

National NHS patient survey programme

Children and young people's inpatient and day case survey 2014

National results



July 2015

Contents

Summary	2
About the children and young people’s inpatient and day case survey	5
Full national results from the 2014 survey	8
Section 1: Admission to hospital	9
Results: Admission to hospital	10
Section 2: The hospital ward, food and the staff	12
Results: The hospital ward	14
Results: Hospital food	18
Results: Hospital staff.....	19
Section 3: Facilities for parents and carers	25
Results: Facilities for parents and carers	26
Section 4: Pain	28
Results: Pain	29
Section 5: Operations and procedures	31
Results: Operations and procedures	32
Section 6: Leaving hospital	35
Results: Leaving hospital	36
Section 7: Overall	39
Results for the survey overall	40
Section 8: About your child	44
Results: About your child.....	45
Section 9: Additional analysis	51
Appendix A: Other sources of information related to the key findings	63
Appendix B: Main uses of the survey data	65
Appendix C: Data limitations and revisions	66
Appendix D: Further information and feedback	69
Appendix E: Question ID code	70

Summary

In 2014, the Care Quality Commission (CQC) ran our first national survey of young hospital patients. We invited children and young people, as well as their parents and carers, to tell us about their care. Understanding children's experiences of care and treatment while they are in hospital provides key information about the quality of services, and this can be used to drive improvement both nationally and locally.

This summary highlights key findings from the survey. It focuses on the overall experiences of children who were admitted to hospital as an inpatient or day case patient in 2014, and on the responses that indicated highly positive or negative experiences across a set of questions.

Key facts from the 2014 survey are as follows:

Overall experience

- Most children said they had good overall experiences of care, with 87% of children scoring their overall experience as seven or above out of 10.
- 88% of parents or carers agreed that their child's experience had been this positive.

Admission to hospital

- 54% of children were admitted to hospital as an emergency, compared to a planned visit or from a waiting list.

The majority of parents and carers of 0-7 year olds said:

- Their child's admission date was not changed at all (83%).
- 62% were not given a choice of admission date where their child's visit was planned or from a waiting list.

Hospital ward, food and staff

- 89% of children said they felt safe on the hospital ward all of the time and 91% of the parents of 0-7 year olds felt their children were always safe.
- 82% of parents and carers thought that staff gave them information about their child's care and treatment in a way that they could understand.
- 82% of children and young people thought that staff talked to them about how they were going to care for them in a way they could understand.
- 80% of 12-15 year olds said staff didn't talk to each other about them as if they were not there.

- 81% of children and 85% of the parents of younger children felt that children were always given enough privacy when receiving care and treatment.
- 80% of parents and carers said that their child stayed on a ward that had appropriate equipment or adaptations.
- 88% of parents or carers said that staff agreed a care plan for children with them, although 12% said they did not.
- 42% of 8-11 year olds said staff did not play with them or do any activities with them, and 27% of the parents of children aged 0-7 said the same thing about their child.
- 33% of 12-15 year olds said that there were not enough things for someone of their age to do on the ward.
- 20% of the parents of the younger children said their children did not like the food and 19% of children aged 8-15 also said this.
- 13% of 12-15 year olds were not involved in decisions about their care and treatment.

Facilities for parents and carers

- 53% of parents and carers said that they stayed overnight in hospital with their child. One per cent said that they did not, but they would have liked to.
- 68% of those who stayed overnight rated the facilities as 'very good' or 'good'.
- 12% said they did not have access to hot drinks facilities in the hospital.

Pain

- 64% of children aged 8-15 said that their condition caused them pain while they were in hospital and 55% of parents and carers agreed with this.
- 80% of children said staff had done all they could to help them when in pain.

Operations and procedures and medicines

- 54% of children had an operation or procedure during their stay.
- 91% of children said they were told what would be done during their operation or procedure. Eighty-seven per cent of parents and carers said they 'completely' received explanations about what would be done.
- Before the treatment, 88% of parents and carers said staff completely answered questions about the operation or procedure in a way they could understand.
- 81% of parents and carers received an explanation about how the treatment had gone in a way they could understand.
- Parents and carers received enough information about how their child should use new medicines (92%). Thirty-nine per cent of children were given new medicines that they had not had before.

Leaving hospital

- 80% of parents and carers received written information to take home about their child's condition or treatment. Although 20% of parents and carers did not receive this information, but would have liked to.
- 12% of children said staff did not tell them what to do or who to talk to if they were worried about something when they got home.
- 12% of children aged 12-15 said staff did not tell them what would happen after they left hospital.

Overall

- 78% of children and 74% of parents and carers of 0-7 year olds felt that they were always listened to by hospital staff.
- 88% of children and 82% of parents and carers of 0-7 year olds said that the staff who looked after them were always friendly.
- 83% of the parents of younger children said their child was always well looked after by the hospital staff.
- 85% of parents of 0-7 year olds said they (the adults) were always treated with dignity and respect.
- 97% of 8-15 year olds stayed on a children's ward.

About the children and young people's inpatient and day case survey

CQC has signed up to a system-wide commitment to “improve the care that children and young people receive and reduce avoidable deaths”.¹ One way of supporting this aim was by addressing a recommendation made by the Children and Young People's Health Outcomes Forum, which asked that, “by 2013–14, the views of children and young people are incorporated into all national patient surveys”.²

This is the first national children's inpatient and day case survey to be conducted by CQC, and builds on a voluntary survey run annually by The Picker Institute Europe.

We asked children and young people under the age of 16 who were discharged from hospital during August 2014³ to tell us about their experiences of care.

Questionnaires were sent to children aged between 8-15 years. Each questionnaire included a section that asked for children's views, with a supplementary section for parents and carers to complete. Where a child was seven years old or younger, a questionnaire was sent to their parent or carer only.

In total, 137 NHS acute trusts took part, and the returned questionnaires told us about the care of almost 19,000 young patients (a response rate of 27%).

Interpreting the results

This report provides the results from the 2014 children and young people's inpatient and day case survey.

The survey consisted of three separate questionnaires: one for the parents and carers of children aged 0-7, one for children and young people aged 8-11 with a section for their parents and carers to complete, and one for children and young people aged 12-15 with a section for their parents and carers to complete.

1. https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/207391/better_health_outcomes_children_young

2. <http://healthandcare.dh.gov.uk/forum-recommendations/>

3. Where trusts had fewer than 330 patients during August, we asked them to include patients discharged during July or September also.

The questions across these questionnaires are not always the same, as each questionnaire was tailored to the group of people completing it. The questions above the tables in this report have an identifying code (ID) so that it is possible to see which questions in each survey have been used to derive the results shown in the tables (see [appendix E](#)). For more information about how the questionnaire was developed, please see the links in [appendix D](#).

Tables are broadly displayed according to the section of the questionnaire in which they appeared. Each section begins with a summary of the results, which selects results as 'key findings' if at least 80% of respondents gave the most positive answer, or at least 10% gave the most negative answer to a question.

Each table shows the respondents' age group at the top and the colour key indicates whether it was a question asked of the parents or carers, or the child. The responses for each question are on the left. The number of respondents shown on the bottom row is the number of people on which the results are based.

The tables show all specific responses to a question. Responses such as "don't know" or "can't remember" are not shown, as these do not evaluate performance.

The tables present percentage figures rounded to the nearest whole number, so the values given for any question will not always add up to 100%.

Filter questions

Not all of the questions in the survey are meant to be answered by all respondents. Some questions are not applicable to everyone. For example, when answering a question in the parent and carer questionnaire, if a child aged 8-11 had not had an operation or procedure (Q38), then they were instructed to skip Q39 to Q41. Q42 asks about experiences of any new medicines prescribed.

Methodology

Some trusts have a higher response rate than others and would therefore have a greater influence over the England (national) average if the average was calculated across all respondents. To avoid this, a weight is applied to the data. By applying this weight, the responses from each trust have an equal influence over the England average, regardless of differences in response rates between trusts.

This has been applied to all questions except for the demographic questions at the end of the report in the section 'About your child', which show national data without weighting applied, as here it is more appropriate to present the real percentages of respondents rather than average figures.

Statistical significance

Statistical tests were carried out on the data to determine whether there had been any statistically significant differences in the results between the age groups, which were 0-7, 8-11 and 12-15. A 'z-test' set to 95% significance was used to compare data between the age groups. A statistically significant difference means that the difference in results between age groups is very unlikely to have occurred by chance. The final column of the tables displays a check mark to indicate whether there has been a 'statistically significant' difference.

✓ shows that there has been a statistically significant difference in results between age groups

Where a cell in the appropriate column(s) is blank, there is no statistically significant difference.

In some tables, the check mark suggests that there has been a significant difference but the results look the same. This is because results presented in the tables have been rounded up or down to a whole number. If the results were presented to a number of decimal places, a small observable difference would be shown. Some of the changes in the results are very small, but because of the large number of respondents, they are statistically significant.

Additional analysis

This report includes tables showing the results of additional analyses. This additional analysis focuses on differences in reported experiences between patient groups with different long-term conditions. We compared the experiences of children, and their parents and carers where the parent told us the child had a long-term mental health condition or learning disability against the experiences of children who did not. We also compared results where parents and carers said their child had a long-standing physical disability (not including sensory impairment).

Full national results from the 2014 survey

Section 1: Admission to hospital

Admission to hospital

This includes questionnaire sections 'Going to hospital' from the questionnaire for parents and carers of children aged 0-7 and 'The Hospital' from questionnaires for children aged 8-15.

Key findings

- Just over half of children (54%) were admitted to hospital as an emergency, compared to a planned visit or from a waiting list (see table P_A1).
- The majority of parents and carers of 0-7 year olds said their child's admission date was not changed at all (83%, see table P_A3). However, for 3% the admission date was changed 'a few times'.
- Nearly two-thirds of parents and carers of 0-7 year olds said they were not given a choice of admission date where their child's visit was planned or from a waiting list (62%, see table P_A2).

Why do we ask these questions?

The Department of Health's *Quality criteria for young people friendly health services* (2011) states that services should be accessible for young people and that, "Young people can use the service at times convenient to them where possible".

These criteria also include that care should be delivered in a safe, suitable and young people friendly environment, where "all staff routinely explain who they are, and what they/the service can and cannot provide to help young people".

Other data

There are no comparable national collections of data on the topics covered in this section.

Results: Admission to hospital

Key:

Parents and carers
questionnaire

Children and young people's
questionnaires

P_A1 Was your child's visit to hospital planned or an emergency?

	Parents/carers of				Significant difference		
	0-7	8-11	12-15	All ages	0-7 to 8-11	0-7 to 12-15	8-11 to 12-15
Emergency (went to A&E/casualty/came by ambulance etc.)	57%	51%	47%	54%	✓	✓	✓
Planned visit/was on the waiting list	43%	49%	53%	46%	✓	✓	✓
Number of respondents	12,127	3,012	3,240	18,379			

Answered by all parents/carers.

