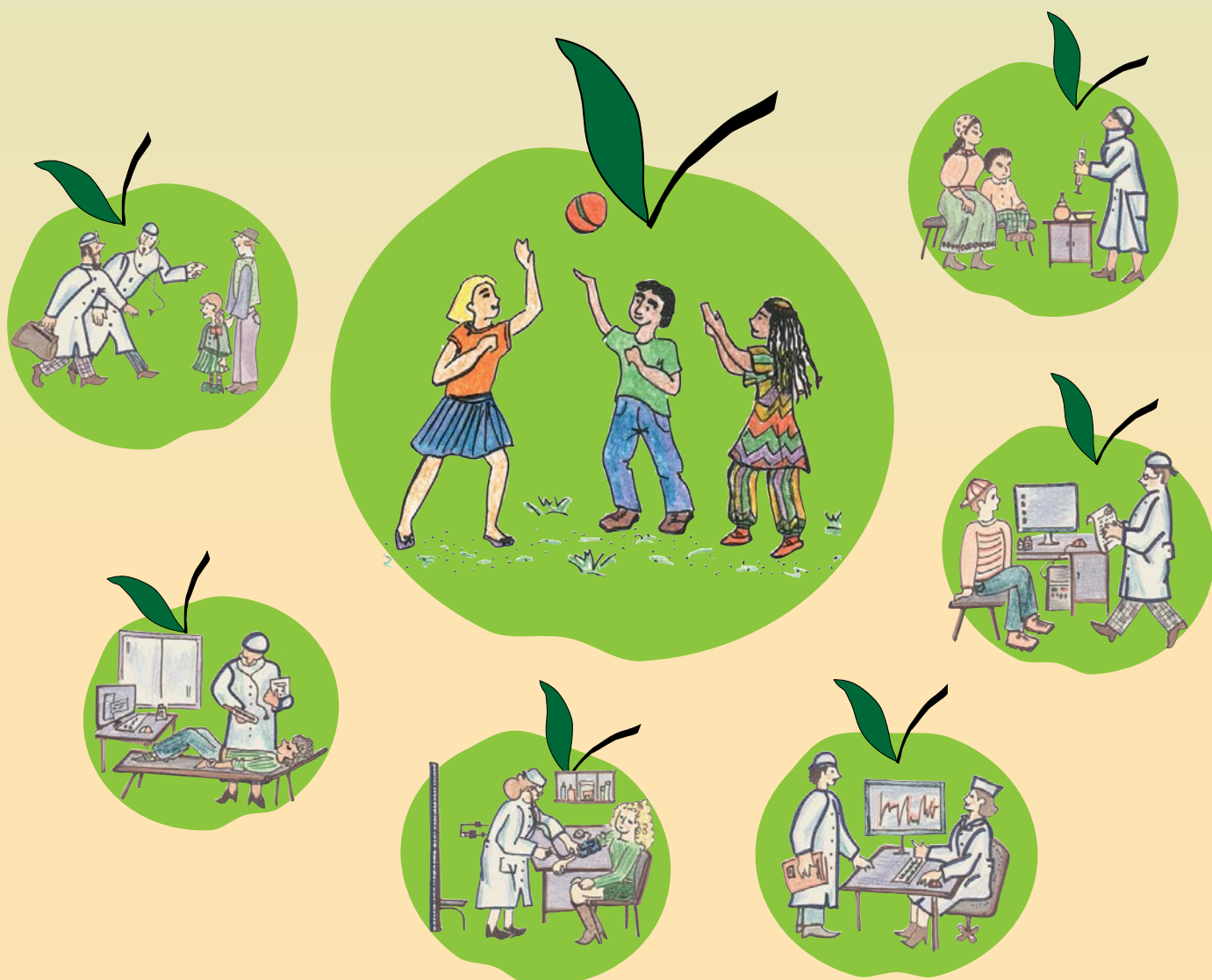


Children's rights in primary health care

Volume 6. Assessment and improvement Tool for Parents and Carers



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**World Health
Organization**

REGIONAL OFFICE FOR **Europe**

ABSTRACT

This publication presents a Manual and Tools for the assessment and improvement of children's rights in primary health care (PHC) for five groups of stakeholders, namely PHC services' management, health professionals, parents and carers, children aged 6-11 and children and adolescents aged 12-18. The Manual contains a short methodological guide and the five tools, which may be used through focus group discussions or as a survey.

