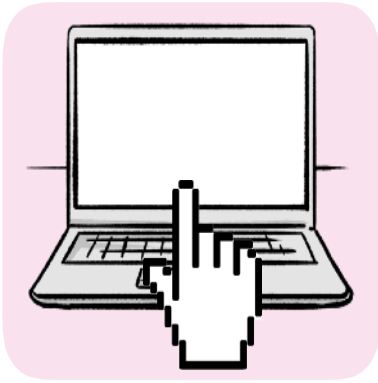


# 15 steps visit to Kettering General Hospital





Some words are pink and underlined

These are links that will go to another website which has more information

## About Healthwatch



We listen to what people think about health and care services



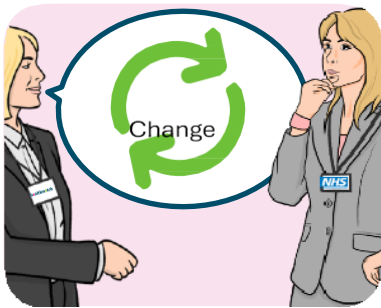
We listen to everyone, especially to people who find it difficult to be heard



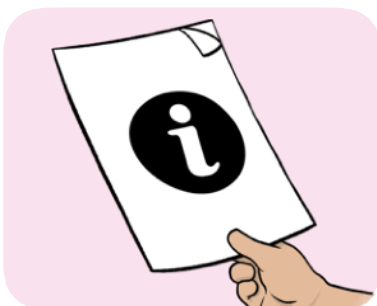
We think about what people say and work out how health and care services should change and get better



We tell managers of health and care services what people think about their services.



And what changes they should make so their services get better.



We give people advice and information about health and care services.

# The Project



Young Healthwatch Northamptonshire are 11–24-year-olds that live in Northamptonshire



They ensure that children and young people have a voice in health and social care locally

For more information please visit:



[Young Healthwatch Northamptonshire | Healthwatch Northamptonshire](#)



EnFold is a growing organisation providing a service to the community that's impacted by autism



EnFold offer services for young people with autism and their families



For more information please visit

[www.enfold.org.uk](http://www.enfold.org.uk)

## The Project



Training on the 15 steps process took place in November 2024 before the visit

[The Fifteen Steps](#)

[Challenge: Toolkit for children & young people](#)



The training also included report writing

# WHAT TO EXPECT

And what would happen on the day and what the volunteers would do



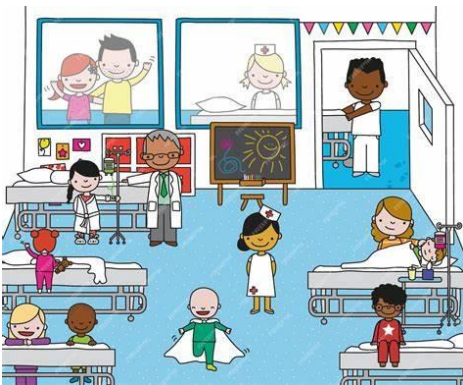
5 young people went to Kettering General Hospital for the visit



They walked around and gave feedback about the children's areas in the hospital



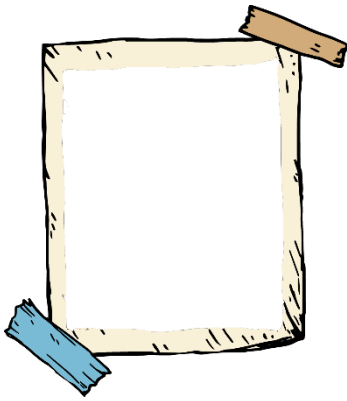
They visited accident and emergency



They visited the Skylark Children's Ward



To let the public know  
about the visit



posters were placed in  
areas that they visited



so that people could  
talk to Young  
Healthwatch if they  
wanted to





After the visit a report was written.

