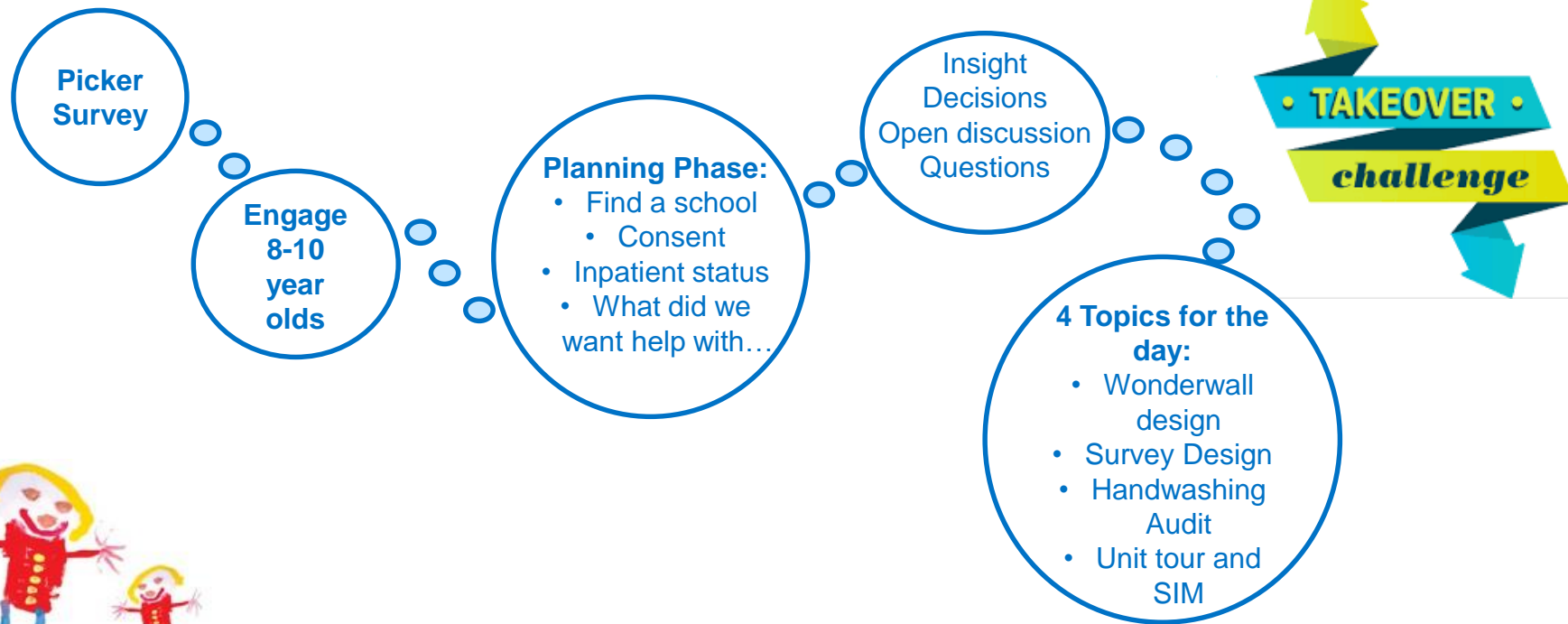


# Communicating Effectively with Patient and Families

## The Success of Takeover Day



Melanie Gilbert Child Health Matron @MelRichardsmel  
Tabitha Fergus Practice Development Nurse @Tabi121

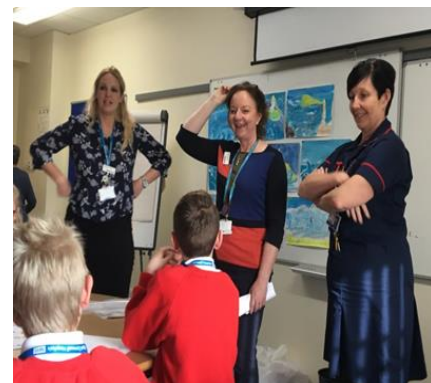
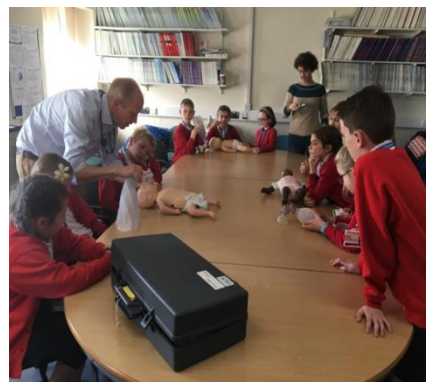


