

# GIVING CHILDREN A VOICE

CRT joined forces with RMCH to create an interactive feedback survey aimed specifically at helping young patients share their experience of the NHS. Believed to be the first of its kind, the electronic survey uses a storybook concept, aimed at early learners, following the story of Humphrey Bear who has recently been admitted to hospital. Using the Storybook survey resulted in an instant leap in responses from the target group. This survey now places the FFT question at the end and has been approved for use by NHS England.

## Understanding what matters most

Registered children's nurse and Head of CRT Health Lisa Elliott, worked closely with the team at RMCH to review what matters most when surveying 3 – 6 year olds. Together the team set about understanding the key success elements for engaging with the target group, considering –

- Cognitive development – the need to keep questions and answers simple and relevant
- Social development – a requirement to focus on aspects of care that matter most to this age group
- Using play for motivation – to include elements of play without adding in bias to the survey
- Education Level – need for logical sequencing, a story with a beginning, middle and end.

## Humphrey Bear Goes to Hospital

Using feedback from the testing phase, CRT Health designed and developed an electronic story book allowing young children to engage with Humphrey Bear's hospital experience in relation to:



- Food
- Opportunity to play
- Effectiveness of pain medication
- Friendliness of doctors and nurses
- National Friends and Family Test

Interactive elements are included as a 'reward' once the child answers each question.

Children have proved the concept, with 92 3-6 year olds completing the survey in the first month alone- this is a leap from only 2 responses from under 6's between 2013- 2015. The survey has given this age group a voice which helps to shape future child friendly healthcare provision.

*"This is a really exciting and creative way to engage young children in their healthcare experience. Even very young children have a view of what they like and don't like and what could be done differently, we as health care professionals just need to develop the skills and resources to listen deeply and respond to this information from young children."*

Kath Evans, Experience of Care Lead for NHS England



Want to know more?  
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