

# CHILDREN AND YOUNG PEOPLE'S SURVEY 2020

The survey collected the views of over 27,000 children, young people and their parents/carers in England during selected hospital visits. While many reported positive hospital experiences, there remains room for improvement on some important elements of person centred care.

## TALKING TO STAFF ABOUT WORRIES

94%

of children said that a staff member spoke to them about their worries if they had any.

## ENOUGH THINGS TO DO WHILST IN HOSPITAL

44%

of children said that there were enough things for them to do in the hospital

## WI-FI

47%

of children said that the hospital Wi-Fi was always good enough to do what they wanted.

## STAFF BEING FRIENDLY

89%

of children felt that the people looking after them were always friendly.

## COMMUNICATION WITH STAFF

70%

of children said that they always understood what the hospital staff were saying.

