



Children's and Young People's Charter for Having an Operation

If I need an operation...

"I want all hospital staff to speak nicely to me and smile"

"I want doctors and nurses to speak to me directly and listen to me"

"I want to be able to ask questions myself"

"I want to know why I need an operation"

"I want staff to get to know my individual needs"

"I want to be helped to feel safe"

"I want to know how my family may be affected"

"I want easy to understand information (that respects my age!) with no jargon, explaining what will happen on the day and when returning home"

"I want food and snacks that are child/teenage friendly, fun and healthy"

"I want to be given the opportunity for a pre-visit to the hospital so I can become familiar with things prior to my operation"

"I want to be in a cheerful and clean environment, which feels like home rather than a scary hospital"

"I want to be able to see my family and friends"

