

CHILDREN & YOUNG PEOPLE'S PATIENT EXPERIENCE SURVEY

INFORMATION FOR CHILDREN AND YOUNG PEOPLE

WHAT WOULD WE LIKE YOU TO DO?

We would like you to fill in this survey about your visit to hospital. It is very simple and should take about 15 minutes. The survey includes questions about the staff you talked to, the things you did in hospital, and how you were treated. You don't have to tell us why you were in hospital.



WHY SHOULD I TAKE PART?

We want to hear the good and not so good things about your visit to hospital. Telling us what you think will help make the hospital better for other children and young people.

DO I HAVE TO TAKE PART?

It's your choice if you want to do the survey or not. Please ask your parent or guardian before you take part. You can answer the questions by yourself or ask your parent or guardian to help you.



WILL ANYONE ELSE IN MY FAMILY TAKE PART?

We will also ask your parent or guardian to answer some questions about what it was like to go to the hospital with you.

WHAT WILL HAPPEN TO MY ANSWERS?

Your answers will be sent back to the company doing the survey. Your answers will then be added to the answers given by other children who have completed the survey. The hospital will use everyone's answers to make care better for children and young people.

WILL ANYONE ELSE SEE MY ANSWERS?

We will make sure that nobody can tell which answers are yours. No one at the hospital will know that you have taken part.

WHO'S ASKING THE QUESTIONS?

This survey is run by Picker and the Care Quality Commission (CQC). Picker is a charity that works to understand people's health and care experiences. The Care Quality Commission checks services like hospitals to make sure they are giving good care to people. The survey is funded by the NHS and the Care Quality Commission.

HOW DID YOU CONTACT ME?

Your hospital shared your name, phone number, and postal address with us. Only our team and the company that sent you the letters will have access to this information, and it is kept very securely.

WHAT IF I HAVE ANY QUESTIONS OR WORRIES?

If you have any questions or worries about the survey, please talk to your parent or guardian. They can get in touch with the people running the survey using the phone number or email in their letter.

