

Youth Forum Sheffield Children's Hospital 22nd December 2017 18.00

1. Acute Children's Services and Accident and Emergency.

2. What made the service good Children's wards - Hospitals

- Endocrine Team and Gastroenterology Teams – very Friendly, they explain everything fully and make you feel as if it is a home
- Phlebotomy Department – Environment is welcoming and they take the time to take to you and make you feel more confident
- Growth and measurement – care and attention given at the appointment and the staff work hard to make you feel good. They are particularly good at helping the youngest patients
- Consistency of staff - seeing the same staff so they know who you are and you get to know them
- Staff in all wards and departments are friendly and they communicate with you as an individual and make sure that you understand. They also follow this up with parents.
- Waiting times are usually good and you are seen on time.
- You are treated in an age appropriate way, information is given in a style which you can understand
- Ward S2 is outstanding and the flagging system is excellent

Accident and Emergency

- Whenever I have had to come to accident and emergency everyone has been very good and I have been dealt with very quickly
- This applies to a blue light service or if my parents have brought me directly



3. What could be done differently

- Sharing information and resources especially between G.P and different hospitals in other areas, in many cases you have to make sure that each service has talked to each other, then it doesn't cause long delays and an appointment isn't wasted.
- Finding a way for systems to talk to each other so that you don't have to explain the same thing to the G.P or the Doctor or Nurse in a different area.
- Make appointment booking more flexible – the current system is very inflexible and if you want to plan it is hard, especially in the educational setting and missing something could have an impact.
- Extended hours would make life easier if for example you could come for an appointment after school or college or university
- For example seven day service
- Having more care available locally, especially being able to have specific bloods taken so that it doesn't always mean coming to a hospital which may not be close by (currently this is available sometimes, but communication issues often result in tests being lost).
- Always having a fully kitted out ambulance or paramedic for patients with known severe conditions, rather than a first responder.
- A flagging system so you go to the right hospital and get the right immediate care

4. How to make the services the best they could be.

- Better communication especially between hospitals.
- Ensuring treatments can be accessed in all the areas, for example can collect from pharmacies or G.Ps instead of having to drive to the Children's Hospital



for example to collect specific drugs.

- Standard process will be difficult for more complex needs but should be something to work towards so each area understands the process

5. Have you seen examples of excellent care elsewhere?

- London hospitals have a far better clinical information system which is compatible with other healthcare organisations in the city, making it much easier to get information about patients from one place to another

6.

- Happy to travel - don't mind where the service is so long as it is the best service.
- My care is my priority
- I am happy to see the person my Hospital Doctor or G.P recommends that I see, wherever they are based, if they can provide me with the best care.

Please return your completed form to katy.hyde@nhs.net or

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