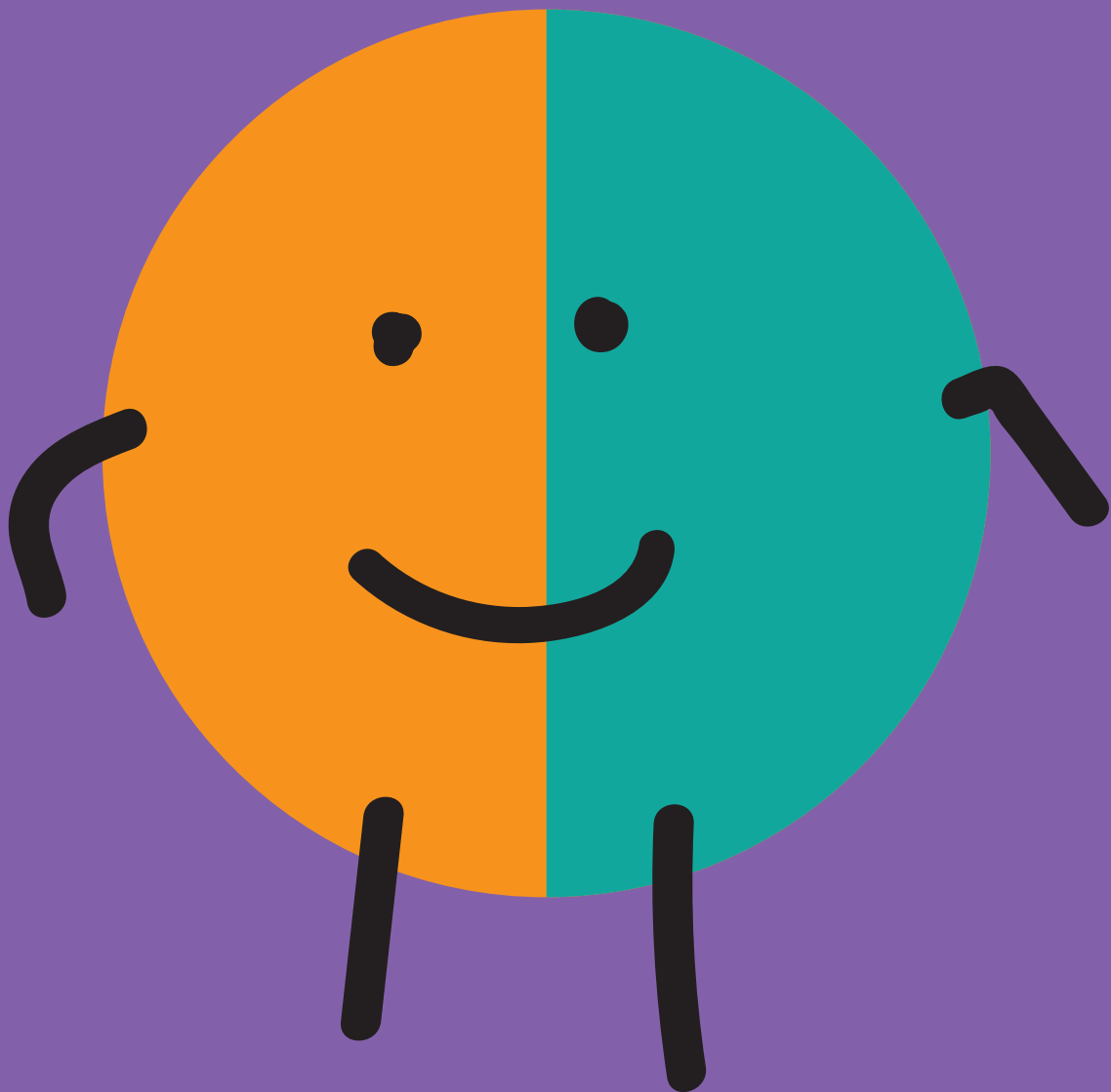


# Joining the Dots

Connecting voices  
for child-friendly  
healthcare in hospital



Questionnaire for Children  
(6–11 years old)





**Joining the Dots is a project happening in the three children's hospitals in Dublin.**

**Joining the Dots is about listening to children in hospital, children's mams and dads, and people who work in the children's hospitals.**

**We would like to know what you think about the hospital you are in.**

**What do you like about the hospital?**

**What do you not like?**

**If you were in charge of this hospital, what would you change to make it better for children?**

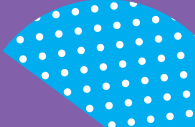


**If you would like to have your say, please talk to your Mam or Dad about taking part.**

**This booklet is to help children say what they think about different things to do with being in hospital.**

**If you are taking part, someone can help you to do this**

**Thank you very much!**





# Information for Parents and Guardians

## 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, Tallaght. Every year, these three hospitals give care and treatment to thousands of children and young people.