One + all | we care

Royal Cornwall Hospitals



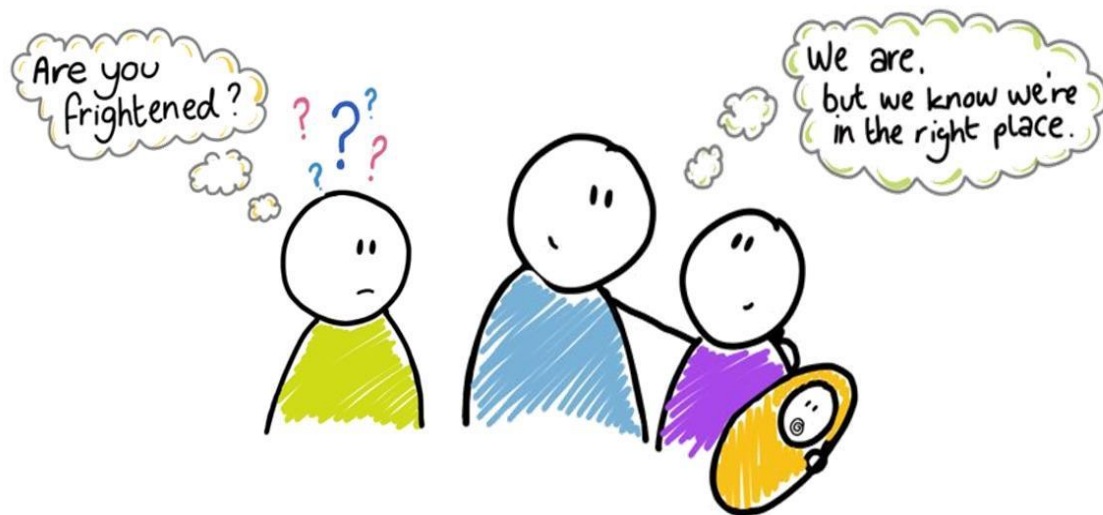
NHS Trust



## Highlights, Insights and Improvements..

What is important to children may not always be what adults expect.

Simplicity was a key theme....



## Really Listening What we did..

- Wonderwall in full use and helped raise our profile in the Trust.
- Changed our surveys to reflect the top themes.
- Children felt our observation area was the most daunting area for parents as children were younger and it was their first time –Sensory tour Video .
- Stepping into the child's world...Harry Potter.