The series Children's rights in Primary Health care consists of 6 volumes:

- Volume 1. Manual and Tools for assessment and improvement
- Volume 2. Assessment and improvement Tool for Children aged 6-11
- Volume 3. Assessment and improvement Tool for Children and Adolescents aged 12-18
- Volume 4. Assessment and improvement Tool for Health Professionals
- Volume 5. Assessment and improvement Tool for Management
- Volume 6. Assessment and improvement Tool for Parents and Carers

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INTRODUCTION

In the 25 years since the adoption of the Convention on the Rights of the Child (CRC) (1), significant experience and knowledge has been generated in relation to the interpretation of article 24 on children's right to health and its respect, protection and fulfilment in children's various life settings. The importance of adopting a human-rights based approach to health is reinforced in the recently adopted WHO Strategy 'Investing in children: child and adolescent health strategy for Europe 2015 –2020', which states that "as human rights become better respected, they become more effective in helping governments to strengthen their health systems, deliver health care for all and improve health (2)." Within children's right to health, the CRC places a great emphasis on primary health care (PHC), which is to be the gateway to pregnant women, mothers, newborns and children throughout their life stages. This is reinforced by General Comment Nº15 on article 24, which declares that "States should prioritize universal access for children to primary health care services provided as close as possible to where children and their families live, particularly in community settings" (3).

Furthermore, the centrality of the role of PHC within health systems is recognised by WHO in a number of strategies and legal instruments, including the Declaration of Alma-Ata¹ (4) and the European policy for health and well-being - Health 2020 (5). PHC is the closest care to the population and most children will have contact with its services and professionals throughout their development, which makes it a privileged setting to invest in. At the same time, PHC services have a great responsibility to provide quality services to children, to give them a voice and to enable them to reach their full potential.

The development of the Manual and Tools for the assessment and improvement of children's rights in PHC is part of an ongoing process at international level that aims to translate children's rights as enshrined in the CRC into practical principles and actions that health care services can apply in daily practice. The Manual and Tools should serve as a means of assessment, identification of areas for improvement and of raising awareness on children's rights of health professionals and other stakeholders working for and with children in the health sector.

The Manual and Tools for PHC have been adapted from the *Children's Rights in Hospital: Manual and Tools for assessment and improvement*, published in 2012 (6). The aforementioned tools addressed five groups of stakeholders namely, hospital management, health professionals, children aged 6-11, children and adolescents aged 12-18 and parents and carers.

In 2012-2013, WHO Europe implemented successfully the tools in hospitals in Kyrgyzstan, Tajikistan and Moldova, in the framework of its work on improvement of hospital care for children (7, 8). This experience demonstrated both the importance and the need to address and assess the respect of children's rights in healthcare settings. Taking into account the growing recognition of the importance of children's rights in healthcare and the good acceptance of the Manual and Tools in the aforementioned countries, WHO Europe initiated a process to prepare a similar set of tools on assessing and improving the respect of children's rights in PHC.

For the preparation of the present Manual and Tools for the assessment and improvement of children's rights in PHC, working groups were established in Armenia, Norway, Portugal and the UK. Health

¹ The Declaration of Alma-Ata defines Primary Health Care as essential health care based on practical, scientifically sound and socially acceptable methods and technology made universally accessible to individuals and families in the community through their full participation and at a cost that the community and country can afford to maintain at every stage of their development in the spirit of self-reliance and self-determination. It forms an integral part both of the country's health system, of which it is the central function and main focus, and of the overall social and economic development of the community. It is the first level of contact of individuals, the family and community with the national health system bringing health care as close as possible to where people live and work, and constitutes the first element of a continuing health care process.

professionals working at different levels of health care service provision gave their inputs regarding the development and applicability of the standards and sub-standards, as well as, the suitability of the questions in their contexts. The development of the Manual and Tools was prepared in consultation with a team at the WHO European Office and Headquarters.

