



THE FIFTEEN STEPS CHALLENGE

Quality from a patient's perspective;
A children and young
people's toolkit



**THE 15 STEPS CHALLENGE:
QUALITY FROM A PATIENT'S PERSPECTIVE;
A CHILDREN AND YOUNG PEOPLE'S TOOLKIT**

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"I can tell what kind of care my daughter is going to get within 15 steps of walking on to every new ward."



1. WHAT IS THE 15 STEPS CHALLENGE?

This is what a mum said at a workshop. She wasn't a nurse or doctor, but she made an important point – first impressions are important! Patients, families and carers quickly know whether they feel confidence and trust in the hospital or care service that they are using.

The Challenge is a simple way of making sure we listen to users of services and see things through their eyes so that we can improve. The [15 Steps Challenge toolkits](#) are aimed at adults, but it's important that children and young people have a say in how care areas could be improved too.



This toolkit has been written with and for children and young people to use in a 15 Steps Challenge so that their views and contributions are heard and valued.

Thank you to all the staff, children, young people and families who have participated in its production, we hope you enjoy using it and importantly that it helps us continue to improve services in partnership with children, young people and families.

Young adults who are up to 25 years of age use adult services and they often have great insight on how we can make areas such as adult wards more welcoming to them. These resources, along with the other 15 Steps [resources](#) can help you engage young adults in reviewing adult care environments so that we can continue to work with them to improve their care experiences.

The 15 Steps Challenge is easy to do:

Bring a group of people (who are called the 15 Steps Challenge team) together. The 15 Steps Challenge team includes a young patient or service user and sometimes a family member, a staff member and someone from the senior hospital team.

The team walk around the children and young people's wards and/or other health care areas. The team explore their first impressions of these areas. The 15 Steps Challenge team works together to try and see things from the young patient's perspective. This way of looking at services through the fresh eyes of the Challenge team can help to identify important things that the staff on the ward might not notice.

The 15 Steps Challenge is designed as a toolkit so the Challenge team can use this document to help them think about and make comments on what is working well for patients and their families, and what could be improved. This toolkit links to some important standards that are set for healthcare services by the Care Quality Commission (CQC).

The 15 Steps Challenge team then feed back to the ward or health care team so that staff can do more of the things that build patient's confidence and change things that could be better.

2. HOW DO WE DO THE CHALLENGE?

- A member of staff in the hospital or health care service needs to help support the Challenge. This person is called the 15 Steps co-ordinator. The co-ordinator's role is to recruit and invite people to be in the 15 Steps Challenge team. The co-ordinator will arrange for the 15 Steps Challenge team to meet up, learn about the Challenge and then walk around the children and young people's wards and health care areas.
- There is extra information for the co-ordinator to help them with their role in section 6 and in the adult versions of the 15 Steps Challenge that can be downloaded from the [NHS England website](#).
- The co-ordinator will set a date to do the 15 Steps Challenge. On this date the 15 Steps Challenge team meet up – there should be a young person and you can include a family member too if you wish, a senior leader from the hospital and a staff member from a different care area. Remember – this is about having fresh eyes and a young person's perspective in the Challenge team!
- Print off the poster and the observation guides from this toolkit. The observation guides are not a checklist, they are there to help the team think about what they see during the walkaround.
- The 15 Steps Challenge team walk around the children and young people's wards and care areas.

Children and young people use lots of different departments within healthcare, investigation areas such as radiology/x-ray, outpatient areas, theatres, emergency departments and of course children and young people's wards (this list is far from exhaustive!). Having feedback directly from children and young people on the wide range of different environments where they receive care is really helpful to make our organisations as children and young people friendly as possible.

- The team use the poster and the guides to help them notice things clearly. The guides focus on four areas that patients told us were important for their first impressions. These areas are also linked to the CQC standards for good quality healthcare. These four areas are

- **"Is it welcoming?"**
- **"Is this a safe place?"**
- **"Will it care for me?"**
- **"Is it well organised and calm?"**

- There is a feedback sheet to help note down things that are seen during the walk around. Don't forget to include the good things as well as things that can be improved, noticing good practice is important, it helps the staff team celebrate and share good practice.
- The group tells the co-ordinator what they have seen and noticed.
- The 15 Steps co-ordinator will give the group's feedback to staff teams so that they can make some changes and improvements.

