The background is a vibrant blue color. It is decorated with several overlapping circles of various colors and patterns. The colors include purple, red, green, orange, and blue. The patterns include solid colors, white polka dots, and a white zigzag or chevron pattern. The text is centered in the upper half of the page.

Joining the Dots

Connecting voices
for child-friendly
healthcare in hospital

Questionnaire for Young People
(12-17 years old)

What is 'Joining the Dots'?

There are three children's hospitals in Dublin: Our Lady's Children's Hospital in Crumlin, Temple Street Children's University Hospital, and the National Children's Hospital in Tallaght.

Every year, these three hospitals care for thousands of children and young people. Some children and young people are treated in Accident and Emergency (A&E). Others go to hospital for an appointment with a doctor or for treatment where they need to be in hospital for the day. And some children and young people need to stay in hospital for a while to get the care and treatment they need.

In 2017, the three children's hospitals are taking part in a project called 'Joining the Dots'. This project is by:

- the Children's Hospital Group Board, which is working to develop a new children's hospital in Dublin, and
- the Ombudsman for Children's Office, which works to promote the rights of children and young people in Ireland.

'Joining the Dots' is an exciting opportunity to hear the opinions and ideas of children and young people in hospital about:

- what is working well?
- what, if anything, might be working less well?
- what changes, if they can be made, could help to make children and young people's experiences of hospital better?

By hearing the opinions of children, young people, parents/guardians and people working in the three hospitals, this project will:

- help the three children's hospitals to find out more about what's working well and what changes, if they can be made, could give children and young people a better experience of being in hospital
- help the Children's Hospital Group to take on board the views of children, young people, parents/guardians and people who work in the three children's hospitals as they make plans for the new children's hospital.

What does taking part involve?

This questionnaire is to help you share your opinions and ideas as part of this project. The questionnaire will take about 15 minutes to fill out. You don't need to fill out the questionnaire if you don't want to. If you would like to take part, please talk to your parent/guardian about it.

If you are taking part, please talk to the person who gave you the questionnaire if you'd like help with:

- filling out the form at the beginning of the questionnaire
- filling out the questionnaire itself.

When you've filled out the questionnaire, please give it to the person who gave you the questionnaire or to a member of staff in this hospital.

If you and your parent/guardian would like to find out the results of this project, please give your contact details in the box below.

Any questions?

If you and your parent/guardian have any questions, please ask the person who gave you this questionnaire or a member of staff. If you or your parent/guardian are unhappy with anything to do with your care in this hospital, please talk to a member of staff.

Thank you very much.

Ms Eilish Hardiman, Group CEO &
Dr Niall Muldoon, Ombudsman for Children

Please give your contact details only if you and your child would like this hospital to send you information about the results of the 'Joining the Dots' project:

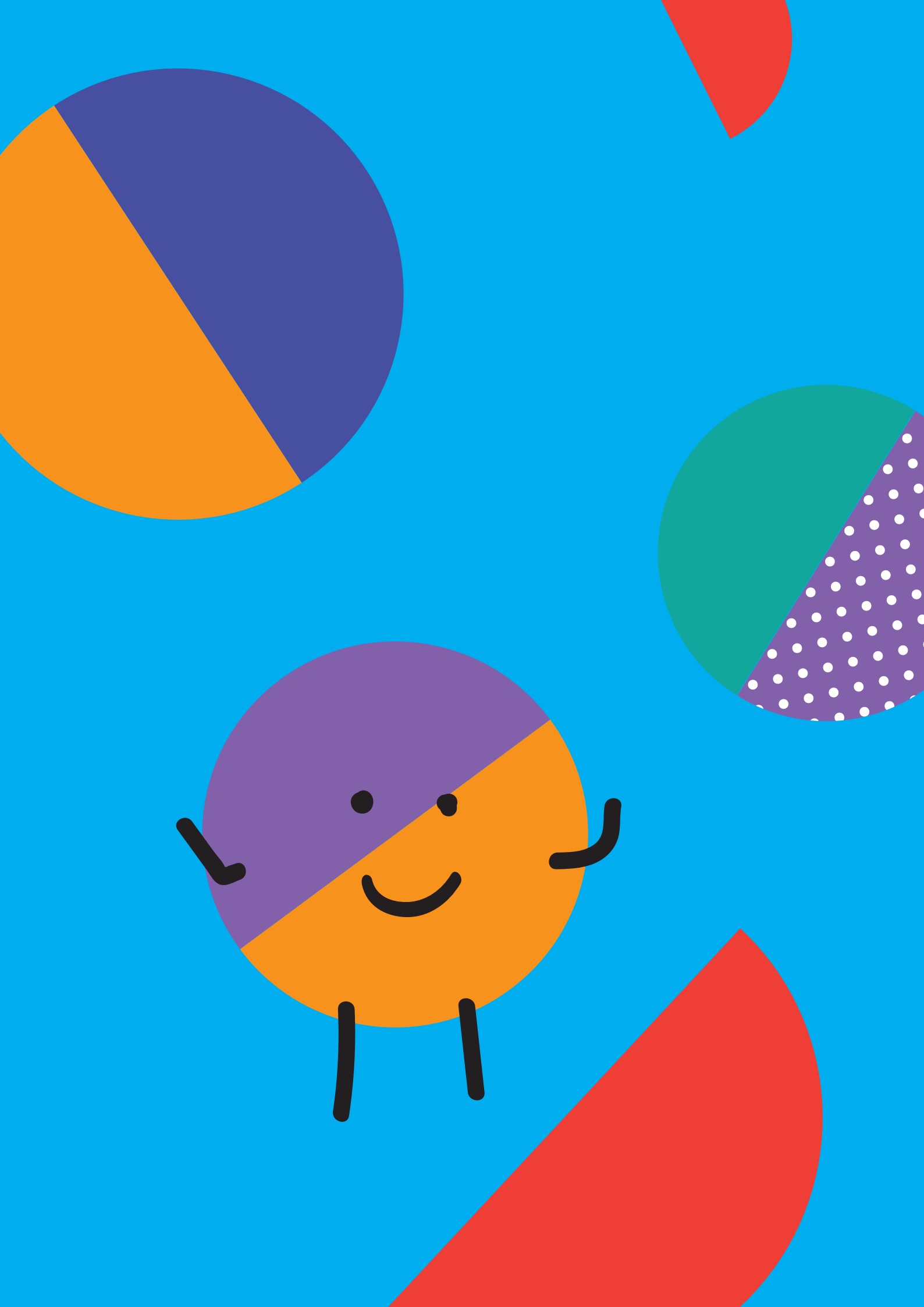
Name: _____

Address: _____

Email: _____

For Hospital Use Only: This sheet must be torn off and stored separately and securely by the designated member of staff in the hospital before the completed questionnaire is given to the organisation that is inputting and analysing all of the questionnaires completed as part of the Joining the Dots initiative.

The Children's Hospital Group Board and the Ombudsman for Children's Office wish to acknowledge that the development of the questionnaires belonging to 'Joining the Dots' involved adapting the Manual and Tools for the Assessment and Improvement of Children's Rights in Hospital (2012), which were developed by the Task Force on 'Health Promotion for Children and Adolescents in and by Hospitals and Health Services' (International Network of Health Promoting Hospitals and Health Services).



Joining the Dots

Connecting voices for child-friendly
healthcare in hospital

We are asking everyone taking part in Joining the Dots to fill out this form. This is to help us put together a general picture of who took part in Joining the Dots and to help us understand which opinions and ideas are about which hospital anonymously.

If you would like help filling out this form, please talk to the person who gave you this questionnaire. Thank you for your help.