P_A2 Did the hospital give you a choice of admission dates?

	Parents/carers of 0-7
Yes	38%
No	62%
Number of respondents	4,771

Answered by parents/carers with children aged 0-7 only and whose visit was planned.

Note: respondents answering "Don't know/can't remember" have been excluded.

P_A3 Did the hospital change your child's admission date at all?

	Parents/carers of 0-7
No	83%
Yes, once	15%
Yes, a few times	3%
Number of respondents	5,069

Answered by parents/carers with children aged 0-7 only and whose visit was planned.

Note: respondents answering "Don't know/can't remember" have been excluded.

CYP_A1 When you first arrived at hospital, did people working at the hospital tell you what was going to happen to you while you were there?

	Age group		Total	Significant difference between 8-11 and 12-15 age groups
	8-11	12-15		
Yes	75%	77%	76%	
Sort of	20%	19%	19%	
No	5%	4%	5%	
Number of respondents	2,955	3,163	6,118	

Answered by all children and young people.

Note: respondents answering “Don’t know/can’t remember” have been excluded.

P_A4 Did hospital staff tell you what was going to happen to your child while they were in hospital?

	Parents/carers of			Total	Significant difference		
	0-7	8-11	12-15		0-7/8-11	0-7/12-15	8-11/12-15
Yes, definitely	69%	76%	76%	72%	✓	✓	
Yes, to some extent	27%	22%	22%	25%	✓	✓	
No	4%	2%	2%	3%	✓	✓	
Number of respondents	12,125	3,037	3,284	18,447			

Answered by all parents/carers.

Note: respondents answering “Don’t know/can’t remember” have been excluded.

Section 2: The hospital ward, food and the staff

The hospital ward, food and the staff

This includes questionnaire sections 'The Hospital ward', 'Hospital staff', and 'Food' in the questionnaire for parents and carers. It also includes 'Looking after you in hospital' from the questionnaires for children aged 8-15.

Key findings

Overall, most children and young people or their parents and carers said:

- They felt safe on the hospital ward all of the time (91% of parents of children aged 0-7 years, P_B3 and 89% of children aged 8-15 years, CYP_B1).
- Staff definitely gave them information about their child's care and treatment in a way that they could understand (82% of parents, P_C2).
- Staff talked to them about how they were going to care for them in a way they could understand (82% of children, CYP_C1).
- Staff didn't talk to each other about young people as if they were not there (80% of 12-15 year olds, CYP_C4).
- They were always given enough privacy when receiving care and treatment (85% of parents, P_B4 and 81% of children, CYP_C5).
- Their child stayed on a ward that had appropriate equipment or adaptations (80%, P_B1).
- While 88% of parents or carers said that a member of staff agreed a plan for their child's care with them, 12% said this did not happen (P_C4).

Overall, at least 10% of children or their parents and carers said:

- Staff did not play with them, do any activities with them (27% of parents of 0-7 year olds, P_B6 and 42% of 8-11 year olds, CYP_B2), or that there were not enough things for someone their age to do on the ward (33% of young people aged 12-15, CYP_B3).
- They did not like the food (20% of parents of children aged 0-7 years, P_D1 and 19% of children, CYP_B4).
- They were not involved in decisions about their care and treatment (13% of 12-15 year olds, CYP_C2).

The hospital ward, food and the staff

Why do we ask these questions?

The Department of Health's *Quality criteria for young people friendly health services* (2011) outlines a set of criteria across 10 themes. These criteria include that young people have access to:

- An age-appropriate environment where possible separate from younger children.
- Food and snacks at times which meets their individual needs as well as any cultural and religious requirement and are presented in a way that is young people orientated.

The National Service Framework, *Getting the right start: National Service Framework for Children*, requires that equipment is the correct size for children and that its design must be tailored to different needs at different ages and stages of development.

The Royal College of Nursing's *Defining staffing levels for children and young people's services* sets out 16 core standards to be applied in services providing health care for children and young people. These are the minimum essential requirements to ensure safe staffing levels and skills mix for all providers of services for babies, children and young people. For example, every children's inpatient ward must have, as a minimum, one hospital play specialist.

Other data

The patient-led assessments of the care environment (PLACE) are patient surveys that are undertaken in hospitals, hospices and day treatment centres providing NHS funded care. PLACE assesses whether every NHS patient is cared for with compassion and dignity in a clean, safe environment. For further details please see [appendix A](#).

Results: The hospital ward

Key:

Parents and carers
questionnaire

Children and young people's
questionnaires

P_B1 Did the ward where your child stayed have appropriate equipment or adaptations for your child?

	Parents/carers of			Total	Significant difference 0-7/8-11	Significant difference 0-7/12-15	Significant difference 8-11/12-15
	0-7	8-11	12-15				
Yes, definitely	83%	82%	69%	80%		✓	✓
Yes, to some extent	15%	16%	26%	17%		✓	✓
No	2%	2%	5%	3%		✓	✓
Number of respondents	11,086	2,689	2,751	16,525			

Answered by all parents/carers.

Note: respondents answering "Don't know/can't remember" or "They did not need equipment or adaptations" have been excluded.

P_B2 How clean do you think the hospital room or ward was that your child was in?

	Parents / carers of			Total	Significant difference 0-7/8-11	Significant difference 0-7/12-15	Significant difference 8-11/12-15
	0-7	8-11	12-15				
Very clean	66%	69%	70%	67%	✓	✓	
Quite clean	31%	29%	28%	30%	✓	✓	
Not very clean	2%	2%	2%	2%	✓		
Not at all clean	1%	0%	0%	0%			
Number of respondents	12,239	3,040	3,278	18,557			

Answered by all parents/carers.

P_B3 Did you feel that your child was safe on the hospital ward?

	Parents/carers of 0-7 year olds
Yes, all of the time	91%
Yes, some of the time	8%
No	1%
Number of respondents	12,158

Answered by parents/carers with children aged 0-7 only.

CYP_B1 Did you feel safe on the hospital ward?

	Age group		Total	Significant difference between 8-11 and 12-15 age groups
	8-11	12-15		
Yes, all of the time	86%	91%	89%	✓
Yes, some of the time	13%	8%	10%	✓
No	1%	1%	1%	
Number of respondents	3,066	3,273	6,339	

Answered by all children and young people.

P_B4 Was your child given enough privacy when receiving care and treatment?

	Parents/carers of 0-7 year olds
Yes, always	85%
Yes, sometimes	12%
No	2%
Number of respondents	12,158

Answered by parents/carers with children aged 0-7 only.

CYP_C5 Were you given enough privacy when you were receiving care and treatment?

	Age group		Total	Significant difference between 8-11 and 12-15 age groups
	8-11	12-15		
Yes, always	82%	80%	81%	
Yes, sometimes	16%	17%	16%	
No	2%	3%	3%	✓
Number of respondents	3,070	3,257	6,327	

Answered by all children and young people.

P_B5 Did you think there were appropriate things for your child to play with on the ward?

	Parents/carers of 0-7 year olds
Yes, definitely	69%
Yes, to some extent	23%
No	8%
Number of respondents	10,900

Answered by parents/carers with children aged 0-7 only.

Note: respondents answering "Can't remember/ did not notice" have been excluded.

P_B6 Did staff play with your child at all while they were in hospital?

	Parents/carers of 0-7 year olds
Yes	73%
Not, but I would have liked this	27%
Number of respondents	6,199

Answered by parents/carers with children aged 0-7 only.

Note: respondents answering "No, but I didn't want/ need them to do this" or "Don't know/can't remember" have been excluded.

CYP_B2 Did hospital staff play with you or do any activities with you while you were in hospital?

Answered by children aged 8-11.

Note: respondents answering "I did not want or need them to" have been excluded.

Number of respondents: 1,556.

CYP_B3 Were there enough things for someone of your age to do on the ward?

	12-15 year olds
Yes a lot	24%
Yes a little	42%
No	33%
Number of respondents	2,611

Answered by young people aged 12-15.

Results: Hospital food

Key:

Parents and carers
questionnaire

Children and young people's
questionnaires

P_D1 Did your child like the hospital food provided?

	Parents/carers of 0-7 year olds
Yes, definitely	36%
Yes, to some extent	44%
No	20%
Number of respondents	6,800

Answered by parents/carers with children aged 0-7 only.

Note: Respondents answering "My child did not have hospital food" have been excluded.

CYP_B4 Did you like the hospital food?

	Age group		Total	Significant difference between 8-11 and 12-15 age groups
	8-11	12-15		
Yes	48%	41%	45%	✓
Sort of	35%	37%	36%	
No	17%	21%	19%	✓
Number of respondents	2,313	2,312	4,625	

Answered by all children and young people.

Note: respondents answering "I did not have hospital food" have been excluded.

Results: Hospital staff

Key:

Parents and carers
questionnaire

Children and young people's
questionnaires

P_C1 Did new members of staff treating your child introduce themselves?

	Parents/carers of 0-7 year olds
Yes, always	78%
Yes, sometimes	19%
No	4%
Number of respondents	12,163

Answered by parents/carers with children aged 0-7 only.

P_C2 Did members of staff treating your child, give you information about their care and treatment in a way that you could understand?

	Parents/carers of			Total	Significant difference 0-7/8-11	Significant difference 0-7/12-15	Significant difference 8-11/12-15
	0-7	8-11	12-15				
Yes, definitely	79%	86%	86%	82%	✓	✓	
Yes, to some extent	18%	12%	13%	16%	✓	✓	
No	2%	1%	1%	2%	✓	✓	
Number of respondents	12,245	3,039	3,290	18,574			

Answered by all parents/carers.

P_C3 Did members of staff treating your child communicate with them in a way that your child could understand?

	Parents/carers of 0-7 year olds
Yes, definitely	66%
Yes, to some extent	25%
No	9%
Number of respondents	11,448

Answered by parents/carers with children aged 0-7 only.

CYP_C1 Did hospital staff talk to you about how they were going to care for you in a way that you could understand?

	Age group		Total	Significant difference between 8-11 and 12-15 age groups
	8-11 year olds	12-15 year olds		
Yes	79%	83%	82%	✓
Sometimes	17%	14%	15%	✓
No	4%	3%	3%	✓
Number of respondents	2,929	3,208	6,137	

Answered by all children and young people.

Note: respondents answering “Don’t know/can’t remember” have been excluded.

P_C4 Did a member of staff agree a plan for your child’s care with you?

	Parents/carers of			Total	Significant difference 0-7/8-11	Significant difference 0-7/12-15	Significant difference 8-11/12-15
	0-7	8-11	12-15				
Yes	88%	89%	88%	88%			
No	12%	11%	12%	12%			
Number of respondents	11,225	2,758	2,991	16,973			

Answered by all parents/carers.