The 15 Steps Challenge should be repeated after a few months to check that things are improving.

Future Pulse is a young people's organisation in Nottingham working with several healthcare settings on the 15 Steps Challenge (see case study in Appendix 1). They use the flow chart on page 9 to summarise how to do the Challenge.



1

A '15 Steps Co-ordinator' will set a date for the '15 Steps Challenge'. This is when the '15 Steps' team will meet up. To prepare for this you may want to:

- **Think about whether you want to take a family member or friend with you on the day.**
- **Read through some of the example '15 Steps' questions.**

2

The '15 Steps Challenge Team' will walk around children's and young people's wards and care areas. The four areas to think about are:

- **"Is it welcoming?"**
- **"Is it a safe place?"**
- **"Will it care for me?"**
- **"Is it well organised and calm?"**

Your ideas and observations are important. What you notice and experience will provide useful feedback for the staff and the NHS. There is a feedback sheet for you to write or draw your ideas.

3

The '15 Steps Challenge Team' can now share their feedback with the Co-ordinator. This could be done by:

- **giving them the feedback forms**
- **mind mapping ideas**
- **talking about what you have experienced**

or as a team you might have other ideas of how you can present your feedback.

4

The '15 Steps Co-ordinator' will give the group's feedback to the staff teams so that they can make changes or improvements.

If you would like to be involved in this process you could ask the Co-ordinator.

It is useful to hear about any changes staff may have made in response to your feedback. You could ask the Co-ordinator to let you know what happened after the challenge.

Role description for the Challenge team

The Challenge team are the key to the 15 Steps Challenge! It's important the team are a mixed group of people who can bring "fresh eyes" to exploring a healthcare service area. A group of young people or a mix of young people, family carers and staff from other services would all be examples of a good mix of 15 Steps Challenge team members. Aim to work with young people from different backgrounds and cultures, and make sure to include disabled people and others who can bring a different perspective.

The team's role is to spend time in a healthcare area and to try and spot what is re-assuring to young people and what could be improved to help them feel safer and confident about the treatment that they are receiving.



The 15 Steps Challenge team should:

- Visit the health service areas unannounced – a surprise visit means that the Challenge team can see things how they really are.
- Even before getting in to the main health care area, the team should notice the entrance area/reception areas – how do they feel? What information is available?
- The team use all their senses – what does it smell of? What can be heard? Does it inspire confidence or worry? The team should focus on their first impressions.
- After thinking this the team focus more on the detail of what they are seeing. The observation guides can help with this.
- The job of each member of the team is to think about how these first impressions and other details build up a picture of the health service – what does this information tell you about how young people are treated in this service?
- The team discuss together the feedback that they would like to give back to the service. It is the role of the team to be honest, but also encouraging. Make sure the team give feedback on what could be improved but also what is working well.

Additional roles for young people

Young people are a core part of the Challenge team, but they might also like to:

- give the feedback to the health services/staff directly.
- be the team's "reporter", by capturing everyone's feedback.
- award a certificate to services that have done really well.
- write a blog or article about their experience of the 15 Steps Challenge for a staff newsletter.

Some tips for children and young people

Your opinions really matter and we know that you can help healthcare staff to make services better for children and young people. We will respect your ideas, suggestions and will listen to your views.

The areas that you will be visiting provide care for people when they are often very unwell and during the 15 Steps Challenge, we need to think about a few things to make sure patients are protected. Cleaning your hands, speaking quietly when within a ward area and respecting the privacy and dignity of patients is very important.

If at any time you feel uncomfortable or would like to leave the ward or area you're visiting please let the adult who you're with know and they'll be able to accompany you. If you are worried or concerned about anything that you have seen the adult with you will be happy to discuss this with you.

Remember, our staff want patients to receive the care we would all like for our brothers, sisters and friends. Tell us what you see that you think is good and what could be improved and by listening to you and building this into our improvement plans, you will help us to achieve that.

We want to say a huge thank you for helping the NHS to make services better for everyone!



