

# PUPIL SPECIAL

REPORT ON

## NEW RULES FOR THE NHS

Pupils 2 Parliament

Hi again - here's another Pupil Special report for you.

This time, I am reporting back to you on what you (and pupils at some other schools I visited) said about new rules to put in the rule-book for the Health Service in our country (the "NHS Constitution").

We had a great discussion, and you came up with lots of very important messages for the Government!

And some excellent new rules for the Government to think about!



What you all said is on its way to the people in the Government who are making decisions about all this. They are going to read YOUR advice! As always, that makes you real Advisers to the Government!

*Roger*

How much do doctors and nurses explain things to you?

Almost **THREE QUARTERS** of you said that doctors and nurses usually, or always, explain things to you in a way you can understand

**BUT** nearly **ONE IN EIGHT** of you said that doctors and nurses had not often, or had never, explained things to you so you could understand.

Then I asked you all how much say you feel you have about the way doctors or nurses do things for you.

As some of you said, there is of course often no choice about what they have to do – but sometimes there are some choices, and they may talk about these with your parents or carers ...

## How much say do YOU have about what doctors and nurses do for you?

Almost **TWO THIRDS** of you said that you usually, or always, feel you have a say about what doctors or nurses do for you

**BUT**

**ALMOST ONE IN FIVE** of you said you feel you don't often, or never, have a say in what doctors or nurses do for you.



*So – from what you have said, I have told the NHS people that things aren't too bad –*

*but that they need to do better in explaining things to children and in giving children a say about what doctors or nurses do for them.*

## WHAT YOU THOUGHT OF THE CHANGES THAT THE NHS WANTS TO MAKE TO ITS RULE BOOK (THE CONSTITUTION)?

A new rule to say that if someone is in hospital, and they (or their family) are worried about whether they are getting better as they should be, then they should have a chance every day to tell a doctor or nurse about that.

And another new rule to say that if they are still worried, they can ask for a different doctor or nurse to check on their treatment

Most of you voted **FOR** that new rule

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You voted **FOR** a new rule saying that the NHS should where possible work to help the environment

**BUT** you wanted something added to this rule –

That the NHS will *where possible* help the environment - **but NOT** if that means they have to do less well in treating their patients

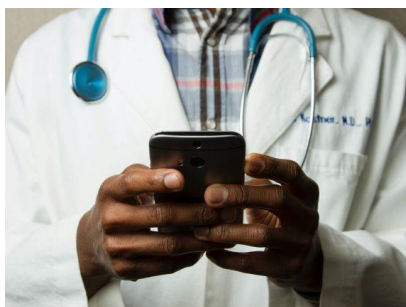
And you said ...

- **The NHS needs to think about the effects on the environment of people travelling to hospital, and of using ambulances and helicopters**
- **The NHS needs to think about new technology – things like electric rescue helicopters in the future**
- **The NHS should use single-use things where there is a big risk of infections, but should sterilise and re-use things where there is less risk of infection**
- **There should be more research into what can be sterilised and re-used**
- **Doctors and nurses should be able to wear re-usable scrubs**



You voted **FOR** a new rule that says that patients should have to keep their appointments, or to change them if they can't keep them – they shouldn't just not turn up.

**And the rule should say that the NHS should always tell patients when there appointments will be, in good time. And that the NHS should use special ways of telling patients who need to be told in a special way.**



You voted **FOR** a new rule that says NHS bosses must make sure that patients are cared for well, that NHS staff learn and try new things, and that things are always fair in the NHS.

## DOES IT MATTER IF YOUR DOCTOR OR NURSE IS THE SAME SEX AS YOU?

Doctors and nurses sometimes have to do things for you that are a bit embarrassing. The NHS Constitution says that patients should be able to have a choice of whether their doctor or nurse should be the same sex as them, if possible.