Note: respondents answering “Don’t know/can’t remember” have been excluded.

P_C5 Did you have confidence and trust in the members of staff treating your child?

	Parents/carers of			Total	Significant difference 0-7/8-11	Significant difference 0-7/12-15	Significant difference 8-11/12-15
	0-7	8-11	12-15				
Yes, always	77%	83%	82%	79%	✓	✓	
Yes, sometimes	19%	15%	16%	18%	✓	✓	
No	3%	2%	2%	3%	✓	✓	
Number of respondents	12,239	3,038	3,281	18,558			

Answered by all parents/carers.

P_C6 Were you encouraged to be involved in decisions about your child's care and treatment?

	Parents/carers of			Total	Significant difference 0-7/8-11	Significant difference 0-7/12-15	Significant difference 8-11/12-15
	0-7	8-11	12-15				
Yes, definitely	63%	68%	68%	65%	✓	✓	
Yes, to some extent	28%	26%	25%	27%	✓	✓	
No	9%	6%	7%	8%	✓	✓	
Number of respondents	12,171	3,032	3,275	18,478			

Answered by all parents/carers.

CYP_C2 Were you involved in decisions about your care and treatment?

	12-15 year olds
Yes	57%
A little bit	30%
No	13%
Number of respondents	2,541

Answered by children aged 12-15.

Note: respondents answering "I did not want to be involved" have been excluded.

P_C7 Did hospital staff keep you informed about what was happening whilst your child was in hospital?

	Parents/carers of			Total	Significant difference 0-7/8-11	Significant difference 0-7/12-15	Significant difference 8-11/12-15
	0-7	8-11	12-15				
Yes, definitely	68%	74%	73%	70%	✓	✓	
Yes, to some extent	26%	22%	23%	25%	✓	✓	
No	5%	3%	4%	5%	✓	✓	
Number of respondents	12,161	3,034	3,276	18,472			

Answered by all parents/carers.

Note: respondents answering "Don't know/can't remember" have been excluded.

P_C8 Did staff ask if you had any questions about your child's care?

	Parents / carers of			Total	Significant difference 0-7/8-11	Significant difference 0-7/12-15	Significant difference 8-11/12-15
	0-7	8-11	12-15				
Yes, definitely	71%	75%	73%	72%	✓		
Yes, to some extent	22%	19%	21%	21%	✓		
No	7%	6%	7%	7%			
Number of respondents	11,749	2,902	3,137	17,788			

Answered by all parents/carers.

Note: respondents answering "Don't know/can't remember" or "I did not want/need to ask any questions" have been excluded.

P_C9 Were you told different things by different people, which left you feeling confused?

	Parents/carers of 0-7 year olds
Yes, a lot	7%
Yes, sometimes	25%
No, never	68%
Number of respondents	12,123

Answered by parents/carers of children aged 0-7 only.

P_C10 Were the different members of staff caring for and treating your child aware of their medical history?

	Parents / carers of			Total	Significant difference 0-7/8-11	Significant difference 0-7/12-15	Significant difference 8-11/12-15
	0-7	8-11	12-15				
Yes, definitely	55%	66%	66%	59%	✓	✓	
Yes, to some extent	36%	28%	28%	33%	✓	✓	
No	9%	6%	6%	8%	✓	✓	
Number of respondents	10,903	2,845	3,065	16,814			

Answered by all parents/carers.

Note: respondents answering "Don't know" have been excluded.

P_C11 Did you feel that staff looking after your child knew how to care for their individual or special needs?

	Parents/carers of			Total	Significant difference 0-7/8-11	Significant difference 0-7/12-15	Significant difference 8-11/12-15
	0-7	8-11	12-15				
Yes, definitely	69%	75%	73%	71%	✓	✓	
Yes, to some extent	26%	21%	23%	25%	✓	✓	
No	5%	4%	4%	5%		✓	
Number of respondents	11,657	2,962	3,207	17,826			

Answered by all parents/carers.

Note: respondents answering “Don’t know/can’t remember” have been excluded.

P_C12 Were members of staff available when your child needed attention?

	Parents/carers of			Total	Significant difference 0-7/8-11	Significant difference 0-7/12-15	Significant difference 8-11/12-15
	0-7	8-11	12-15				
Yes, always	66%	71%	71%	68%	✓	✓	
Yes, sometimes	29%	26%	25%	28%	✓	✓	
No	4%	3%	4%	4%	✓		
Number of respondents	12,144	3,039	3,261	18,444			

Answered by all parents/carers.

CYP_C3 If you had any worries, did someone at the hospital talk with you about them?

	Age group		Total	Significant difference between 8-11 and 12-15 age groups
	8-11	12-15		
Yes	73%	77%	75%	✓
Sort of	20%	17%	18%	✓
No	7%	6%	7%	
Number of respondents	2,292	2,370	4,662	

Answered by all children and young people.

Note: respondents answering “I did not have any worries” have been excluded.

CYP_C4 Did staff talk to each other about you as if you weren't there?

	12-15 year olds
Yes, definitely	7%
Sort of	13%
No	80%
Number of respondents	2,600

Answered by children aged 12-15.

P_C13 Did the members of staff caring for your child work well together?

	Parents/carers of			Total	Significant difference 0-7/8-11	Significant difference 0-7/12-15	Significant difference 8-11/12-15
	0-7	8-11	12-15				
Yes, definitely	73%	78%	77%	74%	✓	✓	
Yes, to some extent	23%	19%	20%	22%	✓	✓	
No	4%	3%	3%	4%	✓	✓	
Number of respondents	11,837	2,980	3,186	18,003			

Answered by all parents/carers.

Note: respondents answering "Don't know/can't remember" have been excluded.

Section 3: Facilities for parents and carers

Facilities for parents and carers

This includes the section 'Facilities for parents and carers' across all three questionnaires.

Key findings

- 53% of parents and carers said that they stayed overnight in hospital with their child. One per cent said that they did not but would have liked to.
- 68% of those who used the facilities for parents or carers staying overnight rated them as 'very good' or 'good'.
- Overall, at least 10% of parents and carers said they did not have access to hot drinks facilities in the hospital (12%, P_E1).

Why do we ask these questions?

The National Service Framework, *Getting the right start: National Service Framework for Children*, requires facilities for parents and siblings, with suitable provision for overnight stay including access to meals and relaxation.

Other data

No comparable data on the issues covered in this section is available nationally.

Results: Facilities for parents and carers

Key:

Parents and carers
questionnaire

Children and young people's
questionnaires

P_E1 Did you have access to hot drinks facilities in the hospital?

	Parents/carers of			Total	Significant difference 0-7/8-11	Significant difference 0-7/12-15	Significant difference 8-11/12-15
	0-7	8-11	12-15				
Yes, I used a kitchen area/parents room attached to the ward	55%	59%	60%	57%	✓	✓	
Yes, I used a hospital café/vending machine	37%	43%	45%	40%	✓	✓	
I was allowed to use the staff room	2%	2%	2%	2%			
I was offered drinks by members of staff	26%	21%	23%	25%	✓	✓	
No	13%	10%	9%	12%	✓	✓	
Number of respondents	11,989	2,959	3,193	18,142			

Answered by all parents/carers.

Note: parents and carers could select more than one option.

P_E2 Did you ever stay overnight in hospital with your child?

	Parents/carers of			Total	Significant difference 0-7/8-11	Significant difference 0-7/12-15	Significant difference 8-11/12-15
	0-7	8-11	12-15				
Yes	56%	52%	44%	53%	✓	✓	✓
No, but I wanted to	1%	1%	2%	1%		✓	
No, but I did not want or need to	8%	8%	13%	9%		✓	✓
My child did not stay overnight	35%	39%	41%	37%	✓	✓	
Number of respondents	12,087	3,014	3,267	18,368			

Answered by all parents/carers.

P_E3 How would you rate the facilities for parents or carers staying overnight?

	Parents / carers of			Total	Significant difference 0-7/8-11	Significant difference 0-7/12-15	Significant difference 8-11/12-15
	0-7	8-11	12-15				
Very good	30%	33%	33%	31%			
Good	37%	38%	36%	37%			
Fair	24%	22%	23%	23%			
Poor	7%	5%	5%	6%			
Very poor	3%	3%	3%	3%			
Number of respondents	6,707	1,582	1,454	9,742			

Answered by all parents/carers who stayed overnight in hospital with their child.

Section 4: Pain

Pain

This includes the section 'Pain' across the three questionnaires.

Key findings

- The majority of children (64% of children aged 8-15) said that their condition caused them pain while they were in hospital, and 55% of parents and carers agreed with this.
- Overall, most children said that staff had done all they could to help them when in pain (80%, CYP_D2).

Why do we ask these questions?

The Department of Health's *Quality criteria for young people friendly health services* (2011) outlines a set of criteria across 10 themes.

The theme on environment requires that pain relief is an explicit part of young people's care and staff are trained in pain management. Young people should be provided with information and options to allow them to make informed choices regarding pain management. This information should be communicated effectively to support young people make choices about their pain.

Other data

No comparable data on the issues covered in this section is available nationally.

Results: Pain

Key:

Parents and carers
questionnaire

Children and young people's
questionnaires

P_F1 Did your child's condition cause them any pain when they were in hospital?

	Parents / carers of			Total	Significant difference 0-7/8-11	Significant difference 0-7/12-15	Significant difference 8-11/12-15
	0-7	8-11	12-15				
Yes	50%	67%	64%	55%	✓	✓	
No	50%	33%	36%	45%	✓	✓	
Number of respondents	12,088	3,019	3,253	18,361			

Answered by all parents/carers.

CYP_D1 Did your condition ever cause you pain while you were in hospital?

	Age group		Total	Significant difference between 8-11 and 12-15 age groups
	8-11	12-15		
Yes	64%	63%	64%	
No	36%	37%	36%	
Number of respondents	3,064	3,244	6,308	

Answered by all children and young people.

P_F2 Do you think the hospital staff did everything they could to help ease your child's pain?

	Parents/carers of			Total	Significant difference 0-7/8-11	Significant difference 0-7/12-15	Significant difference 8-11/12-15
	0-7	8-11	12-15				
Yes, completely	73%	78%	78%	75%	✓	✓	
Yes, to some extent	21%	18%	17%	19%	✓	✓	
No	6%	4%	5%	6%	✓		
Number of respondents	6,178	2,062	2,130	10,370			

Answered by all parents/carers whose child was in pain while in hospital.

CYP_D2 Do you think the hospital staff did everything they could to help your pain?