3. THE POSTER

This poster can be pulled out and used while teams do their 15 Steps Challenge walkaround. It has been designed to be used with the observation guides in section 4. It helps the team think about what they see during the walkaround.





Is it welcoming?

4. IMPLEMENTING THE 15 STEPS CHALLENGE

a. Is it welcoming?

Questions to ask yourself	My notes
<ul style="list-style-type: none">• How long did I have to wait to enter the ward?• Using my senses what can I see, hear and smell?• What made me feel welcome?• Is this space welcoming for young people and children of different ages?• What is the atmosphere like?• What is the environment like?• Is information visible, useful and interesting?• What interactions are taking place between staff and patients? <p>Things to look out for</p> <ul style="list-style-type: none">• Welcoming signs or welcoming information is available.• Are there pictures, posters, things in place that make the ward welcoming for all ages?• The area is bright and well maintained.• Staff smile and greet you.• There is a welcoming and comfortable space to wait that isn't cramped and has things to do.• Staff talk to children and young people not just parents/adults.• Is there a map of the ward/area showing where facilities are?• There are staff photo boards saying who everyone is.• Visiting times are displayed.• The contact details for the ward are visible.• Staff are dressed appropriately.	<p><i>(Don't forget, you can write or doodle your notes here or just talk through what you have seen with the rest of the 15 Steps Challenge team):</i></p>



Visit undertaken on (date)
by (names of Challenge team)
Name of ward/area/service.....



Is this a safe area?

b. Is this a safe area?

Questions to ask yourself	My notes
<ul style="list-style-type: none">• Does this area make me feel safe? Why or why not?• Could I identify staff if there was an emergency?• What tells me that staff take safety seriously?• How are medicines/liquids managed on the ward? Are they kept safe so that accidents don't happen?• Is there a safe space for children and young people on the ward i.e. playroom, youth room, family room? <p>Things to look out for</p> <ul style="list-style-type: none">• There is somewhere for parents and carers to wait or stay with young people.• There is clear security managing people coming on to the ward.• Medicines/liquids are locked away in safe spaces and are managed by trained staff.• Confidentiality is respected.• Good hygiene is supported – lots of hand gels are available, staff wash their hands.• Identifiable staff – badges or lanyards clearly visible.• Able to identify nurse in charge for that shift.• Fire doors are shut.• There are staff around to ask for help.• Security and fire procedures are clear.	

Visit undertaken on (date)
by (names of Challenge team)
Name of ward/area/service.....



Will this place care for and involve me?

c. Will this place care for and involve me?

Questions to ask yourself	My notes
<ul style="list-style-type: none">• How have the staff made me feel?• How is privacy and dignity maintained?• What can I see about meeting the needs of different patients (e.g. different ages, cultures, genders and abilities)?• How do staff interact with patients and their families?• What information is available about more support e.g. patient forums, carer groups, making complaints or compliments?• What can I understand about patient experience on this ward?• Can I observe good team working taking place? <p>Things to look out for</p> <ul style="list-style-type: none">• Staff talk to young people not just to parents/adults.• Staff don't talk to young people in a patronising way.• This place looks after families as well as children – there might be a family room or chill out area.• People respect privacy and dignity.• Staff check on patients regularly.• People are given information on their treatment in ways that they can access (e.g. leaflets, online).• Staff and patients are communicating with each other in a friendly and positive way.• There are some activities suitable for all ages on the ward.• Key points from patient feedback are displayed openly for everyone to see.• Signs that different people's needs are being met, for example information is shown in bigger print, child/young person friendly, different languages.	



Visit undertaken on (date)
by (names of Challenge team)
Name of ward/area/service.....

d. Is it well organised and calm?