1. Age of young person filling out this questionnaire: _____

2. Which hospital are you in today?

Please tick the box beside the hospital you are in:

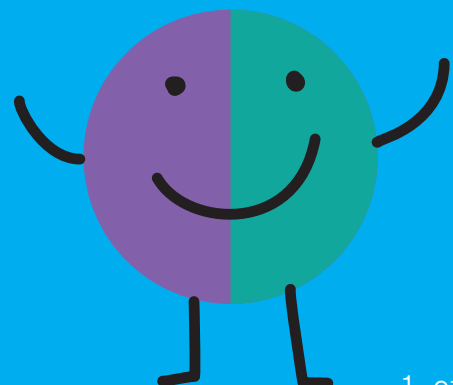
- Our Lady's Children's Hospital Crumlin
- Temple Street Children's University Hospital
- National Children's Hospital, Tallaght

3. Which part of the hospital are you getting care or treatment in today?

Please tick the box that is about you:

- **A&E** – I am in Accident and Emergency (A&E).
- **Inpatients** – I am getting care and treatment as an inpatient.
- **Outpatients** – I am getting care and treatment as an outpatient.

If you are an in-patient, please write down the name of the ward you are in: _____



How to fill out this questionnaire:

For each statement, please put a tick in the box that best represents your opinion.

If you want to change your response to a particular statement, please cross out the tick you made and then put a tick in the box that represents your new response.

Where a statement is about a particular group of staff in the hospital (e.g. 'doctors', 'nurses'), this group of staff is named in the statement. Where a statement is about staff generally, no particular group of staff is named in the statement.



1. Getting Good Quality Care

	Strongly Agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
1.1. I feel I am getting the best care in this hospital.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

	Always	Most of the time	Sometimes	Never
1.2. I have an input into the planning of my care in this hospital.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

	Strongly Agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
1.3. I get useful information in this hospital about looking after my health.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

	Strongly Agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
1.4. This hospital gives me clear information about my rights as a patient here.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

	Does not apply to me	Strongly Agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
1.5. My parent/guardian is allowed to be with me while I am in this hospital.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
1.6. My parent/guardian is allowed to be with me in this hospital at night.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
1.7. My parent/guardian is allowed to be near me when I am having things like injections, xrays and blood tests done.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
1.8. My parent/guardian is allowed to stay with me until I go to sleep (am anaesthetised) before my operation.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
1.9. This hospital allows me to keep in contact with my parent/guardian while I am here.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

	All of the staff	Most of the staff	Some of the staff	None of the staff
1.10. The staff who work in this hospital are friendly to me.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

	Strongly Agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
1.11. My privacy is respected in all aspects of my care and treatment in this hospital.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
1.12. My confidentiality is protected in all aspects of my care and treatment in this hospital.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

	Strongly Agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
1.13. This hospital gives me clear information about how I can make a complaint about something in the hospital.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
1.14. I would feel comfortable making a complaint to this hospital if I was unhappy about something in the hospital.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Only for young people who have been in this hospital before:	Yes	No
1.15. This hospital has asked me before for my opinions about the services and care it provides to me.	<input type="radio"/>	<input type="radio"/>
1.16. If you said 'Yes' to the previous question: This hospital told me how it used my feedback on the services and care I got here.	<input type="radio"/>	<input type="radio"/>

If you would like to say more about your response to any of the statements in this part of the questionnaire, please do that here:

2. Being Treated Equally and Fairly

	Strongly Agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
2.1. All the staff looking after me in this hospital treat me with respect.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2.2. All the staff looking after me in this hospital call me by my name.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

	Always	Most of the time	Sometimes	Never	I don't know
2.3. I can be examined by a doctor of the same sex as me, if I or my parent/guardian ask for that.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

	Always	Most of the time	Sometimes	Never
2.4. I am given information about my health and treatment in private (where other people/patients can't hear or see).	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2.5. I have enough privacy when I am being examined by medical staff in this hospital (other people/patients can't hear or see).	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

