posted back. The paper forms also have the weblink on them to allow parents/carers both options.

**Q2. I work in an outpatient clinic that includes several other doctors/trainees taking patients at the same time. My clinic staff don't know which patient will see me when they arrive, and therefore who to give the weblink/form to.**

In this case, clinic staff should hand out a weblink or form with instruction envelope, to parents/carers *after*, rather than before, they have seen you, but before they leave. If parents/carers have time to complete the online/paper form before leaving, it is better for them to do so. If they don't, for those using paper forms staff can give parents/carers an RCPCH-freepost envelope so that the form can be completed later and posted back directly to RCPCH. In this event, you are advised to emphasise the importance of returning the form back to RCPCH as fewer responses tend to be received this way.

**Q3. I work in a setting where I have no clinic/admin staff to support distribution of weblinks/forms.**

Ask if there is someone else who can help to distribute the weblinks/forms in your setting, for example a secretary or school administrator, and give them the instructions. If there is no one else to help, you will need to hand out the weblinks/forms yourself, in which case please remember the following:

- It is essential to reduce bias in terms of selecting parents/carers/patients.
- You should hand out a weblink/form to **every** parent/carer you see, and do so **at the start** of a consultation, before explaining the process to them - don't leave it to the end to hand them a form, as you may be tempted to pick and choose the better consultations.
- Parents/carers should be given a weblink or form with instruction envelope and RCPCH-freepost envelope to allow them to return the form directly back to RCPCH once they have left; this provides them with assurance about the confidentiality of their response.

- You must be clear with parents/carers that it is their choice whether they complete the form and post it back - they are not obliged to do so, but their feedback will help your overall practice.
- You may find you achieve fewer returns, and therefore need to print off additional weblinks from RCPCH ePortfolio/obtain additional blank forms from RCPCH.

**Q4. I don't work in a standard outpatient setting.**

This version of PaedCCF is aimed at doctors working with outpatients. If you work in a subspecialty with no regular access to outpatient clinics, you should utilise other opportunities where you consult with parents/carers regarding the care of their children (initial admissions, update meetings, follow-up, PED discharge etc). You can remind parents/carers that they can use the 'n/a' box on the form for any questions that do not apply to the setting you saw them in.

*Note: We also have an alternative version of the tool which has been adapted for use in ICU settings (speak to the revalidation team - [revalidation@rcpch.ac.uk](mailto:revalidation@rcpch.ac.uk) or 020 7092 6152 - if you feel this version may be more appropriate).*

**Q5. Many of my parents/carers don't speak English as their first language and/or don't read English well.**

We are now in a position to provide a translation of the tool questions as well as accompany informational guidance in a range of languages. Therefore, if you work in a setting where this would be useful, please contact the Revalidation team via [revalidation@rcpch.ac.uk](mailto:revalidation@rcpch.ac.uk) or call 0207 092 6152 or 0207 092 6148 and we will endeavour to get those out to you within ten working days.

**Q6. Parents/carers don't always have time to fill in the form before leaving.**

Ask the clinic staff to give them a weblink to take away or if using the paper form, an RCPCH-freepost envelope so the form can be posted back to RCPCH directly.

**Q7. Some of the questions on the form do not apply to particular patients; what should I do?**

We would suggest that clinic staff explain that the form is used across different types of clinics and some questions may not be relevant, in which case parents/carers should use the N/A (not applicable) option. Alternatively, some questions may just need minor explanation to help the parent/carer see the relevance to their situation.

**Q8. Most of my patients are older children or teenagers who can fill the form in themselves; however it is aimed at their parents/carers.**

Previous research showed that children's ratings are idiosyncratic and that it is necessary to sample a much greater number of children to obtain the same degree of statistical validity as with adults alone (100 versus 20-40). Pilots of the outpatient version of PaedCCF have shown that if children contribute to the adults' ratings or contribute alone, then the results are statistically valid, but scores are higher than when completed by the parent/carer alone, sometimes statistically significantly so. There is currently no data looking specifically at the validity of results from children alone. We would however strongly encourage, age permitting, children to complete the form if they are able to do so.