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 and welfare of children and young people.

'Joining the Dots' is an exciting opportunity to hear the views and ideas of children, young people, parents/guardians, and people working in the three hospitals about different issues to do with the delivery of services to children and young people:

- attending Accident and Emergency (A&E)
- using outpatient services
- receiving inpatient care and treatment.

'Joining the Dots' is about hearing and learning from different people's ideas on:

- what is working well for children and young people
- 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 being in 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

- the Children's Hospital Group and the three children's hospitals to take on board the opinions and ideas of children, young people, parents/guardians and people working in the three hospitals as they continue to make plans for the new children's hospital.

## What does taking part involve?

This questionnaire will help your child to share their opinions and ideas as part of this project. The questionnaire will take about 15 minutes to do. If your child would like to take part, the person who gave the questionnaire to you and your child:

- can support your child to fill out the questionnaire
- help you and your child to fill out the form at the beginning of the questionnaire.

Your child's completed questionnaire should be given to the person who gave you the questionnaire or to a member of hospital staff. If you would like to know the results of the project, please provide your contact details in the box below.

## Any questions?

If you have any questions, please ask the person who gave you this questionnaire or a member of staff. If you are unhappy with anything relating to your child's 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).*



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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 child filling out this questionnaire:** \_\_\_\_\_

**2. Which hospital is your child in today?**

*Please tick the box beside the hospital your child is 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 is your child getting care or treatment in today?**

*Please tick the box that is about your child:*

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

**If your child is an inpatient, please write down the name of the ward your child is in:** \_\_\_\_\_



## How to fill out this questionnaire

Beside each sentence, please put a tick (✓) in the circle that is the closest match to what you think.

For example:

<b>I am being looked after very well in this hospital.</b>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
	Very well	Quite well	Not well

If you want to change your answer, please cross out your first answer and then put a tick (✓) in the circle that matches your new answer.

For example:

<b>I am being looked after very well in this hospital.</b>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
	Very well	Quite well	Not well



## 1. Getting good quality care

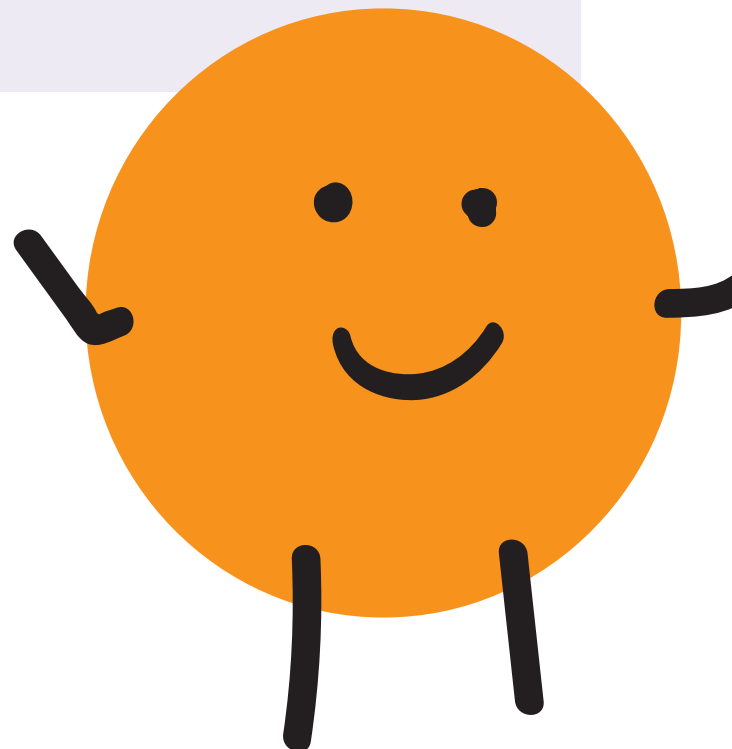
1.1. I am being looked after very well in this hospital.	<input type="radio"/> Very well	<input type="radio"/> Quite well	<input type="radio"/> Not well	
1.2. I get helpful information here about things I can do to look after my health.	<input type="radio"/> Helpful	<input type="radio"/> Quite helpful	<input type="radio"/> Not helpful / no information	
1.3. This hospital gives me information I can understand about my rights as a child in hospital. <sup>1</sup>	<input type="radio"/> Information I can understand	<input type="radio"/> Information I can understand a bit	<input type="radio"/> Information I don't understand /no information	
1.4. My Mam or Dad is allowed to be with me while I am in this hospital.	<input type="radio"/> All of the time	<input type="radio"/> Some of the time	<input type="radio"/> Never	
1.5. My Mam or Dad is allowed to be with me in this hospital at night.	<input type="radio"/> Always	<input type="radio"/> Sometimes	<input type="radio"/> Never	<input type="radio"/> This question is not about me
1.6. The people who work in this hospital are friendly to me.	<input type="radio"/> All of the people	<input type="radio"/> Some of the people	<input type="radio"/> None of the people	