	Age group		Total	Significant difference between 8-11 and 12-15 age groups
	8-11	12-15		
Yes	81%	80%	80%	
Sort of	15%	14%	15%	
No	4%	6%	5%	✓
Number of respondents	1,727	1,832	3,559	

Answered by all children and young people whose condition caused them pain while in hospital.

Section 5: Operations and procedures

Operations and procedures and medicines

This includes the questionnaire section 'Operations and procedures' across all children's questionnaires, and 'Operations and procedures' and 'Medicines' in questionnaires for parents and carers.

Key findings

- Over half of children (54%) had an operation or procedure during their stay in hospital (see table P_G1).

Overall, at least 80% of parents and carers said:

- They 'completely' received explanations about what would be done during the operation or the procedure (87%, P_G2). Ninety-one per cent of children said they were told what would be done (CYP_E2).
- Before the operation or procedure staff 'completely' answered questions about the operation or procedure in a way they could understand (88%, P_G3).
- They received enough information about how their child should use new medicines (92%, P_H2). Thirty-nine per cent of children were given new medicines they had not had before (P_H1).

While 81% of parents and carers received explanation about how the treatment had gone in a way they could understand, only 73% of children received the same information. This means that 26% of children either did not receive information at all or only partially (see tables P_G4 and CYP_E3).

Why do we ask these questions?

The *Quality criteria for young people friendly health services* outlines that staff in young people friendly services "discuss necessary and relevant health issues with young people and understand the health needs of young people".

Other data

No comparable data on the issues covered in this section is available nationally.

Results: Operations and procedures

Key:

Parents and carers
questionnaire

Children and young people's
questionnaires

P_G1 During their stay in hospital, did your child have an operation or procedure?

	Parents/carers of			Total	Significant difference 0-7/8-11	Significant difference 0-7/12-15	Significant difference 8-11/12-15
	0-7	8-11	12-15				
Yes	47%	66%	67%	54%	✓	✓	
No	53%	67%	33%	46%	✓	✓	
Number of respondents	12,111	3,015	3,247	18,373			

Answered by all parents/carers.

CYP_E1 During your time in hospital, did you have an operation or procedure (such as having your tonsils taken out)?

	Age group		Total	Significant difference between 8-11 and 12-15 age groups
	8-11	12-15		
Yes	61%	63%	62%	
No	39%	37%	38%	
Number of respondents	3,031	3,235	6,266	

Answered by all children and young people.

P_G2 Before the operation or procedure did a member of staff explain to you what would be done during the operation or procedure?

	Parents/carers of			Total	Significant difference 0-7/8-11	Significant difference 0-7/12-15	Significant difference 8-11/12-15
	0-7	8-11	12-15				
Yes, completely	85%	89%	89%	87%	✓	✓	
Yes, to some extent	13%	10%	10%	12%	✓	✓	
No	1%	1%	1%	1%			
Number of respondents	6,009	2,101	2,308	10,418			

Answered by all parents/carers whose child had an operation or procedure while they were in hospital.

Note: respondents answering "I did not want an explanation" have been excluded.

CYP_E2 Before the operation or procedure, did hospital staff tell you what would be done?

	Age group		Total	Significant difference between 8-11 and 12-15 age groups
	8-11	12-15		
Yes	89%	93%	91%	✓
Sort of	9%	5%	7%	✓
No	2%	1%	2%	
Number of respondents	1,592	1,805	3,397	

Answered by all children and young people who had an operation and procedure.

P_G3 Before the operation or procedure, did a member of staff answer your questions about the operation or procedure in a way you could understand?

	Parents / carers of			Total	Significant difference 0-7/8-11	Significant difference 0-7/12-15	Significant difference 8-11/12-15
	0-7	8-11	12-15				
Yes, completely	87%	88%	89%	88%		✓	
Yes, to some extent	12%	11%	10%	11%			
No	2%	1%	1%	1%			
Number of respondents	5,812	2,061	2,239	10,112			

Answered by all parents/carers whose child had an operation or procedure while they were in hospital.

Note: respondents answering "I did not have any questions" have been excluded.

P_G4 After the operation or procedure, did someone explain to you how the operation or procedure had gone in a way you could understand?

	Parents/carers of			Total	Significant difference 0-7/8-11	Significant difference 0-7/12-15	Significant difference 8-11/12-15
	0-7	8-11	12-15				
Yes, completely	80%	83%	82%	81%	✓		
Yes, to some extent	15%	14%	13%	14%			
No	5%	3%	5%	5%	✓		✓
Number of respondents	6,000	2,110	2,308	10,418			

Answered by all parents/carers whose child had an operation or procedure while they were in hospital.

CYP_E3 Afterwards, did someone from the hospital explain to you how the operation or procedure had gone in a way you could understand?

	Age group		Total	Significant difference between 8-11 and 12-15 age groups
	8-11	12-15		
Yes	69%	77%	73%	✓
Sort of	19%	15%	17%	✓
No	11%	8%	9%	✓
Number of respondents	1,601	1,813	3,414	

Answered by all children and young people who had an operation and procedure.

P_H1 Were you given any new medicines to take home with you for your child that they had not had before (including tablets and creams)?

	Parents/carers of			Total	Significant difference 0-7/8-11	Significant difference 0-7/12-15	Significant difference 8-11/12-15
	0-7	8-11	12-15				
Yes	39%	39%	39%	39%			
No	61%	61%	61%	61%			
Number of respondents	12,149	3,027	3,258	18,435			

Answered by all parents/carers.

P_H2 Were you given enough information about how your child should use the medicine(s) (for example, when to take it, or whether it should be taken with food)?

	Parents/carers of			Total	Significant difference 0-7/8-11	Significant difference 0-7/12-15	Significant difference 8-11/12-15
	0-7	8-11	12-15				
Yes, enough information	91%	93%	92%	92%			
Some, but not enough	8%	7%	7%	7%			
No information at all	1%	0%	1%	1%	✓		
Number of respondents	4,781	1,187	1,286	7,253			

Answered by those parents/carers whose child was given new medicines to take home with them.

Section 6: Leaving hospital

Leaving hospital

This includes the questionnaire section 'Leaving hospital' across all three questionnaires.

Key findings

Overall, most parents and carers:

- Received written information about their child's condition or treatment to take home (80%, P_I4). Although 20% of parents and carers did not receive this information but would have liked to.

Overall, at least 10% of children said:

- Staff did not tell them what to do or who to talk to if they were worried about something when they got home (12%, CYP_F1).
- Staff did not tell children aged 12-15 what would happen after they left hospital (12%, CYP_F2).

Why do we ask these questions?

The *Quality criteria for young people friendly health services* addresses staff training, attitudes and values to ensure that staff are able to discuss health issues with children and support young people in making their own informed choices.

Other data

No comparable data on the issues covered in this section is available nationally.

Results: Leaving hospital

Key:

Parents and carers
questionnaire

Children and young people's
questionnaires

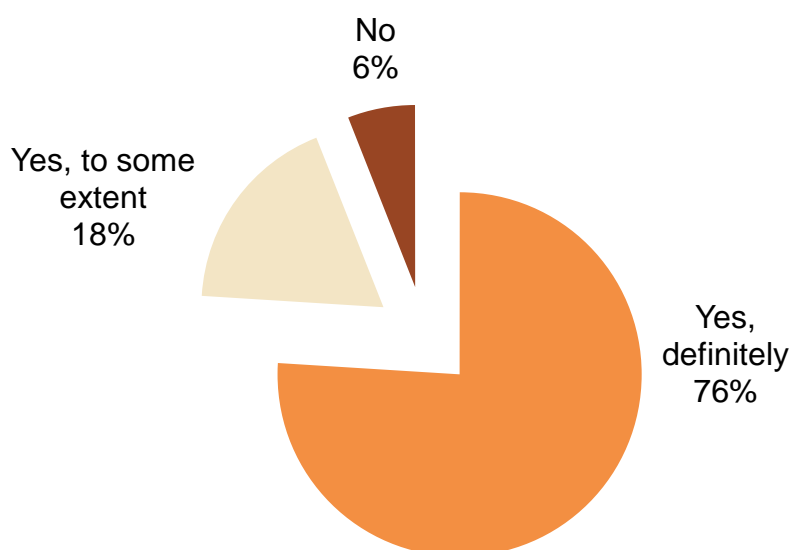
P_I1 Did a member of staff give you advice about caring for your child after you went home?

	Parents/carers of			Total	Significant difference 0-7/8-11	Significant difference 0-7/12-15	Significant difference 8-11/12-15
	0-7	8-11	12-15				
Yes, definitely	74%	77%	74%	74%	✓		
Yes, to some extent	21%	19%	19%	21%			
No	5%	4%	6%	5%	✓	✓	✓
Number of respondents	11,205	2,879	3,073	17,157			

Answered by all parents/carers.

Note: respondents answering "It was not necessary/Don't know/can't remember" have been excluded.

P_I2 Did a member of staff tell you what to do or who to talk to if you were worried about your child when you got home?



Answered by parents/carers with children aged 0-7 only.

Note: respondents answering "It was not necessary/Don't know/can't remember" have been excluded.

Number of respondents: 11,372.

CYP_F1 Did someone from the hospital tell you what to do or who to talk to if you were worried about anything when you got home?

	Age group		Total	Significant difference between 8-11 and 12-15 age groups
	8-11	12-15		
Yes	75%	77%	76%	
Sort of	12%	12%	12%	
No	13%	11%	12%	✓
Number of respondents	2,763	2,960	5,723	

Answered by all children and young people.

Note: respondents answering “Don’t know/can’t remember” have been excluded.

P_I3 Did a member of staff tell you what would happen next after your child left hospital?

	Parents/carers of			Total	Significant difference 0-7/8-11	Significant difference 0-7/12-15	Significant difference 8-11/12-15
	0-7	8-11	12-15				
Yes, definitely	67%	72%	71%	69%	✓	✓	
Yes, to some extent	23%	23%	22%	23%			
No	9%	5%	8%	8%	✓	✓	✓
Number of respondents	10,800	2,771	3,054	16,625			

Answered by all parents/carers.

Note: respondents answering “Don’t know/can’t remember” or “It was not necessary” have been excluded.

CYP_F2 Did a member of staff tell you what would happen after you left hospital?

	12-15 year olds
Yes, completely	62%
Sort of	25%
No	12%
Number of respondents	2,569

Answered by children aged 12-15.

P_I4 Were you given any written information (such as leaflets) about your child's condition or treatment to take home with you?

	Parents/carers of			Total	Significant difference 0-7/8-11	Significant difference 0-7/12-15	Significant difference 8-11/12-15
	0-7	8-11	12-15				
Yes	78%	85%	80%	80%	✓		✓
No, but I would have liked it	22%	15%	20%	20%	✓		✓
Number of respondents	7,792	2,024	2,174	11,991			

Answered by all parents/carers.

