






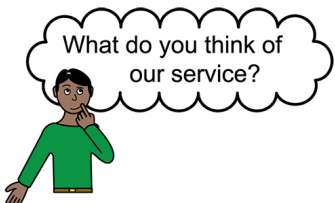
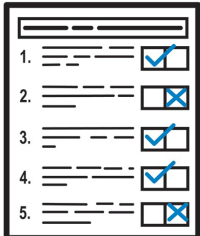

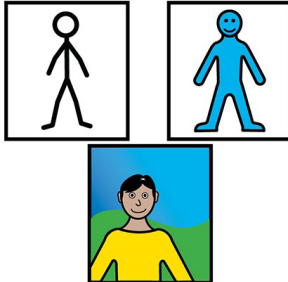

THE FIFTEEN STEPS CHALLENGE

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

EASY READ



CONTENTS

 <p>Introduction</p>	 <p>1. How do we do the '15 Steps Challenge'?</p>	 <p>2. The '15 Steps Challenge' poster</p>
 <p>3. Things to think about and note down</p>	 <p>4. 15 Steps Questionnaire</p>	 <p>5. 15 Steps Advocate Questionnaire</p>
 <p>6. 15 Steps Service Feedback Form</p>	 <p>7. 'Easy on the I' images to support the challenge</p>	 <p>8. Certificate</p>

INTRODUCTION

First impressions are really important!

This is what one parent said about visiting health services:

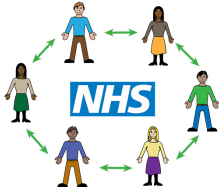

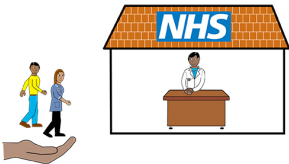


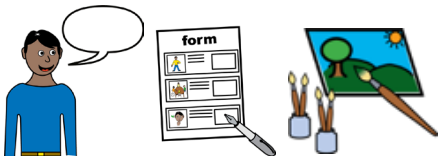
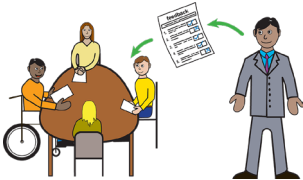
'I can tell what kind of care my daughter is going to get within 15 steps of walking onto every new ward'



The '15 Steps Challenge' is a simple way of making sure we listen to the people who use health services. It is important that children and young people have a say about how care areas could be improved.

1. HOW DO WE DO THE 15 STEPS CHALLENGE?


START

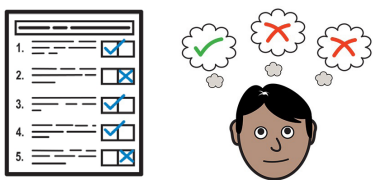



	<p>Form a '15 Steps Challenge Team'. This could include friends and parents/carers. NHS staff should support the group and help you decide which health service you would like to visit.</p>
	<p>You will need to contact the health service to tell them that you would like to do the '15 Steps Challenge'. The service will need to agree a day and time for you to visit so that NHS staff can provide support.</p>
	<p>Visit the health service</p>
	<p>Have a walk around and meet the staff</p>
	<p>What do you think about the service and the people who work there?</p>
	<p>You can say, write, draw or show your ideas. You might wish to record your comments as you walk around.</p>
	<p>Your ideas will be given to the health service you visited</p>

FINISH

WE WANT YOU TO TELL US...

			
If the health service is welcoming	If it is a safe place	If the service will care for you	If the service is organised and calm

	<p>Remember – there is no right or wrong. The '15 Steps Challenge' is an opportunity for you to tell us what you thought was good about the service and what needed to be improved.</p>
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	In this toolkit there are 3 versions of the '15 Steps Challenge' questionnaire. You can decide which one you would like to use.
	You can use the questionnaire on pages 8-11 to write or draw your ideas.
	You can use the questionnaire on pages 12-16 where you can put a tick in the box to tell us your opinion.
	You might want someone else to complete a questionnaire on your behalf. The questionnaire on pages 17-18 can be completed by someone who may be supporting you when you visit the health service.