**If you like, please tell us more:**

## 2. Being treated equally and fairly

2.1. All the people looking after me in this hospital treat me with respect.	<input type="radio"/> All of the people	<input type="radio"/> Some of the people	<input type="radio"/> None of the people
2.2. All the people looking after me here call me by my name.	<input type="radio"/> All of the people	<input type="radio"/> Some of the people	<input type="radio"/> None of the people
2.3. When the doctor or nurse is examining me, other people and patients can't hear or see. (privacy)	<input type="radio"/> All of the time	<input type="radio"/> Some of the time	<input type="radio"/> Never

**If you like, please tell us more:**



### 3. Rest, play and learning

3.1. I am able to have a rest in this hospital when I need to.	<input type="radio"/> Always	<input type="radio"/> Sometimes	<input type="radio"/> Never	<input type="radio"/> This question is not about me
3.2. There are things for me to do and play with in this hospital.	<input type="radio"/> Yes	<input type="radio"/> Some things	<input type="radio"/> No	<input type="radio"/> This question is not about me
3.3. I can do my school work in this hospital.	<input type="radio"/> Yes	<input type="radio"/> Sometimes	<input type="radio"/> No	<input type="radio"/> This question is not about me

**If you like, please tell us more:**

## 4. Getting information and being listened to

4.1. All the people who are looking after me in this hospital tell me their name and their job.	<input checked="" type="radio"/> All of the people	<input type="radio"/> Some of the people	<input type="radio"/> None of the people
4.2. A person looking after me here has told me that I can ask questions about being in hospital.	<input checked="" type="radio"/> Yes	<input type="radio"/> No	
4.3. The doctor and nurses who are looking after me tell me why I am sick and what they want to do to help me feel better.	<input checked="" type="radio"/> Yes	<input type="radio"/> Tell me a bit	<input type="radio"/> No
4.4. The doctor and nurses who are looking after me ask me what I think and listen to what I have to say.	<input checked="" type="radio"/> Yes	<input type="radio"/> Ask and listen a bit	<input type="radio"/> No

**If you like, please tell us more:**

## 5. Cleanliness and food

5.1. The people looking after me here always clean their hands before and after they examine me.	<input type="radio"/> Always	<input type="radio"/> Sometimes	<input type="radio"/> Never	
5.2. The food I get here includes healthy food choices.	<input type="radio"/> Yes	<input type="radio"/> No	<input type="radio"/> This question is not about me	
5.3. If I don't like a meal, the hospital gives me a different meal.	<input type="radio"/> Always	<input type="radio"/> Sometimes	<input type="radio"/> Never	<input type="radio"/> This question is not about me

**If you like, please tell us more:**

## 6. Being Safe

6.1. I have seen information (e.g. posters) in this hospital about keeping children safe from harm.	<input type="radio"/> Yes	<input type="radio"/> No
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**If you like, please tell us more:**

## 7. Getting help with pain

7.1. The people looking after me in this hospital ask me if I have pain.	<input checked="" type="radio"/> Yes	<input type="radio"/> Sometimes	<input type="radio"/> No	<input type="radio"/> This question is not about me
7.2. The people looking after me here help me to tell them about pain I have.	<input checked="" type="radio"/> Yes	<input type="radio"/> Sometimes	<input type="radio"/> No	<input type="radio"/> This question is not about me
7.3. The people looking after me give me help with pain.	<input checked="" type="radio"/> Yes	<input type="radio"/> Sometimes	<input type="radio"/> No	<input type="radio"/> This question is not about me
7.4. The people looking after me ask me if the pain has gone away or got better.	<input checked="" type="radio"/> Yes	<input type="radio"/> Sometimes	<input type="radio"/> No	<input type="radio"/> This question is not about me

**If you like, please tell us more:**

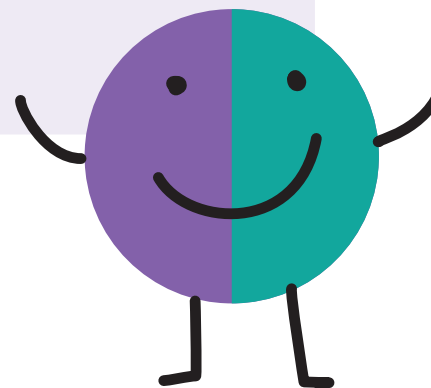
## 8. Final comments

**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 of this hospital, what would you change to make the hospital better for children who are patients here?**

**Thank you very much for telling us what you think.**



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