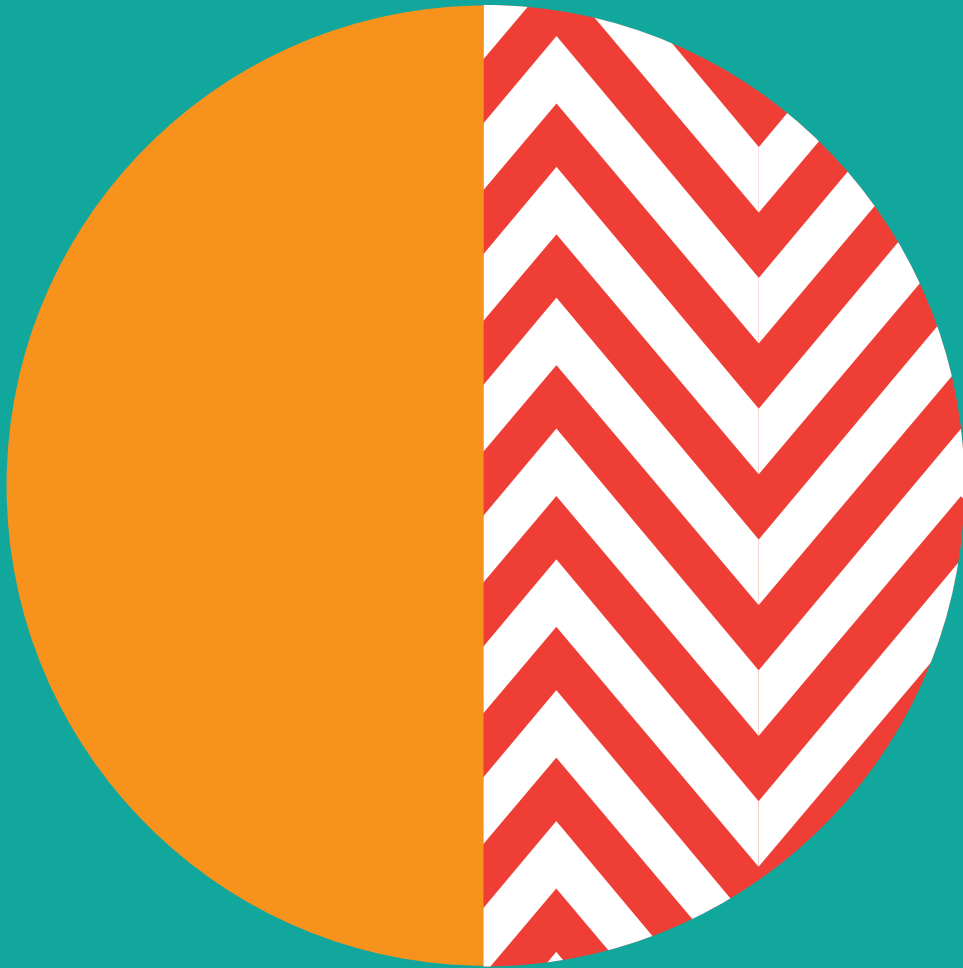


# Joining the Dots

Connecting voices  
for child-friendly  
healthcare in hospital



Questionnaire for  
Hospital Management

## What is 'Joining the Dots'?

'Joining the Dots' is a joint project by the Children's Hospital Group Board (CHGB) and the Ombudsman for Children's Office (OCO) in partnership with the three children's hospitals in Dublin: Our Lady's Children's Hospital Crumlin, Temple Street Children's University Hospital, and the National Children's Hospital, Tallaght.

'Joining the Dots' is based on an international initiative, which 2013 research for the OCO by University College Cork identified as a model of good practice for promoting children's rights in healthcare.

'Joining the Dots' is an exciting opportunity to hear the opinions of children, young people, parents/guardians, and staff and management in the children's hospitals on different issues relating to the delivery of services to children and young people:

- attending Accident and Emergency,
- using outpatient services,
- receiving inpatient care and treatment.

'Joining the Dots' seeks to hear and learn from different people's views and ideas on:

- what is working well for children and young people,
- what, if anything, may 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 views of children, young people, parents/guardians, and hospital staff and management, 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 existing children's hospitals to take on board the opinions and ideas of children, young people, parents/guardians, and staff and management in the three children's hospitals as they continue to make plans for the new children's hospital.

## What does taking part involve?

We would appreciate if you would take part in this project by filling out this questionnaire. The questionnaire will take about 15 minutes to complete. If you are willing to take part, please fill out the form at the beginning of the questionnaire give your completed questionnaire to the Director of Nursing.

## Any questions?

If you have any questions or would like more information about 'Joining the Dots', please talk to the Director of Nursing.

## Thank you very much.

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



# 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 create an overall picture of who took part in Joining the Dots and to understand which views and ideas relate to which hospital anonymously.

If you have any questions about filling out this form, please talk to the person who gave you this questionnaire. Thank you.

**1. Which hospital are you working in?**

Please tick the box that applies to you:

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

**2. What is your management role in this hospital?**

(for example, Head of Department, Nurse Manager, Other)

---

**3. Which part of the hospital do you work in most of the time?**

Please tick the box that applies to you:

- **A&E** – I mostly work in Accident and Emergency.
- **Outpatient services** – I mostly work in outpatient services.
- **Inpatients** – I mostly work in inpatient services.
- **Other**

If 'other', please explain: \_\_\_\_\_

## How to fill out this questionnaire:

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

If you wish 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.