The contents of the Manual and Tools include:

- **Methodology section**, which provides general information about assessment processes and a proposed work methodology for the implementation of the tools in PHC settings;
- **Assessment and improvement tool for management**. Depending on the health system, this group of stakeholders may include managers of a health facility and senior health staff. If the PHC facility is organized under a regional structure, it may also include regional managers or equivalent.
- **Assessment and improvement tool for health professionals**. This group of stakeholders may include any professional working at a PHC facility, from medical to administrative and cleaning staff.
- **Assessment and improvement tool for children aged 6-11**. This tool does not follow the same structure of the remaining tools. It is adapted to young children and aims to assess their overall experience in PHC services. It is made-up of open-ended questions, which enable children to expand on their views and provide suggestions for improvements.
- **Assessment and improvement tool for children and adolescents aged 12-18**. This tool follows the same structure of the tools for management, health professionals and parents and carers. The tool includes a simple template for focus group discussions that can be adapted to groups made up of children or parents and carers;
- **Assessment and improvement tool for parents and carers**. This tool aims to gather the views of parents and other carers. As mentioned above, it also includes a template that can be used for a focus group discussion.

STANDARD 1: QUALITY SERVICES FOR CHILDREN

(Convention on the Rights of the Child, Articles 9, 24 and 31)

All services provided to children aim at delivering the best quality possible health care.

Sub-Standards

1.1. All PHC services are based on the best evidence available and staff are adequately trained.

1.1.1. Do you think that your child received the best health care that is available here?

Yes

No

Not applicable/ don't know

Comments

1.1.2. Do you feel you are included in planning your child's care?

Yes

No

Not applicable/ don't know

Comments

1.1.3. Have you been given any advice/information about keeping your child healthy in the future?

Yes

No

Not applicable/ don't know

Comments

1.1.3.1. If yes, was this information given verbally or in written/pictorial form? *(Please tick)*

verbally

written

pictorial

1.1.4. Has your child seen any professional other than a general practitioner or practice nurse, such as a psychologist, social worker, school nurse or other?

Yes

No

Not applicable/ don't know

Comments

1.2. All PHC services delivered are regularly monitored and evaluated.

1.2.1. Have you participated in any survey or been asked what you think about the services and care?

Yes

No

Not applicable/ don't know

Comments

1.2.2. If you have participated in a survey or other programme for evaluating and/or improving health care services for children; did you receive clear feedback about how your contributions were used and/or influenced any outcomes?

Yes

No

Not applicable/ don't know

Comments

1.2.3. Are you aware whether PHC services have a satisfaction and/or complaints' mechanism whereby you or your child can make suggestions or complaints?

Yes

No

Not applicable/ don't know

Comments

1.2.4. Have you ever made a suggestion or complaint?

Yes

No

Not applicable/ don't know

Comments

1.2.4.1. If yes, did you receive feedback about how your opinion was used?

Yes

No

Not applicable/ don't know

Comments

1.3. PHC services have adopted a Charter on Children's Rights in PHC, in line with the United Nations Convention on the Rights of the Child.

1.3.1. Have you or your child been given a copy of a Charter on Children's Rights in PHC?

Yes

No

Not applicable/ don't know

Comments

1.3.2. Have you seen a Charter or poster displayed in the PHC service about children's rights?

Yes

No

Not applicable/ don't know

Comments

1.3.3. Has any health professional talked to you about your child's rights in PHC?

Yes

No

Not applicable/ don't know

Comments

1.4. PHC services ensure continuity of care and articulation with key services and institutions working for and with children.