2. THE 15 STEPS CHALLENGE



3. THINGS TO THINK ABOUT AND NOTE DOWN



Is the service welcoming?

Things to think about

	<p>Was it easy to find the health service? Was the entrance easy to use?</p>	
	<p>Were staff happy to see you? Did staff say 'hello' to you?</p>	
	<p>Were there any pictures or posters you liked? Were the displays interesting?</p>	
	<p>Was there information about the service? Do you know what time it is open or what their phone number is?</p>	

You can write, draw or stick your ideas below





Is it a safe place?

Things to think about

	<p>Do you know the names of the staff? Do you know what their role is?</p>	
	<p>Can people talk privately about their health?</p>	
	<p>Do you know where the fire exit is?</p>	
	<p>Do staff clean their hands?</p>	

You can write, draw or stick your ideas below





Do you feel cared for and involved?

Things to think about

	<p>Do the staff speak to you as well as the person with you? Did you like how the staff spoke to you?</p>	
	<p>Are staff available to help you?</p>	
	<p>Is there information that is easy to understand? Can you tell staff what you think about your visit?</p>	
	<p>Is there a space for children and young people? Is there a quiet area people can use if they need to?</p>	

You can write, draw or stick your ideas below



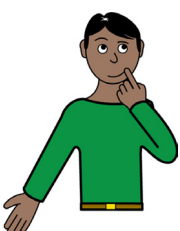


Is it organised and calm?

Things to think about

	<p>Are there activities for children or young people?</p>	
	<p>Are there clear signs to different rooms and areas?</p>	
	<p>Is the area tidy and are things stored away?</p>	
	<p>Is there information about things that patients need to know?</p>	

You can write, draw or stick your ideas below








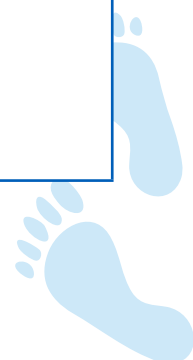
4. 15 STEPS QUESTIONNAIRE



Date of visit:

What type of service did you visit?

	<input type="checkbox"/> Doctors Surgery	
	<input type="checkbox"/> Dentist	
	<input type="checkbox"/> Pharmacy	
	<input type="checkbox"/> Hospital	
	<input type="checkbox"/> A service in the community	

















Do you feel welcome?

	<p>Finding the service you are visiting</p>	<div> <div>good <input type="checkbox"/></div> <div>all right <input type="checkbox"/></div> <div>bad <input type="checkbox"/></div> </div>
	<p>Meeting staff</p>	<div> <div>good <input type="checkbox"/></div> <div>all right <input type="checkbox"/></div> <div>bad <input type="checkbox"/></div> </div>
	<p>Pictures, posters and displays</p>	<div> <div>good <input type="checkbox"/></div> <div>all right <input type="checkbox"/></div> <div>bad <input type="checkbox"/></div> </div>
	<p>Information about the service</p>	<div> <div>good <input type="checkbox"/></div> <div>all right <input type="checkbox"/></div> <div>bad <input type="checkbox"/></div> </div>



Is it a safe place?

	<p>Identifying staff</p>	<div> <div>good  <input type="checkbox"/></div> <div>all right  <input type="checkbox"/></div> <div>bad  <input type="checkbox"/></div> </div>
	<p>Being able to talk to staff without anyone else hearing</p>	<div> <div>good  <input type="checkbox"/></div> <div>all right  <input type="checkbox"/></div> <div>bad  <input type="checkbox"/></div> </div>
	<p>Knowing what to do if there is a fire or other emergency</p>	<div> <div>good  <input type="checkbox"/></div> <div>all right  <input type="checkbox"/></div> <div>bad  <input type="checkbox"/></div> </div>
	<p>Clean and hygienic</p>	<div> <div>good  <input type="checkbox"/></div> <div>all right  <input type="checkbox"/></div> <div>bad  <input type="checkbox"/></div> </div>



Do you feel cared for and involved?

