

The Right Way: a Case Study

As an Ambulance Trust, we support and promote the UN Convention of the Rights of the Child, one being Article 31: 'Right to play' which we extend while being in our care and help make children and young people's experiences a positive one.

The Patient Experience & Community Involvement (PECI) team has developed a strong foundation with schools familiarising pupils in a non-emergency setting with our uniform and equipment, reducing any anxiety they may have. To ensure we reach all children including those that are home educated, we arranged to informally meet a Swansea group where we met Matilda. Matilda has a rare neurological condition and is a frequent hospital visitor.

Due to previous hospital experiences, Matilda was anxious about healthcare professionals and the environment, often leading to either appointments taking a significantly long time, or Matilda and her family walking out of appointments. A hospital eye test appointment even required Matilda to be anaesthetised.

On meeting the group, Matilda was the first to approach us, instantly wanting to role play as the "Health Professional", and a member of the PEGI team being the "patient". Weeks later, Matilda's mum contacted us sharing a picture of Matilda smiling in hospital. She explained that following a seizure, Matilda had to stay overnight to be observed. Following the visits from the PEGI Team, her experience was no longer an anxious one. By allowing Matilda to learn through play, her experience within the wider NHS setting was a positive one, due to her recognising the equipment being used and understanding what it is used for, and, from a sensory perspective, how they would sound and feel when in use.

As well as attracting both local and national news coverage, [MATILDA'S STORY](#) also helped develop a wider programme of activities. This includes our '[7 Important Checks](#)' leaflet, a children and young people's pictorial resource showing what equipment crews use during observations, and taking demonstration kit bags to structured community events allowing children to play and become familiar with the equipment.

What **impact** has it had on **children and young people** in your service/setting?

As Matilda experienced firsthand, visiting an environment that children and young people feel safe and comfortable in allows them to familiarise themselves with our uniform and equipment and reduce any anxiety they may have, should they or a family member require our services in the future.

What **other effects** has your rights work had? For example, on your staff, leadership, governance, or wider community

By children becoming familiar with crews and wider NHS equipment, we anticipate it will encourage children to comply during observations. The work also underpins their rights as a child; UNCRC Article 28: "You have the right to an education" and Article 29: "Education must promote your rights and help you develop your skills and talents to the full".

To reach a wider audience, '7 Important Checks' will also be developed into an additional game on the WAST 'Blue Light Hub' app, which enables children to learn all about the emergency services and NHS in an engaging way. The app can be downloaded for free on both [Google Play](#) and [App store](#) and available via the Hwb.

This work has also been reflective of with the Trust's Learning Disability community engagement programme.