1.4.1. If needed, has your child ever been referred to a specialised hospital service?

Yes

No

Not applicable/ don't know

Comments

1.4.2. If needed, has the school that your child attends ever referred s/he to your local PHC service?

Yes

No

Not applicable/ don't know

Comments

1.5. Services for children are designed and delivered taking into account children's needs and characteristics.

1.5.1. If you have an adolescent daughter or son, are you aware whether s/he has ever consulted a doctor or nurse by themselves?

Yes

No

Not applicable/ don't know

Comments

1.5.2. If needed, has your child ever received specific care to address obesity or malnutrition, mental health, substance abuse or another specific problem?

Yes

No

Not applicable/ don't know

Comments

1.5.3. Does your child receive immunisation at your local PHC service, in accordance to a national programme and calendar?

Yes

No

Not applicable/ don't know

Comments

1.5.4. Were you allowed to accompany your child during the length of their visit to the PHC service, including whilst undergoing any procedures?

Yes

No

Not applicable/ don't know

Comments

Please use this space to record any ideas or evidence

Standard 1: Quality Services for Children

Complementary indicators or information

(Add any complementary indicators or other information, which may be relevant to the PHC facility and was not covered by the questions above)

Additional indicators

(Add existing local PHC facility indicators you may want to consider for the Action Plan)

STANDARD 2: EQUALITY AND NON-DISCRIMINATION

(Convention on the Rights of the Child, Articles 2 and 16)

All children should be able to access health care and undergo any type of care and treatment without discrimination of any kind, irrespective of the child's or his or her parent's or legal guardian's race, colour, sex, language, religion, political or other opinion, national, ethnic or social origin, property, disability, birth or other status.

Sub-Standards

2.1. PHC services fulfil the rights of access of all children without discrimination of any kind.

2.1.1. In your opinion, are there sufficient child care facilities in quantity and quality in the area where you live?

Yes

No

Not applicable/ don't know

Comments

2.1.2. Do you think PHC facilities are within reach of all children, including children living in isolated areas?

Yes

No

Not applicable/ don't know

Comments

2.1.3. Have you ever paid for the care that your child has received in PHC services?

Yes

No

Not applicable/ don't know

Comments

2.1.4. Has your child ever been prevented from receiving the care s/he needed?

Yes

No

Not applicable/ don't know

Comments

2.1.4.1. If yes, what was the reason?

2.2. PHC services deliver a patient-centred care, which recognises not only the child's individuality and diverse circumstances and needs, but also those of his or her parents or carers.

2.2.1. Were you and your child treated with respect at the PHC service by all professionals?

Yes

No

Not applicable/ don't know

Comments

2.2.2. Do the health professionals always use your child's preferred name?

Yes

No

Not applicable/ don't know

Comments

2.2.3. If you needed, did the PHC service offer you translation services?

Yes

No

Not applicable/ don't know

Comments

2.3. PHC services ensure the respect of children's privacy at all times.

2.3.1. Was your child given the opportunity to be examined by a health professional of the same sex, upon your or his or her request?

Yes

No

Not applicable/ don't know

Comments

2.3.2. Were you and your child given information in a private area?

Yes

No

Not applicable/ don't know

Comments

2.3.3. Upon diagnosis of your child's condition, did the health professional discuss with you difficulties she/he may find in his/her daily life, including in school; and how to deal with them?

Yes

No

Not applicable/ don't know

Comments

2.3.4. Was your child examined in a private area?

Yes

No

Not applicable/ don't know

Comments

Please use this space to record any ideas or evidence

Standard 2: Equality and non-discrimination

Complementary indicators or information

(Add any complementary indicators or other information, which may be relevant to the PHC facility and was not covered by the questions above)

Additional indicators

(Add existing local PHC facility indicators you may want to consider for the Action Plan)

STANDARD 3: PARENTING

(Convention on the Rights of the Child, Articles 5, 18 and 24)

PHC services support the realization of the mother's right to health and healthy pregnancy and the role of parents, as a key determinant of children's health, nutrition and development.