	<p>How staff speak to you</p>	<div> <div>good <input type="checkbox"/></div> <div>all right <input type="checkbox"/></div> <div>bad <input type="checkbox"/></div> </div>
	<p>How the staff help you</p>	<div> <div>good <input type="checkbox"/></div> <div>all right <input type="checkbox"/></div> <div>bad <input type="checkbox"/></div> </div>
	<p>Information from staff</p>	<div> <div>good <input type="checkbox"/></div> <div>all right <input type="checkbox"/></div> <div>bad <input type="checkbox"/></div> </div>
	<p>Places to sit that are quiet</p>	<div> <div>good <input type="checkbox"/></div> <div>all right <input type="checkbox"/></div> <div>bad <input type="checkbox"/></div> </div>



Is it organised and calm?

	<p>Activities for children or young people</p>	<div> <div>good <input type="checkbox"/></div> <div>all right <input type="checkbox"/></div> <div>bad <input type="checkbox"/></div> </div>
	<p>Signs on the doors</p>	<div> <div>good <input type="checkbox"/></div> <div>all right <input type="checkbox"/></div> <div>bad <input type="checkbox"/></div> </div>
	<p>How things are stored</p>	<div> <div>good <input type="checkbox"/></div> <div>all right <input type="checkbox"/></div> <div>bad <input type="checkbox"/></div> </div>
	<p>Information you need to know</p>	<div> <div>good <input type="checkbox"/></div> <div>all right <input type="checkbox"/></div> <div>bad <input type="checkbox"/></div> </div>

5. ADVOCATE QUESTIONNAIRE



Parent/carers, advocates and supporting staff can feed back their observations about how the child or young person responded to visiting the health service and meeting the professionals.

			
Is the health service welcoming?	Is it a safe place?	Will the service care for you?	Is the service organised and calm?

Does the person you are supporting appear:

	Relaxed	Comments:
	Happy	Comments:
	Stressed	Comments:
	Nervous	Comments:

Did the staff interact with/address the child or young person you supported?

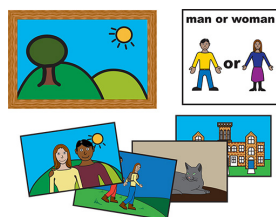
<div> <div>YES ✓ <input type="checkbox"/></div> <div>NO ✗ <input type="checkbox"/></div> </div>	Comments:
---	-----------

Was there anything that the child or young person you supported found interesting e.g toys, information, pictures?

<div> <div>YES ✓ <input type="checkbox"/></div> <div>NO ✗ <input type="checkbox"/></div> </div>	Comments:
---	-----------

Was the space calm, organised, accessible and safe for the child or young person you supported?



<div> <div>YES ✓ <input type="checkbox"/></div> <div>NO ✗ <input type="checkbox"/></div> </div>	Comments:
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You can use this space to draw or cut and stick pictures to tell us what you think


6. FEEDBACK FORM

Use this section to summarise comments. If you would like to give this to the health service you visited you can.

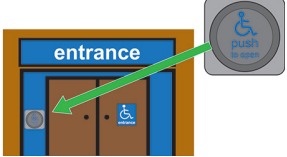


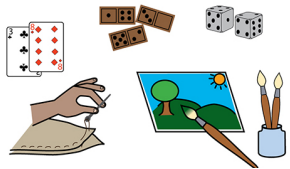
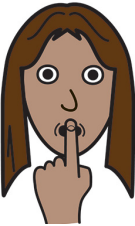



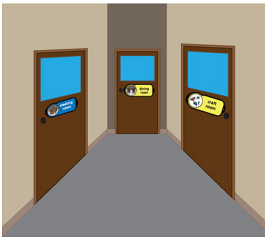







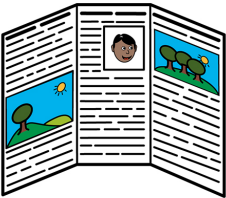
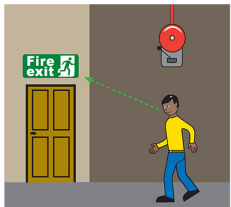


