

Care Experience Newsletter

Autumn 2017

Look at me now!

Our Developmental Co-ordination Disorder (DCD) team is based at the Ryegate Children's Centre. They work with children and young people who have problems with their co-ordination and motor skills.

The team set up the 'Look At Me Now!' project where former patients and their families film short feedback videos about how the DCD team helped them and how they're getting on now.



George took part in the project and his video is the first to be shared on the Trust website. Here his mum talks about the help George received from the team and how far he has come:

"George first came for an assessment with the DCD team when we noticed that he was struggling physically with tasks that other children his age could manage and when he was finding it difficult to make progress with his handwriting. He was becoming very anxious and frustrated and it was becoming difficult to even persuade him to try these activities.

He had a very thorough assessment, which covered lots of aspects of his physical skills and co-ordination, but importantly from George's point

of view the assessment was a series of fun, relaxed activities – so he didn't know he was being assessed at all! His therapist was so positive and encouraging that he loved coming to see her for future appointments.

Through the assessment and advice from the DCD team we were given a much better understanding of George's difficulties and were shown how to break activities down into much more manageable stages for him.

George's support from the DCD team has been invaluable in building up his skills and confidence. He is now far less anxious about activities that involve physical skills and has developed more of a 'have-a-go' attitude rather than avoiding tasks he can't do.

We really enjoyed making the 'Look At Me Now!' video, as it was a clear reminder of how far he has come since his first visit to the DCD team. He was very happy to join in with the film and show everyone the skills he has developed – making the film was an extra boost to his confidence and self-esteem. Thanks DCD team!"



Read more and watch George's video at
www.sheffieldchildrens.nhs.uk/dcd-george

Small change, big difference



Display boards for inpatients

Beds in the new wards will have magnetic boards behind them for patients to display their own things like cards, photos and drawings. The boards will also be the perfect space for patients to write down their likes and dislikes, communication preferences or any other needs that they'd like staff to be aware of.



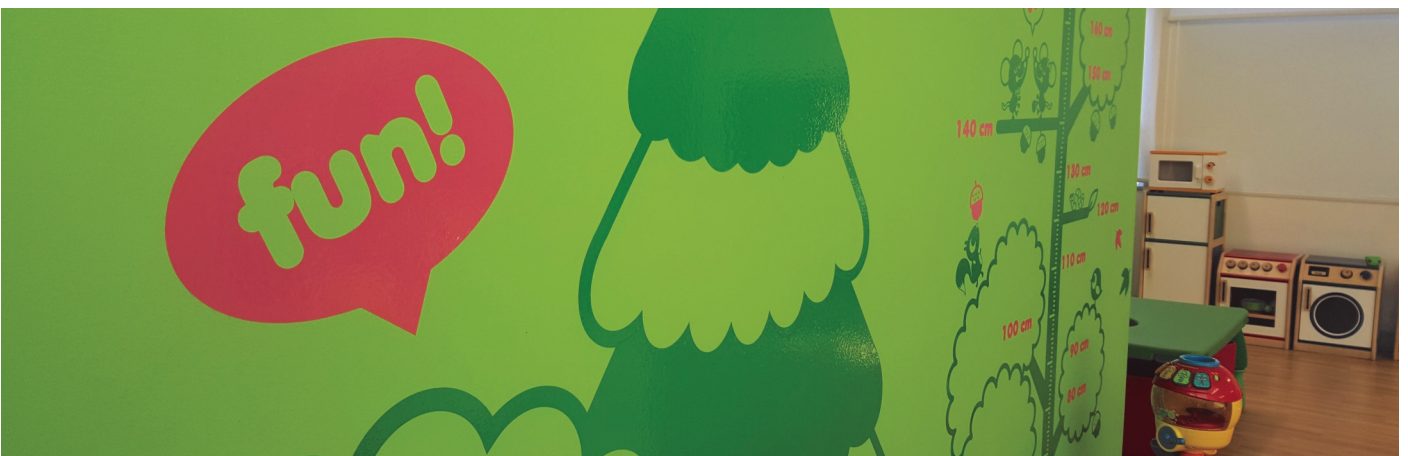
Preparing for a blood test

We'll soon be updating the information on our website with more advice about coming in for a blood test. This will include asking parents/carers to hide any anxieties they have to help keep children calm and making sure their child has had plenty to drink before the test. Parents/carers who are anxious about the blood test procedure are welcome to bring a friend or relative to go into the blood room with their child.