Sub-Standards

3.1. PHC services provide ante-natal and post-natal care for mothers and newborn babies and child care, which complies with a concept of continuity of care for children, starting with pregnancy, through a life course approach.

3.1.1. If you are a mother, have you received family planning, ante-natal and post-natal care at your local PHC service?

Yes

No

Not applicable/ don't know

Comments

3.1.2. Upon returning home, after delivering your baby, did you or your newborn receive a home visit?

Yes

No

Not applicable/ don't know

Comments

3.1.3. Have you experienced any ante-natal or post-natal mental health problem, including post-natal depression?

Yes

No

Not applicable/ don't know

Comments

3.1.4. If yes, have you received mental health support at your local PHC service?

Yes

No

Not applicable/ don't know

Comments

3.1.5. Have you received any support about exclusive breastfeeding for infants up to 6 months, including awareness raising, counselling and support services, home visits or other programmes?

Yes

No

Not applicable/ don't know

Comments

3.1.6. Has your child been monitored in terms of adequate nutrition, growth and development in early childhood?

Yes

No

Not applicable/ don't know

Comments

3.1.7. If you have an older child, has s/he received regular check-ups at your local PHC service?

Yes

No

Not applicable/ don't know

Comments

3.2. PHC services support the role of parents and promote health literacy.

3.2.1. As a parent, have you ever received any type of training during pregnancy or about early childhood and other stages of childhood, including adolescence?

Yes No Not applicable/ don't know

Comments

If no, go to question 3.2.4.

3.2.2. If yes, did you find the programme contents relevant and adequate to your needs?

Yes No Not applicable/ don't know

Comments

3.2.3. If yes, in your opinion, did you receive an appropriate balance of information, skills, support and resources?

Yes No Not applicable/ don't know

Comments

3.2.4. Do you feel confident about how and where to seek health care when your child is in need?

Yes No Not applicable/ don't know

Comments

Please use this space to record any ideas or evidence

Standard 3: Parenting

Complementary indicators or information

(Add any complementary indicators or other information, which may be relevant to the PHC facility and was not covered by the questions above)

Additional indicators

(Add existing local PHC facility indicators you may want to consider for the Action Plan)

STANDARD 4: INFORMATION AND PARTICIPATION

(Convention on the Rights of the Child, Article 12)

All children receive health-related information and information about their health problem, in ways that are understandable to them, can express their views and participate in decision-making about their care and treatment, in a manner consistent with their evolving capacities.

Sub Standards

4.1. PHC services fulfil children's right to information and participation.

4.1.1. Did your child receive any information about what PHC-related services are available to them and how to access them whilst you were at the PHC facility?

Yes

No

Not applicable/ don't know

Comments

4.1.2. Has your child received information at their school, community, sports centre or other area and in different formats about what PHC-related services are available to them and how to access them?

Yes

No

Not applicable/ don't know

Comments

4.1.3. Have you or your child participated in the design of health information materials?

Yes

No

Not applicable/ don't know

Comments

4.1.4. Are you aware whether your child has received confidential counselling and advice at your local PHC service?

Yes

No

Not applicable/ don't know

Comments

4.1.5. In your opinion, do health professionals deliver care in a way that enables your child to make informed choices in relation to his or her lifestyle?

Yes

No

Not applicable/ don't know

Comments

4.1.6. Have you ever given your written informed consent to any treatment or procedure, which your child received?

Yes

No

Not applicable/ don't know

Comments

4.2. Staff in PHC services have the skills to engage in dialogue and information-sharing with children of all ages and maturity.

4.2.1. Did the health professionals explain both to you and your child, in a manner which you understood, about his/her condition, i.e. what is happening to them, which treatments are proposed, options that are available, implications of all the options, treatment side effects, and likelihood of discomfort?

Yes

No

Not applicable/ don't know

Comments

4.2.2. Did you and your child understand everything that you were told by the health professionals?

Yes

No

Not applicable/ don't know

Comments

4.2.3. Do you think that you were given enough information about what is wrong with your child?

Yes

No

Not applicable/ don't know

Comments

4.2.4. Have you and your child been told that you can ask the health professionals questions?

Yes

No

Not applicable/ don't know

Comments

4.3. PHC services engage with children and parents or carers for the development and improvement of health care services.