Note: respondents answering "No, but I did not need it" have been excluded.

CYP_F3 Did a member of staff give you advice on how to look after yourself after you went home?

	12-15 year olds
Yes, definitely	74%
Sort of	17%
No	9%
Number of respondents	2,621

Answered by children aged 12-15.

Section 7: Overall

Overall experiences of care and treatment

This includes questionnaire section 'Overall' and 'And finally...' across all three questionnaires.

Key findings

Overall, most children or parents and carers of 0-7 year olds said:

- Staff looking after them were always friendly (88% of children, CYP_G2 and 82% of parents of 0-7 year olds, P_J2).
- They were always well looked after by the hospital staff (83% of parents of 0-7 year olds, P_J3).
- They (the adults) were always treated with dignity and respect by the people looking after their child (85% of parents of 0-7 year olds, P_J4).

Overall, children said they had good overall experiences of care, with 87% of children scoring their overall experience as seven or above out of 10; 88% of parents or carers agreed that their child's experience had been this positive.

Why do we ask these questions?

The NHS Constitution states that patients have the right to be treated with respect and dignity.

The *Quality criteria for young people friendly health services* addresses staff training, attitudes and values to ensure that staff are able to discuss health issues with children and support them to make informed choices.

This is reflected in the recommendation in the *Report of the Children and Young People's Health Outcomes Forum* (2012) that the views of children and young people be included in surveys to ensure that there was a better understanding whether they were provided with information about their care and were involved in decisions about it. In her report, *Getting it right for children & young people*, Dr Sheila Shribman set out that parents and carers' voices should be also involved in improving care services for children and young people.

Other data

No comparable data on the issues covered in this section is available nationally.

Results for the survey overall

Key:

Parents and carers
questionnaire

Children and young people's
questionnaires

P_J1 Do you feel that the people looking after your child listened to you?

	Parents/carers of 0-7 year olds
Yes, always	74%
Yes, sometimes	22%
No	4%
Number of respondents	12,136

Answered by parents/carers with children aged 0-7 only.

CYP_G1 Do you feel that the people looking after you listened to you?

	Age group		Total	Significant difference between 8-11 and 12-15 age groups
	8-11	12-15		
Yes, always	80%	77%	78%	✓
Yes, sometimes	18%	20%	19%	
No	2%	3%	3%	✓
Number of respondents	3,076	3,261	6,337	

Answered by all children and young people.

P_J2 Do you feel that the people looking after your child were friendly?

	Parents/carers of 0-7 year olds
Yes, always	82%
Yes, sometimes	17%
No	1%
Number of respondents	12,124

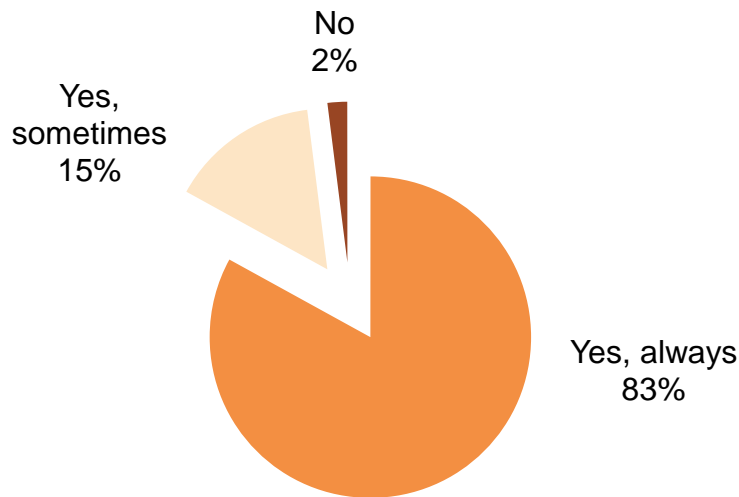
Answered by parents/carers with children aged 0-7 only.

CYP_G2 Do you feel that the people looking after you were friendly?

	Age group		Total	Significant difference between 8-11 and 12-15 age groups
	8-11	12-15		
Yes, always	89%	87%	88%	
Yes, sometimes	11%	12%	11%	
No	1%	1%	1%	
Number of respondents	3,083	3,279	6,362	

Answered by all children and young people.

P_J3 Do you feel that your child was well looked after by the hospital staff?



Answered by parents/carers with children aged 0-7 only.
Number of respondents: 12,109

P_J4 Were you treated with dignity and respect by the people looking after your child?

	Parents/carers of 0-7 year olds
Yes, always	85%
Yes, sometimes	12%
No	2%
Number of respondents	12,104

Answered by parents/carers with children aged 0-7 only.

P_J5 Overall

	Parents/carers of			Total	Significant difference 0-7/8-11	Significant difference 0-7/12-15	Significant difference 8-11/12-15
	0-7	8-11	12-15				
0 (My child had a very poor experience)	1%	0%	1%	1%			
1	1%	1%	0%	1%			
2	1%	1%	1%	1%			
3	1%	1%	1%	1%			
4	1%	1%	2%	1%			
5	3%	3%	3%	3%			
6	4%	4%	5%	4%			
7	10%	9%	9%	9%			
8	21%	19%	21%	21%	✓		
9	24%	25%	24%	25%			
10 (My child had a very good experience)	32%	36%	33%	33%	✓		✓
Number of respondents	11,910	2,978	3,204	18,093			

Answered by all parents/carers.

CYP_G3 Overall...

	Age group		Total	Significant difference between 8-11 and 12-15 age groups
	8-11	12-15		
0 (I had a very poor experience)	1%	0%	1%	
1	1%	0%	1%	
2	0%	0%	0%	
3	1%	1%	1%	
4	1%	1%	1%	
5	5%	4%	5%	
6	4%	5%	5%	
7	10%	11%	11%	
8	18%	22%	20%	✓
9	22%	24%	23%	
10 (I had a very good experience)	37%	30%	33%	✓
Number of respondents	3,017	3,191	6,208	

Answered by all children and young people.

P_J6 Who was the main person who answered the questions in the children's section of the questionnaire?

	Parents/carers of		Total	Significant difference 8-11/12-15
	8-11	12-15		
My child/young person	52%	63%	58%	✓
Me, the parent or carer	17%	11%	14%	✓
Both young person and parent or carer together	31%	26%	28%	✓
Number of respondents	2,959	3,244	6,203	

Answered by parents/carers with children aged 8-15 only.

Section 8: About your child

About your child

This section includes questions from the 'About you' and 'About your child' sections of questionnaires. Most questions are demographic and help to provide additional information about respondents, such as gender, age, ethnicity and whether they have a long-term condition.

It also includes the response rate for the different versions of the questionnaire.

Key finding

- A key finding is that most children stayed on a children's ward (97%, P_K1). However, findings should be examined according to the age of the child and the appropriateness of the ward for their age group.

Results: About your child

Key:

Parents and carers
questionnaire

Children and young people's
questionnaires

Child's sex

	Parents/carers of			Total	Significant difference 0-7/8-11	Significant difference 0-7/12-15	Significant difference 8-11/12-15
	0-7	8-11	12-15				
Male	58%	55%	50%	56%	✓	✓	✓
Female	42%	45%	50%	44%	✓	✓	✓
Number of respondents	12,194	3,108	3,393	18,695			

Answered by all.

Sample information used if response data is missing.

P_K1 For most of their stay in hospital what type of ward did your child stay on?

	Parents/carers of			Total	Significant difference 0-7/8-11	Significant difference 0-7/12-15	Significant difference 8-11/12-15
	0-7	8-11	12-15				
A children's ward	99%	98%	88%	97%	✓	✓	
An adult's ward	1%	1%	2%	1%		✓	✓
A teenage / adolescent ward	0%	1%	10%	2%	✓	✓	✓
Number of respondents	11,928	2,980	3,155	18,063			

Answered by all parents/carers.

P_K2 Including this visit, how many times has your child stayed in hospital on a ward in the past six months?

	Parents/carers of			Total	Significant difference 0-7/8-11	Significant difference 0-7/12-15	Significant difference 8-11/12-15
	0-7	8-11	12-15				
Once	71%	79%	75%	73%	✓	✓	✓
Two or three times	22%	15%	18%	20%	✓	✓	✓
Four times or more	7%	6%	7%	7%			
Number of respondents	11,747	2,904	3,105	17,756			

Answered by all parents/carers.

P_K3 Does your child have any of the following long-standing conditions?

	Parents/carers of			Total	Significant difference 0-7/8-11	Significant difference 0-7/12-15	Significant difference 8-11/12-15
	0-7	8-11	12-15				
Deafness or severe hearing impairment	3%	3%	2%	3%			
Blindness or partially sighted	2%	2%	2%	2%			
Any other long-standing physical disability	6%	7%	9%	7%	✓	✓	✓
A learning disability	6%	9%	10%	7%	✓	✓	
A mental health condition	1%	2%	6%	2%	✓	✓	✓
Another long-standing condition (e.g. cancer, diabetes, epilepsy)	15%	21%	22%	17%	✓	✓	
No long-standing condition	76%	66%	61%	72%	✓	✓	✓

Number of respondents	10,702	2,590	2,849	16,141			
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Answered by all parents/carers.

Note: parents and carers could select more than one option.

P_K4 Does this condition(s) cause your child difficulty with any of the following?

	Parents/carers of			Total	Significant difference 0-7/8-11	Significant difference 0-7/12-15	Significant difference 8-11/12-15
	0-7	8-11	12-15				
Everyday activities that people his/her age can usually do	56%	55%	57%	56%			
In education or training	38%	49%	50%	43%	✓	✓	
Access to buildings, streets or vehicles	18%	19%	19%	19%			
Reading or writing	27%	33%	27%	28%	✓		✓
People's attitudes to your child because of his/her condition	29%	38%	32%	32%	✓		✓
Communicating, mixing with others or socialising	38%	37%	39%	38%			
Any other activity	24%	23%	23%	24%			
No difficulty with any of these	29%	22%	22%	26%	✓	✓	
Number of respondents	2,429	838	1,070	4,337			

Answered by all parents/carers whose child has a long-term condition.

Note: parents and carers could select more than one option.

To which of these ethnic groups would you say your child belongs?

	Parents/carers of			Total	Significant difference 0-7/8-11	Significant difference 0-7/12-15	Significant difference 8-11/12-15
	0-7	8-11	12-15				
White	81%	82%	87%	83%		✓	✓
Mixed or multiple ethnic groups	6%	4%	3%	5%	✓	✓	
Asian or Asian British	9%	9%	7%	8%		✓	✓
Black, African, Caribbean or Black British	4%	4%	3%	4%		✓	✓
Other ethnic group	1%	1%	0%	1%			
Number of respondents	11,700	2,957	3,240	17,897			

Answered by all parents/carers.