	WELCOME	
 Positives	Things to Improve	

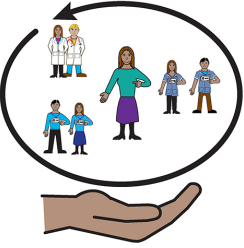
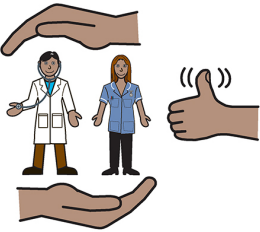
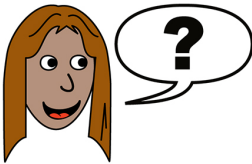
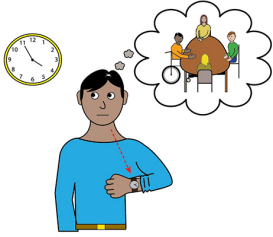
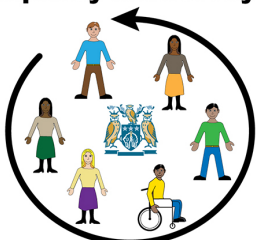
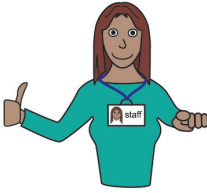


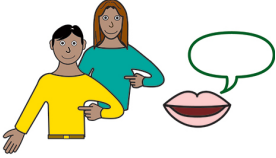


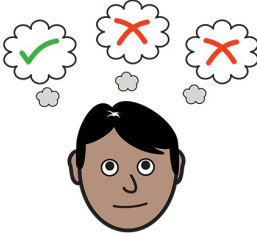
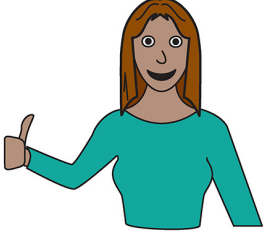
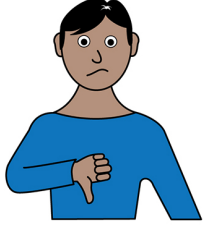
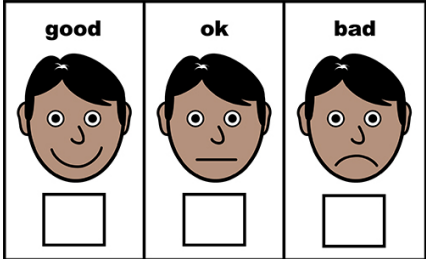
	SAFE	
 Positives	Things to Improve	

	CARING AND INVOLVING	
 Positives	Things to Improve	

	WELL ORGANISED AND CALM	
 Positives	Things to Improve	

7. Easy on the 'i' IMAGES

accessible entrance 	accessible toilet 	opening time 	activities 
quiet 	loud, noisy 	cold 	hot 
door signs 	reception 	friendly staff 	my name 
ask you 	respect you 	good information 	easy read layout 
leaflet 	fire exit 	information kept safe 	health and safety 

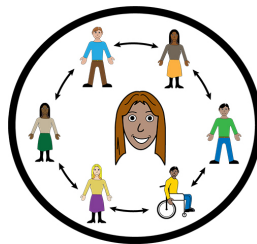
my care 	good care 	ask questions 	appointment 
equality & diversity 	best service 	feedback 	quality care 
your view 	yes 	no 	choose 
get it right 	get it wrong 		

8.CERTIFICATE

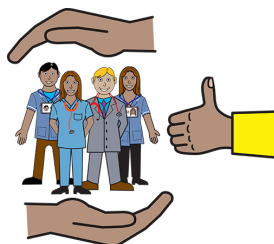


This certificate is awarded to

for completing the '15 Steps Challenge'



at



Thank you from the '15 Steps Challenge Team'



THANK YOU