**Polkerris Ward Children's Survey** kinda magic

Word Name: \_\_\_\_\_ Date: \_\_\_\_\_

1. How likely are you to recommend our ward to friends and family if they needed similar care or treatment?

Likely  Unlikely  Neither

2. Were there enough things to do in hospital?

Yes  No

3. Do you feel the doctors and nurses listened to your questions, worries and points of view?

Yes  No

4. Was your bed space as comfortable as possible?

Yes  No

5. When the hospital staff spoke with you, did you understand what they said?

Yes  No  Sometimes

6. Were you involved in decisions about your care and treatment?

Yes  No  Sometimes

7. Were your room and bathroom clean?

Good  Poor

8. Do you think the rooms and ward areas are decorated in a child friendly way?

Yes  No

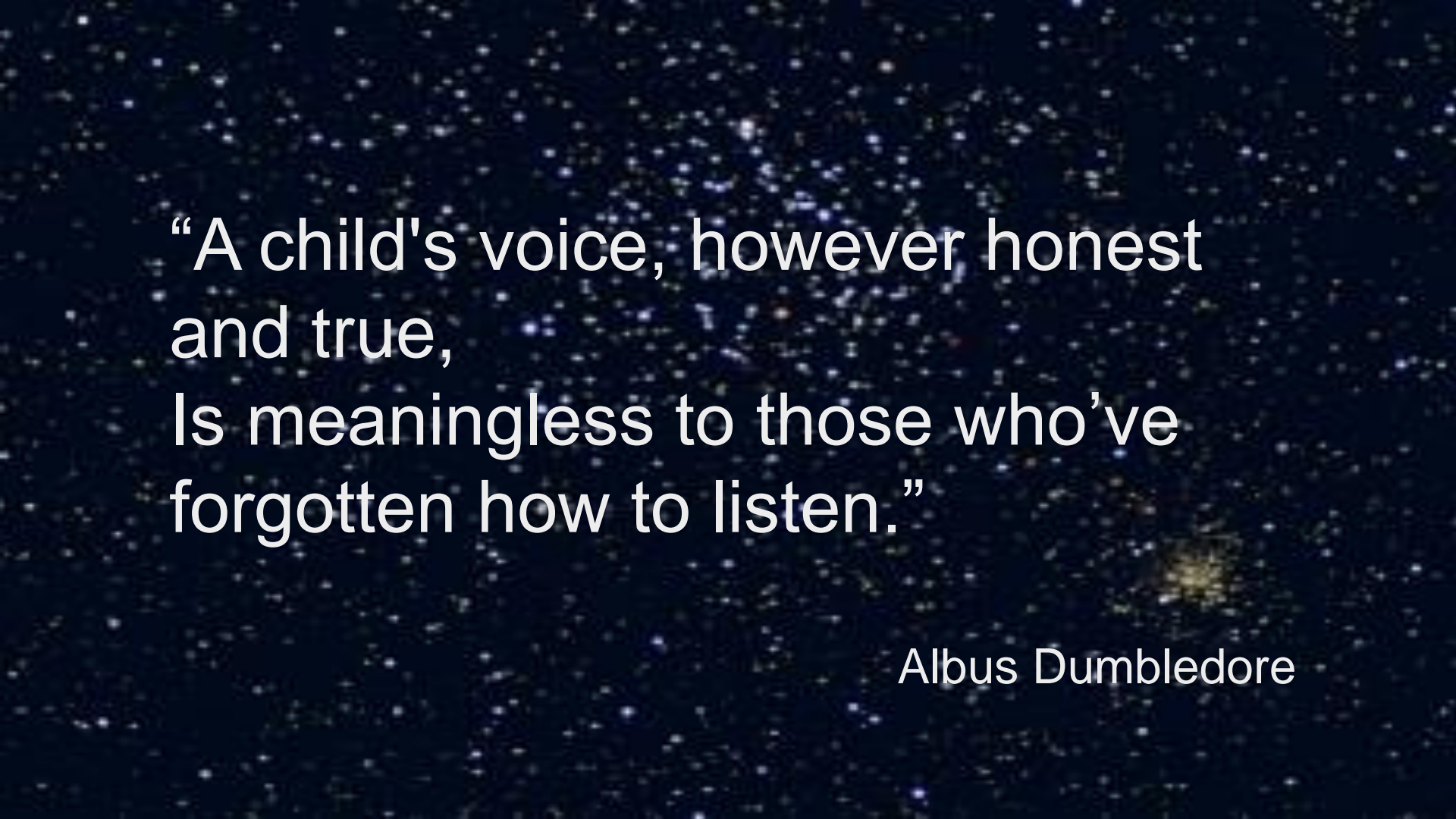
9. If you had the job while you were at the hospital do you think staff did everything they could to help you?

Yes  No

10. How would you rate the hospital food?

Very good  Good  Not know  Poor

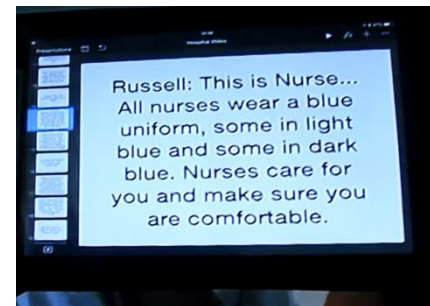
Any other comments...?



“A child's voice, however honest  
and true,  
Is meaningless to those who've  
forgotten how to listen.”

Albus Dumbledore

## Paediatric Observations Unit – A Sensory Tour



## Maddie's Story



If you know that you are unable to attend your appointment and will need to cancel, please call us 3 or more days before it is due so that we can offer it to another family.

**DON'T FORGET!!!!!!**  
Write your date and time here ↓  
DATE \_\_\_\_\_  
TIME \_\_\_\_\_ AM/PM