Proportion of day case vs. inpatient

	Parents/carers of			Total	Significant difference 0-7/8-11	Significant difference 0-7/12-15	Significant difference 8-11/12-15
	0-7	8-11	12-15				
Day case	56%	61%	59%	57%	✓	✓	
Inpatient	44%	39%	41%	43%	✓	✓	
Number of respondents	12,195	3,108	3,393	18,696			

Answered by all parents/carers.

Adjusted response rate

	Version of questionnaire sent out - from sample information							
	0-7		8-11		12-15		Total	
Did not respond including opted out or ineligible	34,776	74%	7,489	71%	8,023	70%	50,288	73%
Responded	12,235	26%	3,108	29%	3,393	30%	18,736	27%
Number of respondents	47,011	100%	10,597	100%	11,416	100%	69,024	100%

Excludes ineligible cases.

Section 9: Additional analysis

Key:

Parents and carers
questionnaire

Children and young people's
questionnaires

This section of the report includes the results of analysis looking at comparisons in reported experiences where children have:

- A long-term mental health condition or learning disability.
- A long-standing physical disability (not including sensory impairment).

All results have been tested for significance at the .05 level. For each significant pair of results, the category with the larger column proportion is indicated with a '*'.

Experiences of children who have a mental health condition and/or learning disability

CYP_C1 Did hospital staff talk to you about how they were going to care for you, in a way that you could understand?

	Presence of mental health condition and/or learning disability			
	My child has a mental health condition and/or learning disability		My child does not have a mental health condition or learning disability	
Yes	389	68%	3,762	83%*
Sometimes	131	23%*	659	15%
No	54	9%*	121	3%
Number of respondents	574	100%	4,541	100%

Answered by all children and young people.

Note: those that answered "Don't know/can't remember" have been excluded.

CYP_C_3. If you had any worries, did someone at the hospital talk with you about them?

	Presence of mental health condition and/or learning disability			
	My child has a mental health condition and/or learning disability		My child does not have a mental health condition or learning disability	
Yes	294	61%	2,580	76%*
Sort of	112	23%*	612	18%
No	74	15%*	186	6%
Number of respondents	480	100%	3,379	100%

Answered by all children and young people.

Note: those that answered “I did not have any worries” have been excluded.

CYP_F1 Did someone from the hospital tell you what to do or who to talk to if you were worried about anything when you got home?

	Presence of mental health condition and/or learning disability			
	My child has a mental health condition and/or learning disability		My child does not have a mental health condition or learning disability	
Yes	356	66%	3,265	77%*
Sort of	82	15%*	500	12%
No	105	19%*	459	11%
Number of respondents	544	100%	4,224	100%

Answered by all children and young people.

Note: those that answered “Don’t know/can’t remember” have been excluded.

CYP_G1 Do you feel that the people looking after you listened to you?

	Presence of mental health condition and/or learning disability			
	My child has a mental health condition and/or learning disability		My child does not have a mental health condition or learning disability	
Yes, always	384	65%	3,747	80%*
Yes, sometimes	152	26%*	865	18%
No	55	9%*	92	2%
Number of respondents	592	100%	4,704	100%

Answered by all children and young people.

CYP_G3 Overall

	Presence of mental health condition and/or learning disability			
	My child has a mental health condition and/or learning disability		My child does not have a mental health condition or learning disability	
0 (I had a very poor experience)	10	2%*	18	0%
1	13	2%*	15	0%
2	6	1%*	16	0%
3	14	2%*	50	1%
4	9	2%	57	1%
5	36	6%	202	4%
6	44	8%*	194	4%
7	55	9%	477	10%
8	111	19%	964	21%*
9	107	18%	1,083	24%
10 (I had a very good experience)	178	31%	1,522	33%
Number of respondents	584	100%	4,599	100%

Answered by all children and young people.

P_B1. Did the ward where your child stayed have appropriate equipment or adaptations for your child?

	Presence of mental health condition and/or learning disability			
	My child has a mental health condition and/or learning disability		My child does not have a mental health condition or learning disability	
Yes, definitely	740	68%	10,706	81%*
Yes, to some extent	245	23%*	2,171	16%
No	105	10%*	299	2%
Number of respondents	1,090	100%	13,176	100%

Answered by all parents/carers.

Note: those that answered "They did not need equipment or adaptations" or "Don't know/can't remember" have been excluded.

P C_2 Did members of staff treating your child give you information about their care and treatment in a way that you could understand?

	Presence of mental health condition and/or learning disability			
	My child has a mental health condition and/or learning disability		My child does not have a mental health condition or learning disability	
Yes, definitely	965	79%	12,180	82%*
Yes, to some extent	203	17%*	2,407	16%
No	52	4%*	263	2%
Number of respondents	1,220	100%	14,850	100%

Answered by all parents/carers.

P C_4. Did a member of staff agree a plan for your child's care with you?

	Presence of mental health condition and/or learning disability			
	My child has a mental health condition and/or learning disability		My child does not have a mental health condition or learning disability	
Yes	918	82%	12,030	89%*
No	197	18%*	1,561	11%
Number of respondents	1,115	100%	13,591	100%

Answered by all parents/carers.

Note: those who answered 'Don't know/ can't remember' have been excluded.

P C_5. Did you have confidence and trust in the members of staff treating your child?

	Presence of mental health condition and/or learning disability			
	My child has a mental health condition and/or learning disability		My child does not have a mental health condition or learning disability	
Yes, always	892	73%	11,821	80%*
Yes, sometimes	256	21%*	2,611	18%
No	69	6%*	404	3%
Number of respondents	1,217	100%	14,836	100%

Answered by all parents/ carers.

P C_10 Were the different members of staff caring for and treating your child aware of their medical history?

	Presence of mental health condition and/or learning disability			
	My child has a mental health condition and/or learning disability		My child does not have a mental health condition or learning disability	
Yes, definitely	564	49%	7,971	59%*
Yes, to some extent	460	40%*	4,438	33%
No	132	11%*	1,016	8%
Number of respondents	1,155	100%	13,426	100%

Answered by all parents/ carers.

Note: those who answered “Don’t know” have been excluded.

P C_11. Did you feel that staff looking after your child knew how to care for their individual or special needs?

	Presence of mental health condition and/or learning disability			
	My child has a mental health condition and/or learning disability		My child does not have a mental health condition or learning disability	
Yes, definitely	574	48%	10,300	72%*
Yes, to some extent	440	37%*	3,409	24%
No	187	16%*	530	4%
Number of respondents	1,200	100%	14,238	100%

Answered by all parents/carers.

Note: those who answered “Don’t know/can’t remember” have been excluded.

P C_12. Were members of staff available when your child needed attention?

	Presence of mental health condition and/or learning disability			
	My child has a mental health condition and/or learning disability		My child does not have a mental health condition or learning disability	
Yes, always	695	57%	10,126	69%*
Yes, sometimes	442	36%*	4,042	27%
No	76	6%*	590	4%
Number of respondents	1,213	100%	14,758	100%

Answered by all parents/ carers.

P_F2. Do you think hospital staff did everything they could to help ease your child's pain?

	Presence of mental health condition and/or learning disability			
	My child has a mental health condition and/or learning disability		My child does not have a mental health condition or learning disability	
Yes, definitely	463	69%	6,359	76%*
Yes, to some extent	145	22%	1,571	19%
No	61	9%*	446	5%
Number of respondents	670	100%	8,376	100%

Answered by all parents whose child was in pain while in hospital.

P_J_5 Overall

	Presence of mental health condition and/or learning disability			
	My child has a mental health condition and/or learning disability		My child does not have a mental health condition or learning disability	
0 (I felt that my child had a very poor experience)	20	2%*	82	1%
1	22	2%*	69	0%
2	17	1%*	118	1%
3	12	1%	166	1%
4	16	1%	208	1%
5	65	5%*	433	3%
6	64	5%*	572	4%
7	151	13%*	1,324	9%
8	242	20%	3,044	21%
9	271	23%	3,650	25%
10 (I felt that my child had a very good experience)	311	26%	4,875	34%*
Number of respondents	1,192	100%	14,541	100%

Answered by all parents/carers.

Experiences of children with a physical disability (not including sensory impairment)

CYP C_1. Did hospital staff talk to you about how they were going to care for you, in a way that you could understand?

	Any other long-standing physical disability			
	My child has another long-standing physical disability		My child does not have another physical disability	
Yes	259	71%	3,892	82%*
Sometimes	82	22%*	709	15%
No	24	7%*	151	3%
Number of respondents	365	100%	4,751	100%

Answered by all children and young people.

Note: those who answered "Don't know/can't remember" have been excluded.

CYP C_3. If you had any worries, did someone at the hospital talk with you about them?

	Any other long-standing physical disability			
	My child has another long-standing physical disability		My child does not have another physical disability	
Yes	201	68%	2,673	75%*
Sort of	66	22%	659	18%
No	29	10%*	231	6%
Number of respondents	296	100%	3,563	100%

Answered by all children and young people.

Note: those who answered "I did not have any worries" have been excluded.

CYP F_1. Did someone from the hospital tell you what to do or who to talk to if you were worried about anything when you got home?

	Any other long-standing physical disability			
	My child has another long-standing physical disability		My child does not have another physical disability	
Yes	246	70%	3,376	76%*
Sort of	44	13%	538	12%
No	59	17%*	505	11%
Number of respondents	349	100%	4,418	100%

Answered by all children and young people.

Note: those who answered "Don't know/can't remember" have been excluded.

CYP G_1. Do you feel that the people looking after you listened to you?

	Any other long-standing physical disability			
	My child has another long-standing physical disability		My child does not have another physical disability	
Yes, always	264	71%	3,866	79%*
Yes, sometimes	89	24%*	929	19%
No	22	6%*	126	3%
Number of respondents	375	100%	4,922	100%

Answered by all children and young people.

CYP G_3 Overall

	Any other long-standing physical disability			
	My child has another long-standing physical disability		My child does not have another physical disability	
0 (I had a very poor experience)	2	1%	27	1%
1	7	2%*	21	0%
2	3	1%	19	0%
3	4	1%	60	1%
4	4	1%	62	1%
5	19	5%	218	5%
6	17	5%	222	5%
7	45	13%	487	10%
8	81	22%	994	21%
9	74	20%	1,116	23%
10 (I had a very good experience)	105	29%	1,595	33%
Number of respondents	363	100%	4,820	100%

Answered by all children and young people.

P_B1 Did the ward where your child stayed have appropriate equipment or adaptations for your child?

	Any other long-standing physical disability			
	My child has another long-standing physical disability		My child does not have another physical disability	
Yes, definitely	542	64%	10,904	81%*
Yes, to some extent	205	24%*	2,211	16%
No	96	11%*	308	2%
Number of respondents	843	100%	13423	100%

Answered by all parents/carers.