The term 'child' is used throughout this questionnaire to refer to children and young people under 18 years old who are patients receiving care/treatment in hospital.

### 1. Getting Good Quality Care

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

	Always	Most of the time	Sometimes	Never
1.2. A child and his/her parent/guardian have an input into planning the child's 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. Children and their parents/guardians are given useful information in this hospital about looking after their/their child's 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 children, parents/guardians and staff clear information about children's rights as patients here.	<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
1.5. A parent/guardian is allowed to be with their child while their child is in this hospital.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
1.6. A parent/guardian is allowed to be with their child in this hospital at night.	<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
1.7. A parent/guardian can be near their child when their child is having things like injections, xrays and blood tests done.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
1.8. A parent/guardian is allowed to stay with their child while their child is being anaesthetised before his/her operation.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
1.9. This hospital allows children to keep in contact with their parents/guardians while the children are patients here.	<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 children.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

	Strongly Agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
1.11. Children's privacy is respected in all aspects of their care and treatment in this hospital.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
1.12. Children's confidentiality is protected in all aspects of their 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 children and parents/guardians clear information about how to 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 feel children and parents/guardians would feel comfortable making a complaint to this hospital if they were unhappy about something in the hospital.	<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:

## 2. Being Treated Equally and Fairly

	Strongly Agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
2.1. This hospital has a policy and procedures to ensure that every child has access to the health services and treatment they need in the hospital, without discrimination.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2.2. All staff in this hospital are expected to treat all children with respect.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2.3. All staff looking after children in this hospital are expected to call children by their names.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

	Always	Most of the time	Sometimes	Never
2.4. A child can be examined by a doctor of the same sex as him/her, if the child or his/her parent/guardian asks for that.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2.5. Children are given information about their 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"/>
2.6. Children have enough privacy when they are 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

	Always	Most of the time	Sometimes	Never
3.1. Children have the opportunity to rest in this hospital when they need to.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

	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"/>
3.3. There are things to do in this hospital for patients of different ages.	<input type="radio"/>	<input type="radio"/>
3.4. If any child needs play, music or art therapy, a therapist works with the child during his/her stay in hospital.	<input type="radio"/>	<input type="radio"/>

	Strongly Agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
3.5. This hospital supports children to continue with their school work during their stay here.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3.6. This hospital supports children to keep developing and learning during their stay here.	<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 staff caring for children in this hospital are expected to introduce themselves to children by their name.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4.2. All staff caring for children in this hospital are expected to tell children what their job is.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4.3. This hospital expects relevant staff to explain to children that they have a right to express their views and how they can be helped to do this.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4.4. This hospital expects relevant staff to explain to children that they can ask questions about their care and treatment.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4.5. This hospital expects relevant staff to explain to children that it is alright to talk to a staff member about how they are feeling.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4.6. This hospital expects doctors, nurses and therapists to explain to children why they are sick and what treatment they might need.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4.7. If a child needs to talk about something, I think they would feel they can talk to a staff member of this hospital about it.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4.8. This hospital encourages doctors, nurses, therapists and social workers to ask children what they think and to take their 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. The infrastructure, 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. It is easy for children with restricted mobility to move around all the areas of this hospital building that they need to be in.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5.3. This hospital's policies and practices ensure a clean environment for children at all times.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5.4. This hospital expects staff to always wash/sterilise their hands before and after they examine or treat a child.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5.5. Food is provided to children at appropriate times for them.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5.6. This hospital has a policy/ guidelines to ensure that the food patients get here includes healthy options.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5.7. If a child doesn't like a particular meal, the hospital offers him/her an alternative meal.	<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. This hospital has a policy that provides for a clear system of protection, treatment and referral of children who have been a victim of any kind of abuse.	<input type="radio"/>	<input type="radio"/>
6.2. This hospital has clear child protection referral mechanisms with social work services, the police, the courts and other relevant authorities, which are activated by health professionals.	<input type="radio"/>	<input type="radio"/>
6.3. There is a unit or team in this hospital, which deals with child protection-related issues.	<input type="radio"/>	<input type="radio"/>
6.4. Staff receive training on how to identify signs and symptoms of possible child abuse.	<input type="radio"/>	<input type="radio"/>
6.5. Staff receive information/training on current child protection protocols and referral mechanisms.	<input type="radio"/>	<input type="radio"/>
6.6. This hospital assesses its effectiveness in relation to child protection.	<input type="radio"/>	<input type="radio"/>
6.7. There is 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
6.8. I think this hospital would help a child if the child 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

	Yes	No
7.1. This hospital has protocols and procedures in place for the prevention and management of pain.	<input type="radio"/>	<input type="radio"/>
7.2. There is a special pain team/department in this hospital that can advise relevant staff about pain management.	<input type="radio"/>	<input type="radio"/>
7.3. Relevant staff in this hospital receive training in pain management.	<input type="radio"/>	<input type="radio"/>
7.4. This hospital assesses the effectiveness of its pain management services.	<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 think works well for children who receive care and treatment in this hospital?**

**8.2. What do you think works less well / does not work well for children who receive care and treatment in this hospital?**

**8.3. What are the main things you would change to make things better for children who receive care and treatment 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).*