Questions to ask yourself	My notes
<ul style="list-style-type: none">• Is this a good space for children and young people?• Does the ward feel calm even though it may be busy?• Are equipment/resources stored in designated places?• Can I see colour coding or clear labelling to help organise things safely?• What are the noise levels like on the ward?• Can I identify different areas of the ward?• Is essential information about each patient clearly visible (even where names are hidden for confidentiality reasons)?• Can I see into other rooms (e.g. stock/linen cupboard, staff room or kitchen)? Do they look well organised, clean and uncluttered? <p>Things to look out for</p> <ul style="list-style-type: none">• The area is clean, bright and tidy.• There is space – the ward and beds aren't cramped.• There is space for activities and games, or quiet time away from the ward beds.• There is plenty of information around about things that patients need to know and this information is easy to find.• The routine of the ward is clear for patients and visitors so that people know what to expect.• Organised and tidy communal areas.• Notice boards have up to date and relevant information.• An uncluttered environment including the nurses' station, communal areas, kitchen etc.• Clear signage to toilets and lounge areas etc.• Reasonable temperature.	



Visit undertaken on (date)
by (names of Challenge team)
Name of ward/area/service.....



Is it well organised and calm?

5. FEEDING BACK TO THE STAFF TEAM

Once the 15 Steps Challenge team have visited the wards/service areas, they gather together and discuss what they have seen. They make a note of the good practice that they have seen as well as areas for improvement.

There is a template on the next page that can be used to gather everyone's comments. The feedback is given to the 15 Steps co-ordinator who collects it all and keeps a record of the improvements suggested. The co-ordinator, or a member of the 15 Steps Challenge team, also feedback to the staff team. It is important to do this quickly after the Challenge has taken place because the staff team will be wondering what you thought of their work area.



The Reviewers:

Ward area/service:..... Date:.....

Welcome:

Positives	Recommendations

Safe:

Positives	Recommendations

Caring and involving:

Positives	Recommendations

Well organised and calm:

Positives	Recommendations

Overall themes and comments:

6. GUIDANCE FOR 15 STEPS CO-ORDINATORS ON WORKING WITH YOUNG PEOPLE

- You will need to identify a 15 Steps Challenge team. Think about recruiting children and young people who use or might use your services. Consider asking previous service users, or make contact with young people from diverse communities via local youth groups, schools, young people's councils, or voluntary, community and faith groups – it may be helpful to visit the group to explain what the challenge is and ask for volunteers.
- In advance of the Challenge, provide a clear explanation about the 15 Steps Challenge and why it's important to hear young people's views. This can be done by a short meet up of the volunteers, or by letter or email.
- Write to young people formalising the date, time and details of the 15 Steps Challenge.
- On the day of the Challenge do a short briefing to remind young people of the aims of the Challenge.
- Discuss and explore appropriate behaviour within a clinical area e.g. the importance of hand hygiene, respect for confidentiality of patients.
- It can also be useful to discuss the nature of the clinical environment that will be visited to prepare children and young people e.g. they will visit areas where people are unwell.
- Create an equal partnership between adults, children and young people in the 15 Steps Challenge team – make sure the young people know their views are vital to the challenge.
- Encourage ideas and solutions from children and young people – ensure time

is available for these to be expressed.

- Value the diversity children and young people will offer.
- Make it fun!
- Provide an immediate de-brief on the day of the visit, thanking them for their contribution, providing them with a 15 Steps Challenge certificate (there is a template provided below, or you can design your own).
- Formally follow up young people's involvement in the Challenge with a letter of thanks with an example of a change that has been made as a result of their participation, this will ensure that the young people know they were listened to, and can be valuable for young people who are building an achievement portfolio for school or college.
- Children and young people's involvement will result in a much richer review that will assist in enhancing services.





This certificate is awarded to
[insert name]

For being a key member of the
15 Steps Challenge team at
[insert organisation]

The 15 Steps Challenge is a project that aims to improve children and young people's experience of hospital care. The 15 Steps Challenge team is really grateful for your participation. Thanks for your hard work!

Signed:

Date:

APPENDIX 1 IN DEPTH CASE STUDY: FUTURE PULSE NOTTINGHAM



Future Pulse Nottingham is a Carers Federation service. It focuses on supporting young people to shape and improve local health services. Since 2014 the team at Future Pulse have been using and adapting the 15 Steps Challenge to review and improve health services for young people in Nottingham. Initially they focused on GP services, but have expanded their work to cover other children and young people's health care services.

