



## Person-centred paediatric care: capturing the experience and collaborating for the future

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### Project background

Ward 15 is a paediatric ward in a district general hospital in the Borders region of Scotland. Staff care for babies and children ranging from 10 days to 18 years old who require care for medical, general surgical, ear nose and throat and orthopaedic conditions. Recent evaluation of the local paediatric service highlighted the absence of effective collaboration mechanisms for involving children and young people and their families in designing, evaluating and planning future care.

It was recognised that, despite the efforts of the paediatric team, person-centred care could not be fully achieved without the meaningful involvement of children, young people and their families in the planning and development of health services. Previous attempts to gather patient feedback on the service had yielded few responses, generating comments about hospital organisational and procedural processes rather than patient experiences.

### Aims and objectives

The aim of this project was to conduct a multidisciplinary practice development initiative supporting a clinical team to 'hear' the voices of children, young people and their families to help make person-centred paediatric care a reality. To achieve this aim, the objectives identified were to:

- Work in partnership with key stakeholders to inform the co-design of a model of collaboration with children and their families
- Use experiences shared by the children and their families to shape the future direction of person-centred paediatric care
- Facilitate the clinical team to develop a greater understanding of the importance of collaborative working with children and families to improve the quality of care

### Implications for practice

- Meaningful collaboration can be achieved by actively listening to people's experiences
- The use of a variety of creative methods to hear people's experiences enables more people to be heard
- Enabling healthcare staff to listen to people's experiences can provide significant insights and learning. This in turn can enable person-centred practices to be embedded in a workplace culture to improve care

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### Online

Further information about the project can be accessed from: [fons.org/library/report-details?nstd=72204](https://fons.org/library/report-details?nstd=72204)

### Key activities and outcomes

#### • Parent workshops

A decision was taken to recruit potentially interested parents for a parents' workshop during the annual children's Christmas party. A total of 14 parents expressed an interest, four of whom attended. The session was held in a quiet room in the hospital and parents were extremely candid in recounting their child's diagnosis and describing day-to-day life with a long-term condition. The stories were all recorded and all parents provided written consent at the start of the workshop.

#### • Multidisciplinary team and ward nursing team workshops

The first workshop had 16 multidisciplinary team members representing a variety of roles and was used to explore values and beliefs about person-centred care and to consider the patient journey. This led to group work where posters were made to depict thoughts using a creative approach. Another session, similar to the first, was arranged to enable more of the ward nursing staff to participate.

#### • Children's soundbites

Soundbites were collected from children and young people using a dictaphone or by writing down what they said; it was important to record what children themselves said about what mattered to them, their feelings and emotions on attending outpatients or on being admitted to hospital. There is ongoing work to record more soundbites from children and young people to highlight these significant views about their care.

#### • Diaries

In collaboration with children and parents on the ward, patient diaries have been developed for patients to record what has happened to them and how that has made them feel. Younger children can work with their parents on these. This is another way for children to share with staff how they feel and creatively express themselves.

#### • Ward storyboard

Parents and children and staff have also collaborated to design a storyboard that fills a large wall space in the ward area. Children (and parents) are encouraged to write on the board with whiteboard markers about how they are feeling. These comments are photographed at regular intervals and then the board cleaned. This collection of feelings and comments will be used to inform future care.

#### • Creation of a short film

The themes and quotes from the staff and parent workshops, together with comments from the children, have also been made into a short film to demonstrate a commitment to collaborative working and person-centred care (see [tinyurl.com/future-collab](https://tinyurl.com/future-collab)).

This initial work will continue via a collaborative working group to focus on improving child and parent experiences.