Ask me

Check if I understand things Ask if I am ok with what is going to happen

Ask if it's ok to share the things we've talked about with other people

Help me understand

The **good** and **bad** bits of what is going to happen
What my **rights** are

How I can get the help I need O

Help me feel comfortable

Be friendly and kind Show an interest in me as a person

Let me see the **same people** when I can

Make my healthcare environment welcoming and comfortable

Respect me

Trust me as an individual

Take me seriously

Believe me when I tell you something

Let me talk to you in **private** if I want to

Involve me

In decisions about my healthcare
In planning healthcare for the future

Let me make choices about things that matter to me

My healthcare experience checklist

.are

Talk to me

Explain things in a clear way that I will understand Don't use difficult words
Use different ways, like pictures, to help explain

Understand me

Don't judge me

I may **change my mind** about things

Things may **change** as I get **older**

fortable Hear me

Find out what I am **thinking** and **feeling**

Find out the **best way** to **communicate** with me

Give me **enough time** to talk

Find out what I **think** about my care, and **act on the feedback**

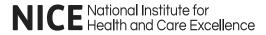
Support me

Help me carry on doing the things I enjoy
Help me communicate what I want
Help me stand up for my rights

Take care of me

Keep me safe

Make adjustments if needed to help me use healthcare services



This is a summary of the advice in the NICE guideline on babies, children and young people's experiences of healthcare.

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