The team delivers the 15 Steps Challenge in a range of ways:

They have adapted the toolkit to their local project and work with young people in teams of "mystery shoppers". Future Pulse have developed a mini "role description" for their mystery shoppers (Appendix 1a). Future Pulse then follow the same basic 15 Steps Challenge process that is described in this toolkit. The Challenge team visit the health care areas, they use the observation prompts to guide their thinking when they do their walkaround and then they feedback to the health service staff. They have adapted the observation guides, their adapted version can be seen at Appendix 1b. Once the young people have reviewed the service, the Challenge team feedback a list of key findings and recommendations with the staff at the service. The team award the service a certificate that says either that the service is "Working Towards the 15 Steps Standard", or has "Achieved the 15 Steps Standard" (see Appendix 1c). The staff team display this at their service sites. The team also have a poster for the public that advertises what the award certificates mean (see Appendix 1d).

The 15 Steps Challenge team do a follow up visit to the service to see if improvements have been made after a few months. The aim is for each service that has received a "Working Towards" status previously will have had time to address the recommended improvements and gain their "Achieved" certificate.

"What I enjoyed the most was mystery shopping. I had fun and it made me feel happy because I see how the people act and we can help to change things. What I found most challenging was talking to staff when mystery shopping because you don't know them. I would encourage other young people to volunteer, my friends might like it because you can hangout, learn, and have fun."

Young Volunteer Xain

"It's really good because you go into the service knowing that you are the one doing the observations. The staff think that you are an everyday customer. So it's interesting. Because I was anonymous to them, I felt like a detective, looking for specific information and clues."

Young Volunteer Devontail

Young people's services have welcomed the 15 Steps Challenge programme. Staff have found it really useful and have been excited to hear young people's feedback directly.

"It was very helpful and we enjoyed it. We found it very valuable. We are concerned we don't always manage to engage with young people – this gave us an opportunity to see things from a different perspective. It's a useful tool to engage with and understand how we appear to young people".

Elizabeth Pain, Practice Manager , The Family Medical Centre, Nottingham



Future Pulse also have a programme of work that invites all young people using health care services to become part of the 15 Steps Challenge.

They put up posters in different health care areas asking children and young people to complete either an online survey or the feedback sheets that they make sure are available on site (see Appendix 1e). They have designed two versions of the feedback survey, adapted from the original 15 Steps Challenge toolkit. There is a young person's version (Appendix 1f) and a children's version (Appendix 1g)

Alivia was interested in the Future Pulse project from the point of view of a young person, as well as an advocate for other young people. Alivia mystery shopped three services.

"From the age of 12 I've been going to the doctors on my own so I've felt confident and comfortable going into these environments for a long time. For many friends and young people I know however, they go with their mums – some up to the age of 17 or 18. For young people who have to go unaccompanied it is really important that they feel supported to go into that environment."

She found that the facilities were "very clinical, sterile and borderline corporate". She understands the need for this as they are health facilities. However she felt that for the average young person these facilities could be seen as intimidating.



Alivia said that the services she visited were not particularly welcoming for the 'average' young person. She felt that the experience would be even more daunting for less confident children and young people who are vulnerable, and 'hard to reach' etc. She felt that Genitourinary Medicine (GUM) and Contraception and Sexual Health (CASH) clinics need to work even harder than GP surgeries/medical centres to ensure that they are more welcoming to young people. ***"They should be judged in their own lane. To go to these services is optional. If they aren't more welcoming, why would young people use them?"***

For more information about Future Pulse visit the [Carers Federation website](#).

The Future Pulse team also support the "You're Welcome" standards, a set of quality standards for children and young people's services. You can find out more on the [Department of Health website](#).



APPENDIX 1A MYSTERY SHOPPER ROLE DESCRIPTION



Be a Mystery Shopper!

The role:



- As a 'Mystery Shopper' you will be going to visit health services, such as GP Surgeries for example. You will be provided with an idea of what things you could comment on, this could be staff, information or how the surgery feels when you walk in.
- You will need to feedback your ideas. You could write them or present them creatively if you would like.
- 'Mystery Shoppers' will need to attend our training.
- A member of the team can offer support or mentoring to help you with the role.

