

## Your survey results

# Children and Young People

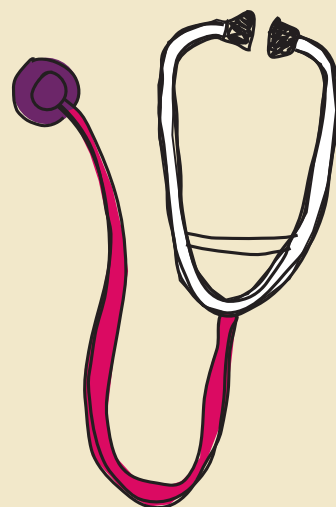
Hospital patients in  
August 2014



# About us

We are the Care Quality Commission (CQC). We visit places like hospitals, doctors surgeries and ambulance services to make sure they are giving good care to their patients.

We also ask patients what they think about the services.



# About the survey

In 2014 we asked some young people aged 8-15 what they thought about their time in hospital.



Nearly  
**7,000** people  
took part

# The results

Most of the feedback about hospitals was good, but you said there were some things that hospitals need to improve.

**Q** 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?

**A** Over  $\frac{3}{4}$  said 'yes'.

**Q** Did you feel **safe** on the hospital ward?

**A** 9 out of every 10 said they felt safe, 'all of the time'.

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

**A** 8 out of every 10 said 'yes, always'.

*This question was for 8-11 year olds only*

Q

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

A

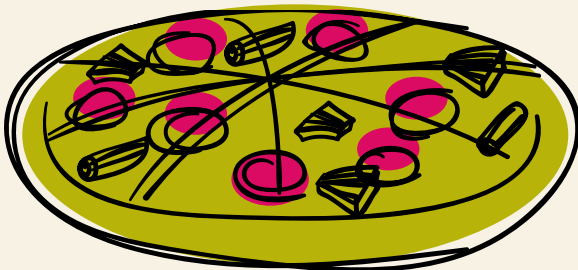
4 out of every 10 said 'no'.

Q

Did you like the hospital food?

A

8 out of every 10 'liked' or 'sort of liked' the food.



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

**A** More than 8 out of every 10 said 'yes'.

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


**A**  $\frac{3}{4}$  said 'yes'.



*This question was for 12-15 year olds only*

**Q** Were you involved in decisions about your care and treatment?

**A** 1 out of every 8 said 'no'.

  
more results this way

Q

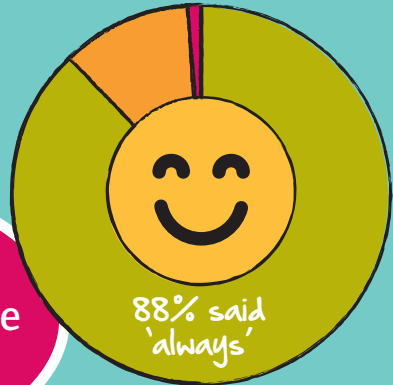
Do you feel that the people looking after you were friendly?

A

Nearly everyone said the staff were friendly.

11% said 'sometimes'

1% said 'no'



Q

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

A

When children had some pain in hospital, 8 out of every 10 said staff did everything they could to help.

**Q What happens now?**

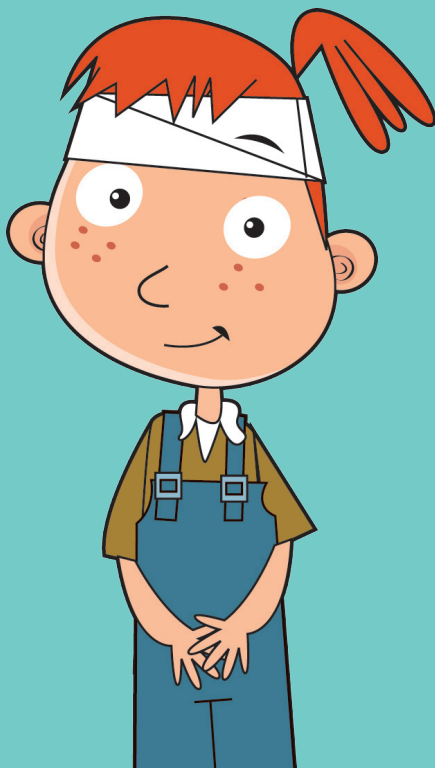
**A** Each hospital will receive its own results from the survey. The hospitals will be expected to make improvements if they need to.

**Q Where can I find out more?**

**A** We have other reports on the survey at [www.cqc.org.uk/yoursurvey](http://www.cqc.org.uk/yoursurvey).

We have compared each hospital with all the others who took part, so you can see if your hospital is better than others or if it needs to make some improvements.

Please ask a member of staff for the report so you can see what patients at your local hospital said.



# Thank you

We would like to thank all the children and young people who took part in this survey. Your feedback will help hospitals to understand what is important to young patients and make improvements if they need to.

## Tell us about your care

Help us to continue to check that you are getting good care. We need to hear what you think about the health services you use. Your feedback is very important.

You can tell us about your care through our:

Website **[www.cqc.org.uk/yourexperience](http://www.cqc.org.uk/yourexperience)**

Telephone number **03000 61 61 61**

Email address **[enquiries@cqc.org.uk](mailto:enquiries@cqc.org.uk)**

Postal address **CQC National Customer Service Centre,  
Citygate, Gallowgate, Newcastle upon Tyne, NE1 4PA**

We will always make sure that what you tell us is kept confidential. We will not give your personal details to anyone.