## The Emergency department



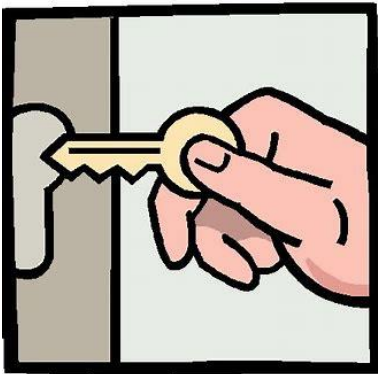
The staff were kind, caring and very friendly



To get to the waiting room you go to reception first



Then they unlock the door for you after you are checked in



The locked doors only allowed staff members to unlock them with a key



When you go through the door there are fish on the floor



To show you how to get to the waiting room



The waiting room was calm and quiet



And warm



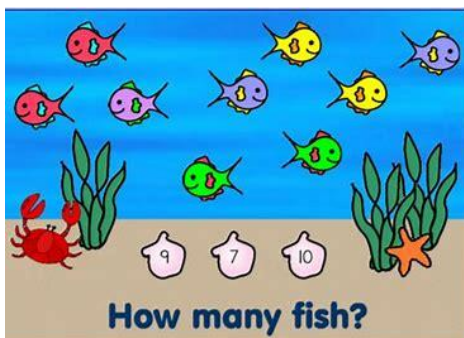
The walls were decorated with cartoon sea life.



Skirting boards were falling off.



There are toys



And activities on the walls like 'count the fish'



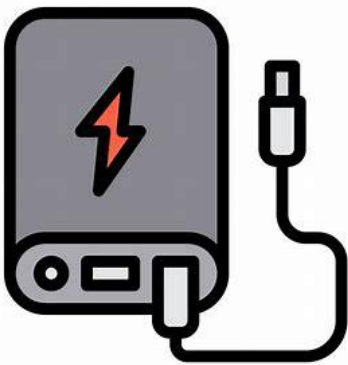
And handheld games you can borrow.



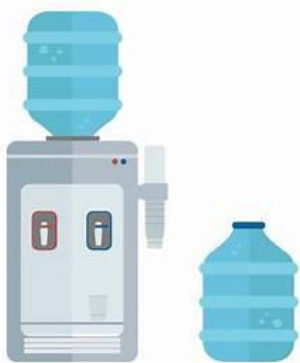
A poster with your journey through the hospital processes is on display



A notice board displayed information but did not match the heading – **Exciting news ahead!**



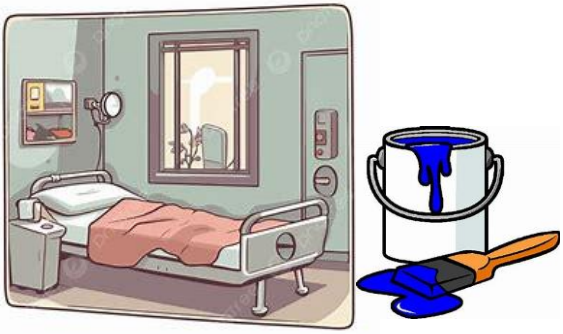
In the waiting room you can rent a power bank to charge your phone



There is a water station available



They also offer free Wi-Fi but there was no poster displaying this



They are decorating rooms one by one



Ultraviolet light is in the plaster room to clean the room and to get rid of germs



When leaving the emergency department there are no signs to guide you to Skylark ward