**85% of you said you would want anything embarrassing to be done by a doctor or nurse of the same sex as you.**

**Very few of you said you wouldn't mind which sex they are (one of you did say "I really don't mind. It's a human body").**

**One of you said that female doctors should be the ones to diagnose and treat problems that only affect girls or women, because they would be better at this than men, and are trusted more by girls and women.**

**Another said that "only your gender should do operations on you".**

Most of you voted **FOR** a new rule that says the NHS will make good use of volunteers who want to help in its work.

But some of you said that volunteers should not be working with patients.

One of you said "volunteers should not help at all (in work with patients) because they have no qualifications and might do something dangerous to patients"



Some of you voted on some other new rules. Most of you **AGREED** with each of these new rules ...

- ✓ That checks should be made in each area of the country to find out what health services people need, to try to make sure that everyone has an equal chance of getting the health services they need, wherever they live.
- ✓ That if possible, patients should be offered the chance to take part in a research project about their treatment



But you **ONLY JUST AGREED** with this rule

...

*That the NHS will try to help workers get back to their work as soon as possible.*

## YOUNG CARERS

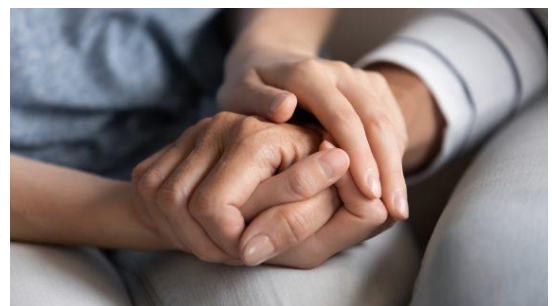
Most of you **AGREED** that carers (people who look after someone at home who needs special care because they have a long term illness or disability) should have a say about the treatment of the person they are caring for.

**BUT**

You thought that health people don't take enough notice of **CHILDREN** who are carers – so are **YOUNG CARERS**.

You wanted more words added to the new rule – saying that health people should take notice of what carers – **INCLUDING YOUNG CARERS** - have to say.

Some of you who **ARE** young carers weren't sure though about how much say carers should have if they are children.



Those of you who are young carers yourselves made these three proposals to add to the new NHS rule about carers ...



1. Give young carers medical checkups if they are at risk of getting any infections from someone they are caring for
2. Doctors and nurses should get to know any child who is the young carer of one of their patients
3. If young carers need it because of the caring work they are doing, they should be excused some schoolwork deadlines – and if needs be, they should be given time off from school



*I have sent those proposals straight to the NHS for you.*

## NEW RULES YOU PROPOSED

You proposed these new rules for the NHS ...

- NHS** The NHS should have a new top aim – that “all people should get all the help they need”
- NHS** Fight anxiety by making waiting times shorter – waiting to get an appointment, waiting time in accident and emergency departments, waiting time for an ambulance
- NHS** Train doctors and nurses in how much say children of different ages can have about their treatment and about whether it is working or not
- NHS** Doctors and nurses must take into account “where the child has a valid different view”, and to spot “controlling parents” who aren’t listening to what the child thinks
- NHS** Tell all patients if there are any choices about what treatment they can have
- NHS** When they talk about “patients”, the NHS be clear when something doesn’t apply the same to some groups of patients (like children, or people with learning difficulty)



**Here are more of your proposals for the NHS**

...

**NHS** Make children of different ages (but especially very young children) feel comforted in hospitals and surgeries – let them have comfort toys, someone they want with them, or even if possible, a pet

**NHS** Have things to do that are right for different ages – not only “toddler” things - and “more mature things to do” for teenagers. If possible, have different waiting areas for different age groups

**NHS** Have decorations and pictures around children’s areas that children of different ages will actually be OK with – to children, some “adult ideas” of murals for children’s areas are quite “spooky”

**You had some more proposals about hospitals ...**

**NHS** The NHS should do everything it can to stop upset people getting lost in hospital buildings

**NHS** There should be more car parking at hospitals

**NHS** Have separate waiting rooms for children – as one of you said, to avoid “injured children having to wait with vomiting drunken adults”