4.3.1. Have you or your child ever participated in a consultation or other programme for evaluation and/or improving health care services for children?

Yes No Not applicable/ don't know

Comments

4.3.2. If you or your child participated in a consultation or other programme for evaluating and/or improving health care services for children; did s/he receive clear feedback about how his/her contributions were used and/or influenced any outcomes?

Yes No Not applicable/ don't know

Comments

4.3.3. Do you feel that your contributions influenced decision-making?

Yes No Not applicable/ don't know

Comments

Please use this space to record any ideas or evidence

Standard 4: Information and Participation

Complementary indicators or information

(Add any complementary indicators or other information, which may be relevant to the PHC facility and was not covered by the questions above)

Additional indicators

(Add existing local PHC facility indicators you may want to consider for the Action Plan)

STANDARD 5: SAFETY AND ENVIRONMENT

(Convention on the Rights of the Child, Article 3)

All services for children are provided in a safe environment designed, furnished and equipped to meet their needs.

Sub Standards

5.1. The infrastructure of the PHC facility is designed, furnished and equipped to meet children's health, safety and mobility needs.

5.1.1. If your child has mobility restrictions, was s/he able to access the areas of the building easily, which she/he needed?

Yes

No

Not applicable/ don't know

Comments

5.1.2. In your opinion, in terms of equipment and materials, does your local PHC service use products that follow safety norms?

Yes

No

Not applicable/ don't know

Comments

5.1.3. Does the PHC facility have functioning and clean rest rooms?

Yes

No

Not applicable/ don't know

Comments

5.1.4. Does the PHC facility have uninterrupted electricity?

Yes

No

Not applicable/ don't know

Comments

5.1.5. Does the PHC facility have a functioning heating system?

Yes

No

Not applicable/ don't know

Comments

5.1.6. Does the PHC facility have sources of drinking water?

Yes

No

Not applicable/ don't know

Comments

5.1.7. In your opinion, are the PHC facilities and equipment properly maintained?

Yes

No

Not applicable/ don't know

Comments

5.2. Spaces for children are designed and delivered taking into account children's needs and characteristics.

5.2.1. In your opinion, are the waiting areas child-friendly, comfortable and welcoming?

Yes

No

Not applicable/ don't know

Comments

5.2.2. Were there play areas for younger children in waiting areas where you have been?

Yes

No

Not applicable/ don't know

Comments

5.2.3. In your opinion, are spaces where children's appointments take place child-friendly and adequate to meet children's needs and characteristics?

Yes

No

Not applicable/ don't know

Comments

Please use this space to record any ideas or evidence

Standard 5: Safety and Environment

Complementary indicators or information

(Add any complementary indicators or other information, which may be relevant to the PHC facility and was not covered by the questions above)

Additional indicators

(Add existing local PHC facility indicators you may want to consider for the Action Plan)

STANDARD 6: PROTECTION (1)

(Convention on the Rights of the Child, Articles 6, 19 and 39)

Children are protected from all forms of physical or mental violence, unintentional injury, injury or abuse, neglect or negligent treatment, maltreatment or exploitation, including sexual abuse.

Sub Standards

6.1. PHC services have in place a system that ensures the protection of children against all forms of violence.

6.1.1. Have you ever received information about services for children and adolescents who need support against physical or mental violence?

Yes

No

Not applicable/ don't know

Comments

6.1.2. If your child suffered any kind of abuse, would you know where to go for help?

Yes

No

Not applicable/ don't know

Comments

6.2. The PHC service ensures that all appropriate staff have the adequate skills to identify, protect, treat and refer children who have been a victim of any kind of abuse or unintentional injury.

6.2.1. Have you ever received advice from your child's doctor or nurse against corporal punishment of children in the home?