Note: those who answered “They did not need equipment or adaptations” or “Don’t know/can’t remember” have been excluded.

P_C_2 Did members of staff treating your child give you information about their care and treatment in a way that you could understand?

	Any other long-standing physical disability			
	My child has another long-standing physical disability		My child does not have another physical disability	
Yes, definitely	698	77%	12,447	82%*
Yes, to some extent	175	19%*	2,435	16%
No	33	4%*	282	2%
Number of respondents	906	100%	15,164	100%

Answered by all parents/carers.

P_C_4 Did a member of staff agree a plan for your child's care with you?

	Any other long-standing physical disability			
	My child has another long-standing physical disability		My child does not have another physical disability	
Yes	671	81%	12,276	88%*
No	162	19%*	1,596	12%
Number of respondents	833	100%	13,873	100%

Answered by all parents/carers.

Note: those that answered “Don’t know/can’t remember” are excluded.

P C_5. Did you have confidence and trust in the members of staff treating your child?

	Any other long-standing physical disability			
	My child has another long-standing physical disability		My child does not have another physical disability	
Yes, always	642	71%	12,071	80%*
Yes, sometimes	206	23%*	2,660	18%
No	54	6%*	419	3%
Number of respondents	903	100%	15,150	100%

Answered by all parents/carers.

P C_10 Were the different members of staff caring for and treating your child aware of their medical history?

	Any other long-standing physical disability			
	My child has another long-standing physical disability		My child does not have another physical disability	
Yes, definitely	391	45%	8,144	59%*
Yes, to some extent	378	44%*	4,520	33%
No	98	11%*	1,050	8%
Number of respondents	867	100%	13,714	100%

Answered by all parents/carers.

Note: those who answered "Don't know" have been excluded.

P C_11 Did you feel that staff looking after your child knew how to care for their individual or special needs?

	Any other long-standing physical disability			
	My child has another long-standing physical disability		My child does not have another physical disability	
Yes, definitely	438	49%	10,436	72%*
Yes, to some extent	349	39%*	3,499	24%
No	104	12%*	612	4%
Number of respondents	891	100%	14,547	100%

Answered by all parents/carers.

Note: those who answered "Don't know/can't remember" have been excluded.

P C_12 Were members of staff available when your child needed attention?

	Any other long-standing physical disability			
	My child has another long-standing physical disability		My child does not have another physical disability	
Yes, always	505	56%	10,316	68%*
Yes, sometimes	342	38%*	4,142	27%
No	56	6%*	609	4%
Number of respondents	903	100%	15,068	100%

Answered by all parents/carers.

P F_2 Do you think hospital staff did everything they could to help ease your child's pain?

	Any other long-standing physical disability			
	My child has another long-standing physical disability		My child does not have another physical disability	
Yes, definitely	359	68%	6,463	76%*
Yes, to some extent	127	24%*	1,589	19%
No	43	8%*	465	5%
Number of respondents	529	100%	8,517	100%

Answered by all those whose child was in pain while in hospital.

P J_5 Overall

	Any other long-standing physical disability			
	My child has another long-standing physical disability		My child does not have another physical disability	
0 (I felt that my child had a very poor experience)	8	1%	94	1%
1	14	2%*	77	1%
2	9	1%	126	1%
3	15	2%	164	1%
4	22	3%*	202	1%
5	48	5%*	449	3%
6	43	5%	593	4%
7	101	11%*	1,374	9%
8	180	21%	3,105	21%
9	223	25%	3,698	25%
10 (I felt that my child had a very good experience)	216	25%	4,970	33%*
Number of respondents	880	100%	14,854	100%

Answered by all parents/carers.

Appendix A: Other sources of information related to the key findings

Better health outcomes for children and young people

A system-wide pledge to improve health outcomes for children and young people:

https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/207391/better_health_outcomes_children_young_people_pledge.pdf

Caring for Young People

Guidance provided by the Royal College of Nursing aimed at nurses involved in caring for the needs of young people. This document was published in 2013:

http://www.rcn.org.uk/_data/assets/pdf_file/0004/78547/004483.pdf

Children and Young People in Day Surgery

Guidelines created by the Royal College of Nursing and published in 2013 for the care of children and young people treated as day case patients:

https://www.rcn.org.uk/_data/assets/pdf_file/0009/78507/004_464.pdf

Children and Young People's Health Outcomes Forum

The Children and Young People's Health Outcomes Forum was asked by the Secretary of State to help develop a new strategy to improve care for children and young people. The report published in 2012, <http://healthandcare.dh.gov.uk/forum-recommendations/> identified several areas for improvement, and recommended that the views of children and young people should be incorporated into all national patient surveys.

Getting it right for children and young people

In 2014, Dr Sheila Shribman advised CQC about inspections of services for children and young people in acute trusts, and how they fit into CQC's new approach to inspection:

<http://www.cqc.org.uk/sites/default/files/20140331%20Dr%20Sheila%20Shribman%20Report%20to%20CIOH%20re%20inspection%20of%20CYP%20services....pdf>

National Service Framework: children, young people and maternity services

The 'National Service Framework for Children, Young People and Maternity Services' was a 10 year plan published in 2004 by the Department of Health that set national standards for children's health and social care:

<https://www.gov.uk/government/publications/national-service-framework-children-young-people-and-maternity-services>

Quality standard for patient experience in adult NHS services

The standard aims to provide the NHS with clear commissioning guidance on the components of a good patient experience. The quality statements are specific to adult patients. For further information on the NICE quality standard, please see:

www.nice.org.uk/guidance/qs15

Patient-led assessments of the care environment (PLACE)

For further information on patient assessments of the care environment in providers of NHS-funded care, please see NHS England's statistical release. The data set is collected annually (April-March) and includes information on how the environment supports patients' privacy and dignity and the level of food quality, cleanliness and general building maintenance. PLACE results are broken down by provider and are available on: <http://www.england.nhs.uk/ourwork/qual-clin-lead/place/>

The data is collected at a provider level, and with the exception of the children's trusts⁴, the voice of children and young people cannot be directly identified. Therefore PLACE results are not directly comparable.

Quality criteria for young people friendly health services

The Department of Health published quality criteria in 2011 to help health services to become young people friendly:

https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/216350/dh_127632.pdf

Defining staffing levels for children and young people's services

Published in 2013 by the Royal College of Nursing, this document set out the minimum essential staffing requirements for all providers of services for babies, children and young people: http://www.rcn.org.uk/_data/assets/pdf_file/0004/78592/002172.pdf

UK comparisons

This is the only national children and young people's inpatient survey conducted in the UK. Therefore, findings cannot be compared with data from Scotland, Wales or Northern Ireland.

4. These trusts are: Alder Hey Children's NHS Foundation Trust, Sheffield Children's NHS Foundation Trust, Great Ormond Street Hospital for Children NHS Foundation Trust, Birmingham Children's Hospital NHS Foundation Trust and Moorfields Eye Hospital NHS Foundation Trust.

Appendix B: Main uses of the survey data

NHS trusts, commissioners and patients

NHS trusts, and those who commission services, should use their own results to identify and make the improvements they need to improve the experience of every patient.

The survey results are published on CQC's website to provide information to the public about people's experiences of care and to help inform people's choice.

Care Quality Commission

CQC uses the survey to support its regulatory functions and ensure that all patients receive safe, effective and compassionate care. We will use the survey results to support Intelligent Monitoring of data to help us to decide when, where, and what to inspect. The results will also form a key source of evidence to support the judgements and ratings that we publish for acute trusts.

More information about how CQC monitors hospitals is available on the CQC website at: www.cqc.org.uk/public/hospital-intelligent-monitoring.

The NHS Trust Development Authority

The [NHS Trust Development Authority](http://www.nhs.uk) will use the results to inform quality and governance activities as part of its Oversight Model for NHS Trusts.

Appendix C: Data limitations and revisions

Data limitations

When reading this report, please be aware of the limitations to the data.

As with any survey, statistics based on results from the children's survey are subject to different sources of error and this needs to be considered in the responses and/or the design of the survey. Although there are a number of potential sources of error, these are carefully controlled through rigorous development work in both the design of the questionnaire and sampling strategy, and extensive quality assurance at every stage.

These statistics relate to children and young people who used NHS inpatient and day-case services at a particular point in time and the results are an indication of the average or typical quality of experience for that population.

Each participating organisation selected patients who were discharged from hospital during August 2014. However, some trusts with smaller patient populations also included children discharged during July or September.

The sample for the children's survey is of consecutive discharges from August counting backwards to achieve a sample size of 900. NHS records are large enough to minimise any 'sampling error' (for example, errors arising by chance by selecting a set of patients who happened to have a more positive experience). The number of received responses is nearly 19,000, and sufficient to ensure that sampling error is very small. This sampling approach approximates a 'simple random sample' and can be considered representative of the population of all young inpatients and day case patients, providing the sample period is not atypical. This is unlikely, given the size of samples selected. The risk of sample bias is therefore small.

The chances of 'sampling mistakes' being made by NHS trusts (for example, mistakes arising due to incorrect sampling, such as by accidentally excluding certain patients) are minimised by multi-stage sample checks. Trusts receive a checklist to review their drawn sample. Those trusts that appoint an 'approved contractor'⁵ to undertake the survey on their behalf will have their sample reviewed by this company.

Finally, all samples are checked by the Survey Co-ordination Centre at the [Picker Institute Europe](#), who will look for extraordinary errors that are more noticeable when pooling data together (for example, unusual or skewed age distributions). A report of these errors is produced each year and is published on the [NHS surveys website](#)⁶.

⁵ These are companies that have been approved by the Care Quality Commission during a competitive tendering process to carry out surveys in the National Patient Survey Programme on behalf of NHS trusts. For more information please see: www.nhssurveys.org/approvedcontractors.

⁶ This website hosts all survey materials (questionnaires, covering letters, guidance manuals etc.) for all current and past surveys as well as results from previous surveys and development reports.

Trusts and approved contractors are encouraged to review this report to minimise recurrence of previously detected errors. The report shows that the incidence of both major and minor errors has decreased since centralised sample checking was introduced into the survey programme in 2006.

In 2014, a 'sampling checklist and declaration form' was introduced into the survey programme, which trusts are required to sign and submit with their sample. As well as helping to ensure that trusts have followed the sampling methodology as specified in the survey guidance, this form also helps to ensure that trusts maintain confidentiality by taking the required steps as specified in the guidance, such as only sharing the required variables.

Response rates across the survey programme have dropped since it was first launched. This is consistent with industry-wide trends in social and market research. This survey is also distinct in that it has sought feedback directly from children and young people, where we know response rates are generally lower than for adult surveys.