If you would like to say more about your response to any of the statements in this part of the questionnaire, please do that here:

3. Rest, Play, Leisure and Learning

	Does not apply to me	Always	Most of the time	Sometimes	Never
3.1. I have the opportunity to rest in this hospital when I need to.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

	Does not apply to me	Yes	No
3.2. There is a separate place in this hospital for play and leisure that patients can use.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3.3. There are things to do in this hospital for a young person my age.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3.4. If I need play, music or art therapy, a therapist works with me during my stay in hospital.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

	Does not apply to me	Strongly Agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
3.5. I am able to continue with my school work during my stay in this hospital.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3.6. The hospital supports me to keep developing and learning during my stay here.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

If you would like to say more about your response to any of the statements in this part of the questionnaire, please do that here:

4. Information and Participation

	Strongly Agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
4.1. All the staff who are caring for me in this hospital introduce themselves to me by their name.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4.2. All the staff who are caring for me in this hospital tell me what their job is.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4.3. A member of staff in this hospital has explained to me that I have a right to express my views and how I can be helped to do this.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4.4. A member of staff in this hospital has explained to me that I can ask questions about my care and treatment.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4.5. A member of staff in this hospital has explained to me that it is alright to tell staff here how I am feeling.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4.6. A doctor, nurse or therapist has explained to me clearly why I am sick and what treatment I might need.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4.7. If there is something I need to talk about, I feel I can talk to one of the staff in this hospital about it.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4.8. The staff (doctor, nurse, therapist, social worker) looking after me in this hospital ask me what I think and take my opinions into account.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

If you would like to say more about your response to any of the statements in this part of the questionnaire, please do that here:

5. Safety and Environment

	Strongly Agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
5.1. I think the layout, furniture and equipment in this hospital help to make it a physically safe place for children and young people.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5.2. Only for young people with restricted mobility: I find it easy to move around all the areas of this hospital building that I need to be in.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5.3. The hospital is clean.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5.4. The staff looking after me always sterilise their hands before and after they examine or treat me.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

	Does not apply to me	Strongly Agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
5.5. My food comes at good times for me.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5.6. The food I get in this hospital includes healthy options.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5.7. If I don't like a particular meal, the hospital offers me an alternative meal.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

If you would like to say more about your response to any of the statements in this part of the questionnaire, please do that here:

6. Protection

	Yes	No
6.1. I have seen information (e.g. posters or notices) in this hospital that is about protecting children and young people from harm.	<input type="radio"/>	<input type="radio"/>

	Strongly Agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
6.2. I think this hospital would help a child or young person if the child or young person said they were being harmed.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

If you would like to say more about your response to any of the statements in this part of the questionnaire, please do that here:

7. Managing Pain

	Does not apply to me	Strongly Agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
7.1. Staff looking after me in this hospital ask me if I have pain.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
7.2. Staff looking after me in this hospital help me to tell them about any pain I have.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
7.3. Staff looking after me in this hospital give me medicine or treatment for any pain I have.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
7.4. Staff looking after me in this hospital do other things to help me feel more comfortable if I have pain.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
7.5. Staff looking after me in this hospital ask me if any pain I have has gone away or got better.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

If you would like to say more about your response to any of the statements in this part of the questionnaire, please do that here:

8. Final Comments

8.1. What do you like about this hospital?

8.2. What do you not like about this hospital?

8.3. If you were in charge, what are the main things you would change to make things better for children and young people who are patients in this hospital?

Thank you very much for sharing your views and ideas.

The Children's Hospital Group Board and the Ombudsman for Children's Office wish to acknowledge that the development of the questionnaires belonging to 'Joining the Dots' involved adapting the Manual and Tools for the Assessment and Improvement of Children's Rights in Hospital (2012), which were developed by the Task Force on 'Health Promotion for Children and Adolescents in and by Hospitals and Health Services' (International Network of Health Promoting Hospitals and Health Services).

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