

Quality Assurance Statement Feedback

This information was gathered by 7 children and young people aged from 9-22. They were sent the statements by email 2 weeks prior to the meeting. The feedback was gathered during our monthly forum meeting.

Here are the current statements:

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| QA
measures | <ul style="list-style-type: none">• Good Quality for Children and Young People• I want to be invited.• I want to feel welcome and included.• I want to be listened to.• I want to be communicated with in a way I can understand• I want to feel valued and respected.• I want to feel comfortable. |
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Here is the feedback from the children and young people:

- Some people like the way they are written
- The statement - I want to be communicated with – **add in** “and age appropriate” (e.g. [REDACTED] said that as she is in a wheelchair, people tend to talk to her differently and talk to her as if she does not understand information because she is in a wheelchair)
- The statement - I feel comfortable - **add in** “and safe”
- **Add in** “I want to be able to be me”
- **Add in** “They need to understand me”
- **Add in** - Include family in the listening to
- **Add in** - Being involved - in your own care and not having people make decisions for you.
- **Add in** - I want to feel supported.
- **Add in** - I want to be seen for who you are / as an individual. Don't want to explain yourself. Having what you need seen.

More feedback that came through after the meeting through email.

- Also, I didn't know what you meant on the slide when it said "I want to be invited".