Children and Young People/Parent/ Carer Core Measures

The following questions are designed to capture people's experience of person-centred care across the core criteria. Each question should be answered using the response options Always, Sometimes, Never or N/A, with an opportunity to provide additional comments where appropriate.

Personalisation

Do the people looking after you/your child ask what's important, including likes and dislikes?

Always	Sometimes	Never	N/A	
Comments				

Can the people you care about, like your family, help take care of you the way you want?

Always	Sometimes	Never	N/A	
Comments				

Enablement

Do staff help you make choices about your/your child's care, like what happens next or what you'd like to do?

Always	Sometimes	Never	N/A	
Comments				

Coordination

Do you feel your/your child's care has been organised well?

Always	Sometimes	Never	N/A	
Comments				

Communication

Do you feel staff communicate with you in a way that helps you understand what is happening?

Always	Sometimes	Never	N/A	
Comments				

Information

Do staff give you information about your care/your child's care and treatment?

Always	Sometimes	Never	N/A	
Comments				

Wellbeing

Do the people looking after you ask you about how you are feeling inside, like if you are worried, sad, or needing help?

Always	Sometimes	Never	N/A	
Comments				

Do the staff check how you are coping as their parent/carer?

Always	Sometimes	Never	N/A	
Comments				

Compassion, Dignity and Respect

Do you feel cared for and treated kindly by the people looking after you?

Always	Sometimes	Never	N/A	
Comments				

Safety

Do you think the people looking after you notice when you feel poorly or if something feels wrong, and do they listen to you when you tell them?

 Always	 Sometimes	 Never	N/A	
Comments				

Equity

Whilst your child has been receiving care have you experienced any unfair treatment or barriers to care?

 No	 Not sure	 Yes	N/A	
Comments				

Scoring Framework

Coming Soon

The scoring framework will use overall scores alongside domain results, trends and feedback to guide proportionate action. This will be integrated, where possible, into existing systems and processes such as Care Assurance tools, the balanced score-card and aligned to nationally reported patient reported experience measures when they are available. We are working closely with teams and services, to explore what local implementation of the scoring framework will look like.

What can teams and services do now?

We would encourage teams to start small. Begin with one domain that feels particularly relevant to your service and use it as an opportunity to reflect on current strengths and identify one area where you may want to improve. The measures help bring the person's voice into the conversation. By gathering feedback from patients, families and carers, we can better understand experiences, identify variation, and ensure we're focusing our improvement efforts on things that matter to the people who use our services.