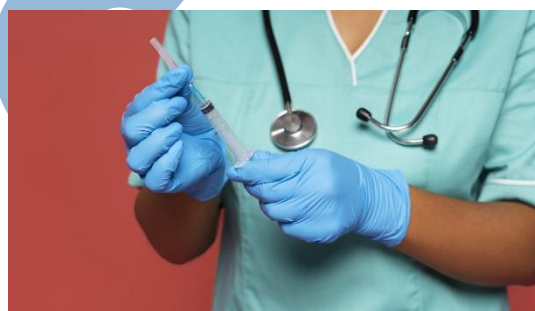
**You proposed ...**

**NHS Have ambulances at all big events where accidents are likely**

**NHS Call Accident and Emergency Departments "EMERGENCIES ONLY" – and keep them just for people with serious problems**

**AND YOU HAD THIS VERY NEW IDEA FOR EMERGENCY DEPARTMENTS ...**

**In emergency areas, give priority to people (children or adults) FACING THE SCARIEST TESTS AND TREATMENTS, as well as those with the most serious problems**



**AND HERE ARE MORE PROPOSALS YOU MADE ABOUT EMERGENCY DEPARTMENTS ...**

**NHS Have Emergency doctors and nurses for a group of hospitals, able to go to whichever hospital has most emergency patients waiting**

**NHS When a child is brought into an Emergency Department, decide whether to let their school know, as well as their parent or carer**

**YOU PROPOSED THAT THE NHS CONSTITUTION SHOULD SAY THAT ...**

**NHS Blood should only be taken, and injections given, by staff who are good at it – not by people "who need more than one go to do it"**

**NHS Doctors and nurses should always check for allergies**

**NHS If a doctor or nurse leaves a patient to deal with an emergency, they should always come back**

## TALKING TO CHILDREN ...

### YOU SAID THE NHS RULES SHOULD SAY THAT

**Doctors and nurses should explain things "in a way the children understand, and not just the parents"**

**They should know how to ...**

**NHS Talk with children of different ages**

**NHS Reduce an anxious child's fear**

**NHS Explain what is going to happen, and why, in words the child can understand**

**NHS Not explain things too fast**

**NHS Talk to the child, not only their parent or carer**

**NHS Be friendly and informal, and have wider conversations to put a child at their ease**

**NHS Let a child ask questions – and answer them**

**NHS Check that a child is OK with things**

**NHS Give children choices**

**NHS Don't say things that are inappropriate**

*(like the doctor who thought it was OK to ask a 9 year old on the way to surgery to talk about girl friends)*

- ***And you said that if NHS staff give rewards to children, they need to try something children are actually interested in, rather than stickers!***



## AND LASTLY – ARTIFICIAL INTELLIGENCE (AI) !



The NHS doesn't say anything about AI in its Constitution rules.

And it doesn't have any plans to, either.

But doctors are already using AI more and more to work out what is wrong with patients, and how to treat them.

Some of you have now had your say about whether it *should* say something about AI in the NHS rules.



You were worried that even if AI is now better at some things than humans

And that AI might do some things quicker than humans

You have found that anything electronic has glitches

**SO YOU ARE SURE THAT ALL AI WILL HAVE GLITCHES TOO**

Nearly 100 of you from different schools voted on whether there should be a new rule for the NHS about using AI.

**Nearly two thirds of you (63%) voted YES**

You want a new rule in the NHS rule book, saying something like this ...

**“No important decisions will be made by a computer or Artificial Intelligence on its own, about anyone asking for or getting NHS services.**

**A human must always take part in making important decisions”**

I have sent that proposal to the NHS for you. We shall see if they take action on your proposal!

***Really well done, all of you –***

***Thank you for your thinking,***

***And for your important messages and  
proposals about rules for the NHS !***

*Roger*

**NHS**