A smoother move for therapy patients

Thanks to family feedback the process for transferring children from the Early Years Physiotherapy and Occupational Therapy Team to the Community Physiotherapy and Occupational Therapy Team has been improved. The move used to happen when children started school but families told us that this was an extra pressure at what was

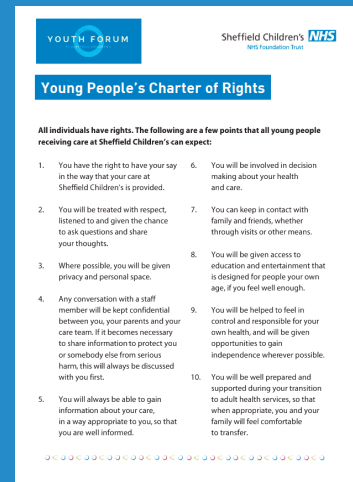
already a stressful time and that consistent support from therapists was really important. We now wait until children have settled into school before transferring them to their new team. We have also created a parent information leaflet to introduce the Community Team and explain more about what they do.



Young People's Charter of Rights

Members of the Trust's Youth Forum have worked together to create our first ever 'Young People's Charter of Rights'. The charter outlines ten standards that all young people receiving care at the Trust can expect including:

- Respect
- Access to entertainment
- Confidentiality and privacy
- Having a say in decisions about their care
- Getting information as and when needed
- Being able to keep in contact with friends and family



Using text messages to gather feedback

We carry out lots of surveys and projects to make sure that patients are getting the best quality of care. At the moment more than 70 patient experience projects are taking place across the Trust!

With the support of our Quality and Standards Team, staff from Pharmacy and Anaesthetics recently trialled using text messaging to gather feedback from patients.

They contacted the parents of patients who had had their tonsils out to find out what level of pain their child was experiencing and whether the pain relief they were given on discharge was effective.

The survey was very successful with a great response rate and a clear outcome. We are now planning to make more use of text messaging in future projects.

Get involved

The first Thursday of every month is Patient Involvement Day. Look out for our stand in the main entrance to the hospital where you can find out about ways of getting involved with the Trust including joining our Patient Experience Group, taking part in focus groups and talking to the Board of Directors about your experiences.

Planning for a ward stay

We understand that bringing your child into hospital can be daunting so we want to help you by making sure that you have accurate, up-to-date information to help you plan your stay. We already try to do this by keeping the website updated, but we are also planning to design new information booklets that will be sent out to you prior to admission.

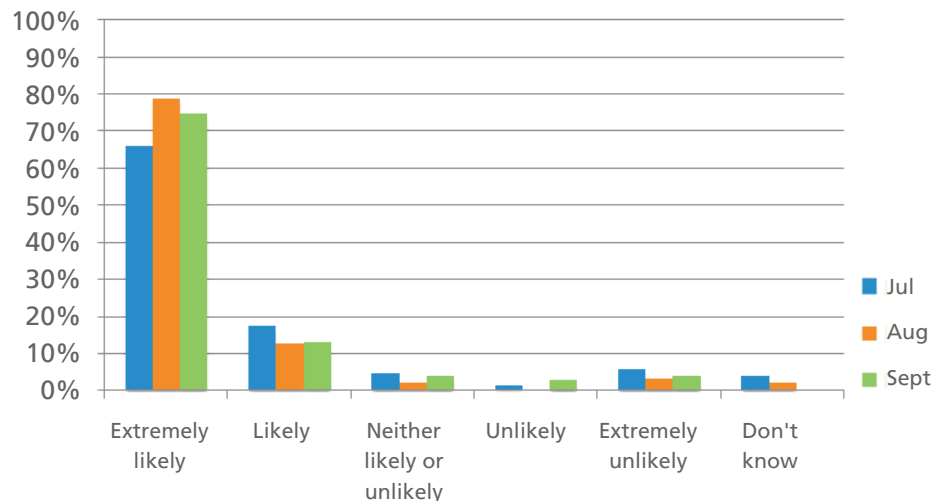


Friends and Family Test results

We try to encourage everyone who uses our services to complete the Friends and Family Test at the end of each visit. This is a simple questionnaire that helps us find out how we are doing. We read all comments and pass

feedback along to the different departments and services so they can look at making improvements. We make sure that positive feedback is shared too so that staff know when people think they're doing a great job!

How likely are you to recommend our service to your friends or family if they needed similar care or treatment?



Your feedback has highlighted a few issues in the Emergency Department around communications, cleanliness and space which have been passed along to senior staff. We're also looking at redesigning the department in the long term to create more space and some quiet waiting areas.



You can help by completing the Friends and Family Test next time you use one of our services:

- Visit our website at www.sheffieldchildrens.nhs.uk/FFT
- Complete a card on a ward or in other areas of the Trust
- Some volunteers carry tablet devices where you can complete the test

The Care Experience Newsletter is produced by the Patient Advice and Liaison Service (PALS). You can contact us any time about the newsletter or anything related to your experience of Sheffield Children's NHS Foundation Trust.

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Sheffield Children's 
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