



Session 4: Qualities of NHS Staff

Purpose: To help professionals understand what kind of relationships children and young people want to have with NHS Lothian staff

Time: 30 – 40 minutes

Materials:

- Large sheets of paper (A3 or larger) or NHS staff template
- A selection of coloured pens

Instructions:

To introduce this section, you might say:

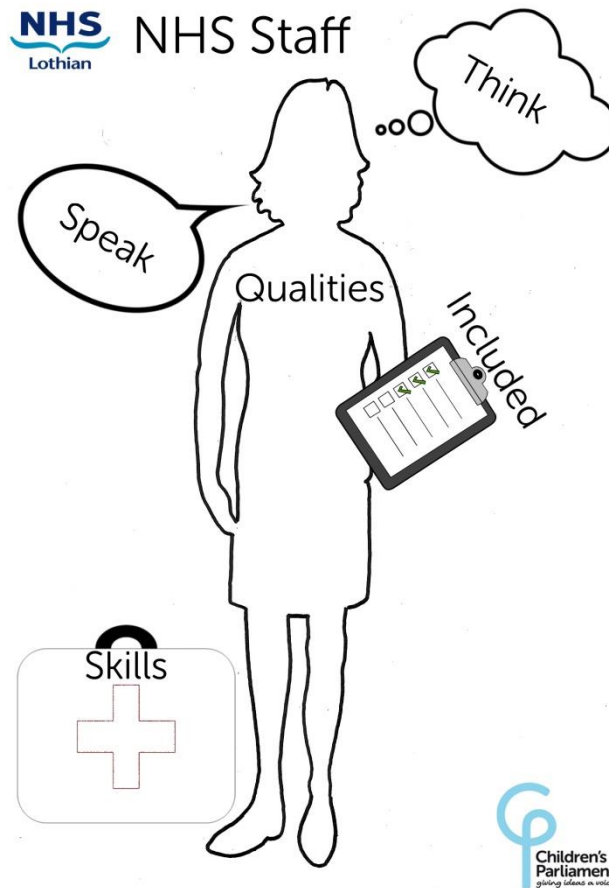
“How the people in the NHS treat us is really important. There are doctors, nurses, receptionists, school nurses and load of other people working in the NHS that we might have to see at some point. This is your chance to tell NHS Lothian how you want these people to treat you.’

Activity 1: Ultimate NHS staff

Firstly draw a body outline – there is no need to put any detail into this at this time; details can be added later. If you have a very large sheet of paper and a confident group you could draw around one of the participants. Now use this body outline to tell us what someone from NHS should be like. Include the following information:

- **In the speech bubble:** How people in the NHS should speak to children and young people...
- **In the thought bubble:** What people in the NHS should think about children and young people...
- **In the body:** The qualities people in the NHS should have... (what kind of people they should be...)

- In the first aid kit: The skills people in the NHS should have to work with children and young people...
- In the clipboard: The ways people in the NHS can include children and young people...



Some prompt questions for feedback could include:

- Why are these behaviours and characteristics important to us?
- Who do they make us feel?
- How likely are NHS staff to display these behaviours and qualities at the moment?
- What could be better?

Record the children and young people's responses.