As the response rates for surveys decline, the risk of 'non-response bias' increases. Non-response bias is the risk that people who choose to respond to surveys have different characteristics and views than those who do not. This type of bias might arise, for example, if patients with more negative views of the service were more likely to respond. It is difficult to directly assess non-response bias because of the lack of opportunity to measure the views of non-respondents. However, we have compared the demographic information available for respondents and non-respondents and concluded that any differences in demographics are managed by our standardisation methodology.

In terms of the design and implementation of the survey, a number of steps are taken to ensure its robustness. As with all surveys in the NHS patient survey programme, as well as consulting with relevant policy stakeholders (for example, NHS England, NHS trusts) patient involvement is fundamental to the design and development of a new questionnaire, or new questions. This helps to ensure that the content of the questionnaire reflects not only the requirements of stakeholders but also what is important and meaningful to patients.

Questionnaires are cognitively tested with patients to ensure that questions are understood as intended. Pilot studies are also undertaken if needed (such as during the development of a new survey) to test either the full methodology or the sampling approach. There is an on-going programme of pilot work across the survey programme to test different approaches with the aim of increasing response rates and improving participation, particularly from groups known to be less likely to respond. All surveys follow a strict methodology as specified in the survey guidance manual, which all trusts (or the contractors they appoint to run the survey on their behalf) must follow. Any deviation from the survey guidance, depending on severity, may result in data being excluded from published results.

Data was partially excluded for the following trusts for this survey, though they still retained usable samples: Oxford University Hospitals NHS Trust, Lancashire Teaching

Hospitals NHS Foundation Trust, Yeovil District Hospital NHS Foundation Trust and Southend University Hospital NHS Foundation Trust.

The focus of this document is on national level (England) results. A different technique is used to analyse the trust data and standardised scores are provided at NHS trust level. A technical document is published setting out the methodology used for the trust scores (please see further information section, [appendix D](#)).

Revisions

CQC publishes a [Revisions and Corrections Policy](#) relating to these statistics. The National Patient Experience Survey data is not subject to any scheduled revision as they capture the views of patients about their experiences of care at a specific point in time. All new survey results are therefore published on CQC's website and NHS Surveys, as appropriate, and previously published results for the same survey are not revised.

This policy sets out how CQC will respond if an error is identified within this and it becomes necessary to correct published data and/or reports.

Appendix D: Further information and feedback

Further information

The full national results are on CQC's website, together with an A to Z list to view the results for each trust (alongside the technical document outlining the methodology and the scoring applied to each question): <http://www.cqc.org.uk/childrensurvey>

Full details of the methodology of the survey, including questionnaires, letters sent to patients, instructions on how to carry out the survey and the survey development report, are available at: <http://www.nhssurveys.org/surveys/769>

More information on the programme of NHS patient surveys is available at: www.cqc.org.uk/public/reports-surveys-and-reviews/surveys

Further questions

This summary has been drafted by CQC's Survey Team and reflects the findings of the Children and Young People's Inpatient and Day Case Survey 2014. The guidance above should answer any questions about the programme and we advise you to review that information carefully. However, if you wish to contact the Team directly, please contact Paul Williamson, User Voice Development Manager, Patient.Survey@cqc.org.uk.

Feedback

If you have any views, comments or suggestions on how this publication could be improved, please do contact Paul Williamson, User Voice Development Manager, Patient.Survey@cqc.org.uk.

CQC will review the information you provide and use it, as appropriate, to improve the statistics that we publish across the National Patient Survey Programme.

Appendix E: Question ID code

ID codes for the children’s sections of the questionnaires for 8 to 11 year olds and 12 to 15 year olds

ID Code	Question text	Question number	
		8 to 11 questionnaire	12 to 15 questionnaire
CYP_A1	When you first arrived at hospital, did people working at the hospital tell you what was going to happen to you while you were there?	1	1
CYP_B1	Did you feel safe on the hospital ward?	2	2
CYP_B2	Did hospital staff play with you or do any activities with you while you were in hospital?	3	Not applicable
CYP_B3	Were there enough things for someone of your age to do on the ward?	Not applicable	3
CYP_B4	Did you like the hospital food?	4	4
CYP_C1	Did hospital staff talk to you about how they were going to care for you in a way that you could understand?	5	5
CYP_C2	Were you involved in decisions about your care and treatment?	Not applicable	6
CYP_C3	If you had any worries, did someone at the hospital talk with you about them?	6	7
CYP_C4	Did staff talk to each other about you as if you weren't there?	Not applicable	8
CYP_C5	Were you given enough privacy when you were receiving care and treatment?	7	9
CYP_D1	Did your condition ever cause you pain while you were in hospital?	8	10
CYP_D2	Do you think the hospital staff did everything they could to help your pain?	9	11

CYP_E1	During your time in hospital, did you have an operation or procedure (such as having your tonsils taken out)?	10	12
CYP_E2	Before the operation or procedure, did someone tell you what would be done?	11	13
CYP_E3	Afterwards, did someone from the hospital explain to you how the operation or procedure had gone in a way you could understand?	12	14
CYP_F1	Did someone from the hospital tell you what to do or who to talk to if you were worried about anything when you got home?	13	15
CYP_F2	Did a member of staff tell you what would happen after you left hospital?	Not applicable	16
CYP_F3	Did a member of staff give you advice on how to look after yourself after you went home?	Not applicable	17
CYP_G1	Do you feel that the people looking after you listened to you?	14	18
CYP_G2	Do you feel that the people looking after you were friendly?	15	19
CYP_G3	Overall... (please circle a number)	16	20
Gender	Are you a girl or a boy/ are you male or female?	17	21
Age	How old are you/ what is your year of birth?	18	22

ID codes for the parents and carers' sections of all questionnaires

ID code	Question text	0-7 questionnaire	8-11 questionnaire	12-15 questionnaire
P_A1	Was your child's visit to hospital planned or an emergency?	1	19	23
P_A2	Did the hospital give you a choice of admission dates?	2	Not applicable	
P_A3	Did the hospital change your child's admission date at all?	3	Not applicable	

ID code	Question text	0-7 questionnaire	8-11 questionnaire	12-15 questionnaire
P_A4	Did hospital staff tell you what was going to happen to your child while they were in hospital?	4	20	24
P_B1	Did the ward where your child stayed have appropriate equipment or adaptations for your child?	5	21	25
P_B2	How clean do you think the hospital room or ward was that your child was in?	6	22	26
P_B3	Did you feel that your child was safe on the hospital ward?	7	Not applicable	
P_B4	Was your child given enough privacy when receiving care and treatment?	8	Not applicable	
P_B5	Did you think there were appropriate things for your child to play with on the ward?	9	Not applicable	
P_B6	Did staff play with your child at all while they were in hospital?	10	Not applicable	
P_C1	Did new members of staff treating your child introduce themselves?	11	Not applicable	
P_C2	Did members of staff treating your child, give you information about their care and treatment in a way that you could understand?	12	23	27
P_C3	Did members of staff treating your child communicate with them in a way that your child could understand?	13	Not applicable	
P_C4	Did a member of staff agree a plan for your child's care with you?	14	24	28

ID code	Question text	0-7 questionnaire	8-11 questionnaire	12-15 questionnaire
P_C5	Did you have confidence and trust in the members of staff treating your child?	15	25	29
P_C6	Were you encouraged to be involved in decisions about your child's care and treatment?	16	26	30
P_C7	Did hospital staff keep you informed about what was happening whilst your child was in hospital?	17	27	31
P_C8	Did staff ask you if you had any questions about your child's care?	18	28	32
P_C9	Were you told different things by different people, which left you feeling confused?	19	Not applicable	
P_C10	Were the different members of staff caring for and treating your child aware of their medical history?	20	29	33
P_C11	Did you feel that staff looking after your child knew how to care for their individual or special needs?	21	30	34
P_C12	Were members of staff available when you or your child needed attention?	22	31	35
P_C13	Did the members of staff caring for your child work well together?	23	32	36
P_D1	Did your child like the hospital food provided?	24	Not applicable	
P_E1	Did you have access to hot drinks facilities in the hospital?	25	33	37
P_E2	Did you ever stay overnight in hospital with your child?	26	34	38

ID code	Question text	0-7 questionnaire	8-11 questionnaire	12-15 questionnaire
P_E3	How would you rate the facilities for parents or carers staying overnight?	27	35	39
P_F1	Did your child's condition cause them pain while they were in hospital?	28	36	40
P_F2	Do you think the hospital staff did everything they could to help ease your child's pain?	29	37	41
P_G1	During their stay in hospital, did your child have an operation or procedure?	30	38	42
P_G2	Before the operation or procedure did a member of staff explain to you what would be done during the operation or procedure?	31	39	43
P_G3	Before the operation or procedure, did a member of staff answer your questions about the operation or procedure in a way you could understand?	32	40	44
P_G4	After the operation or procedure, did someone explain to you how the operation or procedure had gone in a way you could understand?	33	41	45
P_H1	Were you given any new medicines to take home with you for your child that they had not had before (including tablets and creams)?	34	42	46
P_H2	Were you given enough information about how your child should use the medicine(s) (e.g. when to take it, or whether it should be taken with food)?	35	43	47

ID code	Question text	0-7 questionnaire	8-11 questionnaire	12-15 questionnaire
P_I1	Did a member of staff give you advice about caring for your child after you went home?	36	44	48
P_I2	Did a member of staff tell you what to do or who to talk to if you were worried about your child when you got home?	37	Not applicable	
P_I3	Did a member of staff tell you what would happen next after your child left hospital?	38	45	49
P_I4	Were you given any written information (such as leaflets) about your child's condition or treatment to take home with you?	39	46	50
P_J1	Do you feel that the people looking after your child listened to you?	40	Not applicable	
P_J2	Do you feel that the people looking after your child were friendly?	41	Not applicable	
P_J3	Do you feel that your child was well looked after by the hospital staff?	42	Not applicable	
P_J4	Were you treated with dignity and respect by the people looking after your child?	43	Not applicable	
P_J5	Overall... I felt my child had...(please circle a number)	44	47	51
Child gender	Is your child male or female?	45	Not applicable	
P_J6	Who was the main person who answered the questions in the children's section of the questionnaire?	Not applicable	48	52

ID code	Question text	0-7 questionnaire	8-11 questionnaire	12-15 questionnaire
P_K1	For most of their stay in hospital what type of ward did your child stay on?	46	49	53
P_K2	Including this visit, how many times has your child stayed in hospital on a ward in the past six months?	48	50	54
P_K3	Does your child have any of the following long-standing conditions?	49	52	56
P_K4	Does this condition(s) cause your child difficulty with any of the following?	50	53	57
Child ethnicity	Which of these best describes your child's ethnic background?	47	51	55

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