We asked a hospital volunteer how to get there



Then there were signs to get to the Skylark ward



Staff told us that if the patient is aged 16–18



It will be up to the patient if they go to the children's department



Or to the adult's department



All staff wore masks

## Skylark Ward



It was welcoming as soon as you enter



There were neutral colours throughout the halls



And decorations of birds and trees on the walls





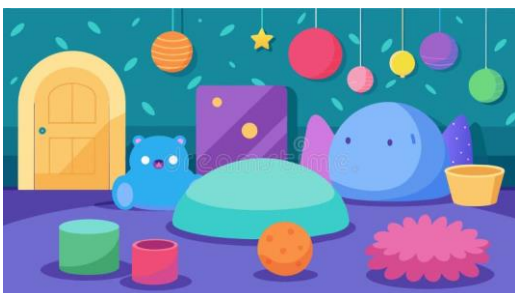
The rooms feel big



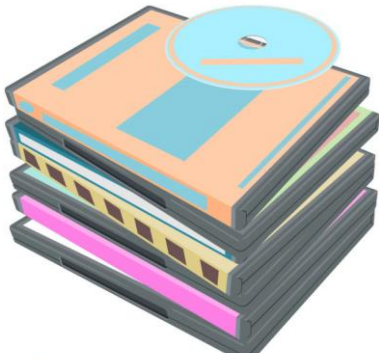
Because there was lots of light



Allowing the nature outside to be seen from inside



There is a sensory room



The playroom has a large DVD selection



The Play Therapist talked us through the different ways to help the children get ready for their treatment



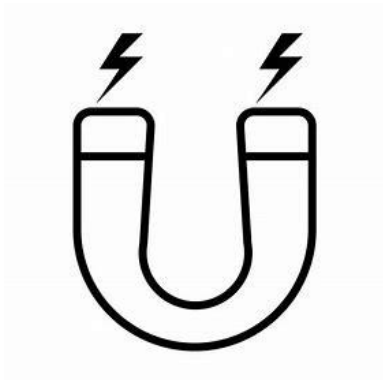
A Therapist is a trained person who provides support to people



Whether it is for surgery or for an MRI



## Magnetic Resonance Imaging (MRI)



Also known as an MRI it is a scan of the body done using magnets to get pictures of the body from the inside



Or for a blood test



The waiting room could become cramped if there were too many patients



The toys available are all aimed at younger kids, nothing for the older ones



There were QR codes for patients to give their ideas for improvement across both wards

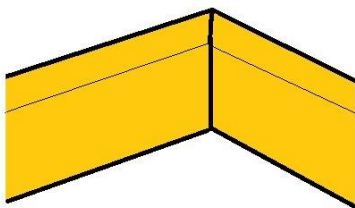


There was a sign for a 7-day parking permit if they were staying longer than 24 hours



The staff are putting together a 'hospital passport' for those who come to the ward a lot

The young people made 8 recommendations – these were to:



1. Fix the broken skirting board in the waiting room of A&E or to cover it to make sure that no one gets hurt



2. Change the way the noticeboard is displayed in the Emergency Department



3. Add a sign displaying there is free Wi-Fi available



4. Add a sign outside accident and emergency with directions



5. Add entertainment for teenagers to the Skylark waiting room



6. Add 'Are you a young carer?' to the check-in form

7. Add some colours to the flooring of the hallway as you enter the Skylark Ward



8. Display that other drinks can be requested by the drink dispenser

## Response from Kettering General Hospital



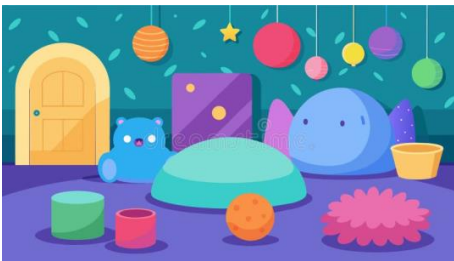
The report was rewarding and enjoyable



We have already made some changes



We would like the team to come back in 6 months



To see the sensory room



And to take a look at the changes we have made



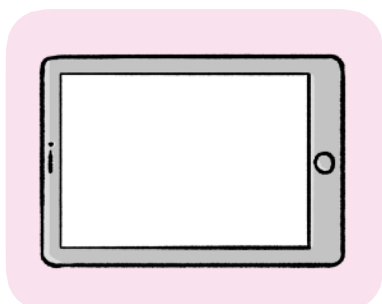


A 'Big Thank You' to everyone who took part and made this report possible:

- Young Healthwatch Northamptonshire
  - EnFold volunteers
  - Staff at Kettering General Hospital
- Patients and their parents who took the time to talk to us about their experiences.

For more information

You can look at our website here:



[Young Healthwatch  
Northamptonshire |  
Healthwatch  
Northamptonshire](#)



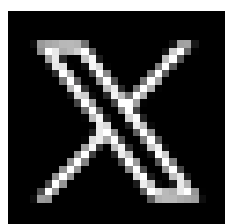
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