Yes

No

Not applicable/ don't know

Comments

6.2.2. Have you ever received advice from your child's doctor or nurse for the prevention of child injuries, such as car safety, prevention of drowning, burning or other accidents?

Yes

No

Not applicable/ don't know

Comments

Please use this space to record any ideas or evidence

Standard 6: Protection (1)

Complementary indicators or information

(Add any complementary indicators or other information, which may be relevant to the PHC facility and was not covered by the questions above)

Additional indicators

(Add existing local PHC facility indicators you may want to consider for the Action Plan)

STANDARD 6: PROTECTION (2)

(Convention on the Rights of the Child, Articles 6, 19 and 39)

Children are protected from all forms of physical or mental violence, unintentional injury, injury or abuse, neglect or negligent treatment, maltreatment or exploitation, including sexual abuse.

Sub Standards

To be answered by parents/carers whose children have suffered abuse.

6.1. PHC services have in place a system that ensures the protection of children against all forms of violence.

6.1.1. If your child suffered any kind of abuse, do you think s/he was treated in the best way possible here?

Yes No Not applicable/ don't know

Comments

6.1.2. Was the case of your child referred to the social services, the police, child court or any other authority?

Yes No Not applicable/ don't know

Comments

6.1.3. Did your child receive support in the PHC service by a specialised team or worker?

Yes No Not applicable/ don't know

Comments

6.1.4. Have you ever received information on the prevention of child maltreatment and abuse?

Yes

No

Not applicable/ don't know

Comments

6.1.5. In your opinion, is there an effective system at your local PHC service for the protection and treatment of children against abuse?

Yes

No

Not applicable/ don't know

Comments

6.2. The PHC service ensures that all appropriate staff have the adequate skills to identify, protect, treat and refer children who have been a victim of any kind of abuse or unintentional injury.

6.2.1. Are you satisfied by the work of the health professional(s) that took care of your child?

Yes

No

Not applicable/ don't know

Comments

6.3. PHC services provide prevention against and treatment for mental ill-health.

6.3.1. If your child suffers from mental ill-health, has s/he received care at your local PHC service?

Yes

No

Not applicable/ don't know

Comments

6.3.2. Was your child's mental illness detected early and treated accordingly?

Yes

No

Not applicable/ don't know

Comments

6.3.3. Has your child been referred to secondary care for the prevention of relapse or community care in case of long-term mental health problems?

Yes

No

Not applicable/ don't know

Comments

Please use this space to record any ideas or evidence

Standard 6: Protection (2)

Complementary indicators or information

(Add any complementary indicators or other information, which may be relevant to the PHC facility and was not covered by the questions above)

Additional indicators

(Add existing local PHC facility indicators you may want to consider for the Action Plan)

STANDARD 7: CHRONIC ILLNESS AND OTHER LONG-TERM HEALTH CARE NEEDS

(Convention on the Rights of the Child, Article 23)

All children have the right to individualized, culturally and age appropriate management of chronic illness and other long-term health care needs.

Sub Standards

To be answered by parents/carers, whose children have a chronic illness or other long-term health care need.

7.1. PHC services ensure the management of child chronic illness or other long-term health care needs.

7.1.1. If your child has a chronic illness or other long-term health care need, does s/he receive care at your local PHC service?

Yes No Not applicable/ don't know

Comments

7.1.2. Is the care of your child articulated with speciality care, his or her kindergarten or school and/or a home care programme?

Yes No Not applicable/ don't know

Comments

7.1.3. In your opinion, is your child supported in the management of his or her own illness?

Yes No Not applicable/ don't know

Comments

7.1.4. Has your child received a written care plan for the management of his or her illness?
Has it been revised?

Yes No Not applicable/ don't know

Comments

7.1.5. Did your child participate in writing the care plan?

Yes No Not applicable/ don't know

Comments

7.1.6. Has your child been assessed for readiness for transition and provided with a personalised transition care plan?

Yes No Not applicable/ don't know

Comments

7.1.7. Have you been provided support as a parent to deal with the chronic illness of your child?

Yes No Not applicable/ don't know

Comments

Please use this space to record any ideas or evidence

Standard 7: Chronic illness and other long-term health care needs

Complementary indicators or information

(Add any complementary indicators or other information, which may be relevant to the PHC facility and was not covered by the questions above)

Additional indicators

(Add existing local PHC facility indicators you may want to consider for the Action Plan)

STANDARD 8: PAIN MANAGEMENT AND PALLIATIVE CARE

(Convention on the Rights of the Child, Article 24)

All children have the right to individualized, culturally and age appropriate prevention and management of pain and palliative care.