What you need to do the role:


- You'll need to be professional, reliable and committed to your volunteering.
- You'll need to be enthusiastic and want to be involved.
- You'll need to be willing to express and share your ideas and feedback.
- You'll need to be able to hear other people's views and attend our training.
- You will need to be under 25 and living in the city of Nottingham.

We will support you to develop your skills and experience and help you with working toward achievements.

Email: futurepulse@carersfederation.co.uk



APPENDIX 1B FUTURE PULSE'S ADAPTED 15 STEPS CHALLENGE OBSERVATION QUESTIONS



'15 Steps' Exercise – August 2016 (Summary of Ideas for Questions)

Compiled by 11 Future Pulse Volunteers under 25 years of age



Step 1	Is it easy to find? It is easy to see from the outside?
Step 2	Is it easy to access? Are there sliding doors?
Step 3	Is the environment clean? Does it smell nice? Is it clean and presentable and shows you what the service provides? Do staff have a nice smile? Are staff friendly? Do they care about you?
Step 4	Is there a clear sign to the toilet? Is it suitable for children? Are there toys and books? Is there anything for young people? Is there wifi/social media information?
Step 5	Is it welcoming? Is it colourful? Are there posters for young people? Is there any information for young people?
Step 6	Is the reception desk at the right height? Are staff welcoming? Do they talk nicely to you?
Step 7	How long do you have to wait to be spoken to? Is there a waiting area for children or young people? Are the staff friendly?
Step 8	How many people are there? Are there posters for different age ranges? Is there a TV? Are there toys?
Step 9	Is there information about the different services? Is there information about health care roles? Is it easy to register? Are there friendly signs that say children are welcome?
Step 10	Is there a poster that tells you the opening times? Are staff professional? Is there a feedback box/online form/notice board?
Step 11	Do the staff have a good attitude toward you? Are the doctors treating you right? Are they good at their job? How do the doctors talk to you? Have they asked if you want to know what they are going to do? Is there a feedback box?
Step 12	Do the staff show you around? Are they good at their job? Can they solve your problem? How do the staff talk to people? How do they talk to you? Do they say their name? Do they have a name badge on? Is there water in the waiting rooms? Is the floor clean and tidy?
Step 13	Do the staff give you their name and role? Do they communicate well with the children? Do they have a name badge on? Do they introduce themselves? Is there a healthy food/ chart for weight and height for children?
Step 14	Do the staff explain how they can help and support you? Are the toilets clean? Do you know what you say and ask will be kept private? Confidentiality? Are the desks tidy? Does the space look attractive?
Step 15	Do you receive adequate information on your treatment and where you can go for further information? Do they introduce themselves? Are the toilets clean? Do you feel they care for you and know how to solve things for you? Do you leave feeling better? Can you see a 'Know Your Rights' poster? Is there information about healthy foods?



APPENDIX 1C “WORKING TOWARDS”
AND “ACHIEVED” CERTIFICATES FOR
THE 15 STEPS CHALLENGE



APPENDIX 1D EXAMPLE OF THE FUTURE
PULSE POSTER ADVERTISING THE
MEANING OF THE CERTIFICATES

If you see a sticker or certificate displaying these logos at a health service in Nottingham City



it means that they are committed to making their service more welcoming for children, young people and young adults

To get involved with **future pulse**
E: futurepulse@carersfederation.co.uk
T: 0115 962 9333

Follow us:   

Feedback on health at: <https://www.surveymonkey.com/s/KCHH6P6>



Keep up to date with the Wellbeings on their very own blog www.thewellbeings.wordpress.com



APPENDIX 1E EXAMPLE OF A POSTER ASKING YOUNG SERVICE USERS TO FEEDBACK THEIR VIEWS ABOUT SERVICES

If you are **under 25** we want to hear

your views

about health services
in Nottingham City

Send us your comments today:
<https://www.surveymonkey.com/s/KCHH6P6>

Or pick up a copy of the '15 Steps' and hand in your completed version to a member of staff before you leave

To get invovled with **future pulse**
E: futurepulse@carersfederation.co.uk
T: 0115 962 9333

Follow us:

