



My Healthcare Experience Book

This book belongs to

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What makes receiving treatment and support from healthcare staff a good experience for you?

On the table on the next page, list all the things that make having treatment or support from healthcare staff the best experience as possible.

Here is a list of examples to help with your ideas:

They speak to me directly

The healthcare professional is friendly and smiley

They let me ask questions

There are toys that I like playing with

The area is clean

The healthcare professional explains things to me in words I understand

They take me seriously

It is comfortable and feels like home

They believe me when I say something hurts

They wear a name badge and introduce themselves to me

They use pictures to explain things to me

They communicate with me how I want

They comfort me when I am worried



It is important you have a good healthcare experience and that healthcare staff know what makes it a good experience for you.

It is your right to have accessible healthcare and to be involved in decision making about your healthcare.

You can use the following pages to rate how your healthcare experience was after you see a healthcare professional or service.

You can use your healthcare preferences to think about what made your experience good or what can be done differently next time.



This is how I feel about my healthcare experience

On a scale of 1 (the worst) to 5 (the best), I think I would rate it:



Please use this space to write or draw about how you are feeling about your healthcare experience.

Some things to think about might be...

What was really good? Who was the kindest person?

What could be done better next time?

United for a better childhood

The National Children's Bureau brings people and organisations together to drive change in society and deliver a better childhood for the UK. We interrogate policy, uncover evidence and develop better ways of supporting children and families.

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