Sub Standards

8.1. PHC services' policy and practice ensure the prevention and management of pain.

8.1.1. Was your child in pain here?

Yes

No

Not applicable/ don't know

Comments

8.1.2. Was your child given any treatment for this pain?

Yes

No

Not applicable/ don't know

Comments

8.1.3. Has anything else been done to make your child feel more comfortable (apart from medicine)?

Yes

No

Not applicable/ don't know

Comments

8.1.4. Did the health professionals ask your child if s/he was in pain?

Yes

No

Not applicable/ don't know

Comments

8.2. PHC services' policy and practice ensure that palliative care is provided to all children who face life-threatening illness.

To be answered by parents/carers, whose children have received palliative care.

8.2.1. If needed, has your child received palliative care at your local PHC service or in your home?

Yes

No

Not applicable/ don't know

Comments

8.2.2. Did your child's palliative care begin once the illness was diagnosed and continued regardless of whether or not s/he received treatment directed at the illness?

Yes

No

Not applicable/ don't know

Comments

8.2.3. Were you or other members of your family referred to psychological support?

Yes

No

Not applicable/ don't know

Comments

8.2.4. Was the palliative care your child received articulated with hospital or home programmes?

Yes

No

Not applicable/ don't know

Comments

Please use this space to record any ideas or evidence

Standard 8: Pain management and palliative care

Complementary indicators or information

(Add any complementary indicators or other information, which may be relevant to the PHC facility and was not covered by the questions above)

Additional indicators

(Add existing local PHC facility indicators you may want to consider for the Action Plan)

Last question

What have been the good things about the services provided here?

What have been the bad things about the services provided here?

What ideas do you have that could make good changes here for children?

THANK YOU

Printed name
and initials
of Interviewer _____

Post held _____

Signature
of Interviewer _____

Date _____

Template for Focus Group discussion with parents/carers

The template for Focus Group discussions with parents/carers focuses on what is good or not good about the services provided to children in specific PHC facilities. It includes discussion themes for each standard of the assessment and improvement tools.

Date _____

Country _____

Health facility _____

Clinical area _____

Number of parents/carers _____

Gender: *Number of* Male *Number of* Female

Rules and boundaries of the group discussed and agreed: Yes No

Discussion themes

- What is good here?
- What is not good?
- **Quality Services for Children** — do you think your child receives good quality care; making suggestions and complaints about services; learning about children's and parent's rights in PHC
- **Equality and non-discrimination** — feeling welcome here; being treated equally; having privacy, dignity and being respected
- **Parenting** — receiving information about how to take care of children; children receiving care throughout their various ages and stages
- **Information and participation** — receiving information; being consulted about making decisions about our own health; giving opinion about the services received and how to improve them
- **Safety and environment** — moving around the health service; friendly spaces; friendly services
- **Protection** — being safe and feeling safe

- **Chronic illness and other long-term health care needs** — receiving care for chronic illness
- **Pain management and Palliative Care** — receiving care for things that make children upset and uncomfortable
- Ideas for things that would make it better here.

Please record the findings below:

Record of Focus Group discussion and summary of key points raised

The WHO Regional Office for Europe

The World Health Organization (WHO) is a specialized agency of the United Nations created in 1948 with the primary responsibility for international health matters and public health. The WHO Regional Office for Europe is one of six regional offices throughout the world, each with its own programme geared to the particular health conditions of the countries it serves.

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