Listen out for information and updates on 97.5 kemet fm

Keep up to date with the Well Beings on their very own blog www.thewellbeings.wordpress.com

future pulse
Young People Shaping Health

The Wellbeings

BRIGHT IDEAS
Nottingham

CF
CARERS FEDERATION
Nottingham

NHS
Nottingham City
Clinical Commissioning Group

APPENDIX 1F YOUNG PERSON'S 15 STEPS CHALLENGE QUESTIONNAIRE

future pulse
Young People Shaping Health

We want to hear your views about health services in Nottingham City, we want to help make positive changes to ensure that health services are more 'child, young person and young adult friendly'. If you are under 25 and have been to the doctors, dentist, hospital, pharmacy or any other health service, please could you comment on your experience by answering the '15 Steps' questions on this form. There is space at the end to add any other comments you wish. You do not need to tell us your name but please specify the name of the service, the date you visited and your age.

Name of service:

Date Visited:

Your age:

We will contact the service you visited to feedback your views and suggest any changes. If the service makes the changes we will be able to award them with the '15 Steps' Future Pulse logo which they can stick in the window.

Once you have completed this please hand it to a member of staff, or you can email your views directly to us.
futurepulse@carersfederation.co.uk Or call us: (0115) 9629333

Thank you for your feedback.

APPENDIX 1G – CHILDREN'S VERSION 15 STEPS CHALLENGE FEEDBACK SURVEY

future pulse
Young People Shaping Health

Are you visiting the doctors, dentists, a pharmacy, the hospital or any other health service? We would like you to tell us what it was like.

What is the name of place you are visiting:

When did you visit?

How old are you?

These are some of 'The Well Beings' and they are here to help you. We will tell the service you write about what you liked and didn't like about your visit so we can try and make things better for next time.

You can give your form to a member of staff, or ask someone to help you email your ideas to: futurepulse@carersfederation.co.uk
Or you can call us: (0115) 9629333

ACKNOWLEDGEMENTS

The 15 Steps Challenge was developed together with people who support the NHS to improve the quality of care. Lots of staff, children and young people have contributed to the design and development of this version of the 15 Steps Challenge. NHS organisations, staff members, service users, families and volunteers also contributed. They are too numerous to name here but we would like to thank them all for their enthusiasm and passion for improving patient and service user care. We would particularly like to thank those organisations who volunteered their time, enthusiasm and fresh eyes for the design and testing of the children and young people's 15 Steps Challenge:

- Carers Federation
- Future Pulse Nottingham
- East Sussex Healthcare NHS Trust
- Hemel Hempstead School Council
- NHS Hertfordshire
- Nottingham University Hospitals NHS Trust (including the Youth Work team and young people from Nottingham University Hospitals NHS Trust youth forum)
- Rotherham and Doncaster and South Humber NHS Foundation Trust
- Western Sussex Hospitals NHS Trust
- Young Minds

GLOSSARY

Healthcare services

Services that provide different types of health care, these could include hospitals, GP surgeries, outpatient clinics.

Confidentiality

Health information about patients is often sensitive. That is why health care staff keep this information just between them and the patient. Patient information should not be shared with other people unless the patient has said it can be shared.

Patient safety

Making sure patients are safe is important to all healthcare staff. Patient safety means thinking about things that might be a risk to a patient and making sure that these risks are dealt with. This might include preventing falls and slips on older people's wards or children's wards, making sure that all medicines are locked up and can't be taken by accident.

Infection control

Infections can be passed from one person to another. It is important to prevent or control the spread of infections by having a clean environment and making sure everyone washes their hands regularly or uses anti-bacterial gel.

Care Quality Commission (CQC)

The organisation visits health care services and assesses if they are doing a good job.

Patient experience

This term is used to describe how a patient felt about the services and the treatment that they received.

Privacy and dignity

This term is used to describe how patients should be treated with respect. Using health care services sometimes means that patients are asked very personal questions, or have to get undressed, or have to stay overnight in a hospital with other patients. Treating people with "privacy and dignity" means making sure that patients have somewhere quiet to have conversations with health staff, and that they are able to wear pyjamas, clothes or a hospital gown that protects their privacy.

