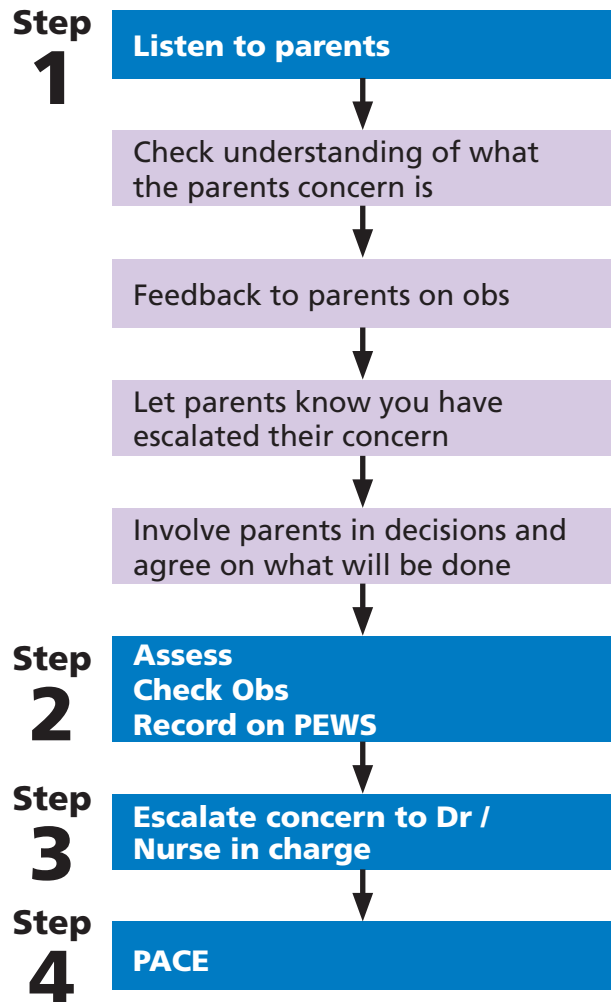


How parents' concerns about their child are managed:

On admission, during PEWS observations, at the beginning/end of your shift and during other contact with patients you will ask if parents have any concerns. At other times they may raise concerns directly with you, which you may or may not already be aware of. This flowchart will guide you to manage and escalate concerns.



There may be occasions when parents will escalate concerns directly to other colleagues. If this happens please support and respect their decision. **You will be supported by the Trust to escalate your concerns to the PACE Team**

What is my role in "Listening to you"

My role is to hear what parents have to say

Our Birmingham Children's Hospital Trust Values reflect how we will listen to you

You can **Trust** us to listen to your worries and feelings.

We are **Committed** to listening to you and involve you in decisions relating to your child.

We **Respect** the knowledge you have about your child and will listen to you.

We demonstrate **Compassion** by listening and understanding worries you have about your child.

We support you to have **Courage** to respectfully challenge us and we have courage to listen to you.

Useful tools for staff for listening and talking to parents:

Remember the importance of introduction and the skills for developing rapport. This will provide opportunities for parents to talk to you.

SUN

- S** Stop & listen
- U** Understanding - check your understanding of parent's concern
- N** Narrate – describe what you're doing & why

Some additional points for listening and responding to parents:

- Feedback to parents, even if it is to tell them there is a delay to show that you have listened to them and are doing something
- Don't take their anger personally. They own their own emotions. However, try to establish what is triggering their higher levels of anxiety
- Consider language barriers – use the correct interpreting service
- Remember to ensure that the language you use reflects the understanding of the person you are talking to - when parents are using medical terminology check that they understand what it means
- Remember that if you involve parents they will feel engaged and empowered and will work better with you
- Be non-judgemental
- Consider each concern individually
- Avoid medical jargon

Use SBAR to help elicit information from parents and to escalate to doctors

Situation

What's happening now? What is the parent's worry?

Background

How long had it been like this?

Assessment

Check the child using the ABCD assessment
PEWS observations

Recommendation

What is your recommendation?
Describe to parents what you are going to do and what they can expect to happen

IPASS – use this to escalate the child's care to a doctor/PACE

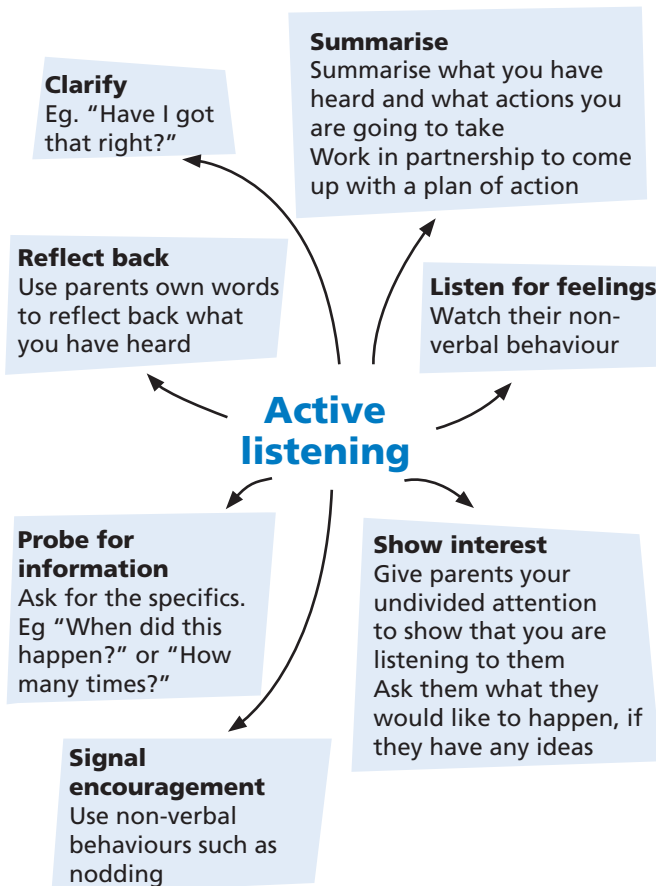
Illness severity – what is your assessment of illness severity from your own & parents' concern?

Patient summary – what is the patient's current state?

Action list – what actions have you taken/need to be taken?

Situation awareness & contingency planning – other contributing factors/what will you do if this doesn't work?

Synthesis by receiver – understanding of those receiving the information.



Decide if this is an emergency and if so, take appropriate action