

## Communication Bundle for Parents

If you are worried about your child please

### LOOK AT YOUR CHILD

Use this diagram to help you describe any worrying changes in your child.

These are just examples; if you see any other signs please talk to a nurse or doctor

Is your child:  
Confused or muddled  
Irritable  
In an odd mood  
Using a different cry  
More sleepy  
Quieter than normal  
Saying that they do not feel right?  
Behaving differently  
Having difficulty breathing?  
Having problems with speech?

Are there changes to your child's breathing?  
Faster  
Slower  
Working harder  
Making noises

How does your child look?  
More pale than usual  
More flushed than usual  
Bloathy  
Rashes/marks on body  
Puffy  
Sweaty

Are there differences in your child's:  
Wet/poo  
Eating/drinking  
Vomiting

Is your child:  
Moving around a lot or being very still?  
Appears to be in pain  
Saying somewhere hurts

Specific to your child:  
Please talk to your nurse or doctor if something else is worrying you about your child

### Step 1

Talk to your nurse

We will:  
Assess your child  
Do observations  
Record on the Observation chart

We will:  
Tell the nurse in charge or doctor your concern

We will:  
Keep you informed and involved in any decisions

### Step 2 Step 3

Talk to the nurse looking after your child or the nurse in charge

Talk to a doctor on a ward round or ask a nurse to call the doctor

You may use these tips to help you describe your worry to staff

#### STARTING THE CONVERSATION

Your nurse or doctor may be attending to another patient so make sure you have the full attention of the nurse/doctor before discussing your worries

#### MY CONCERN

Tell the nurse/doctor that you feel something is not right and what your worry is. Try and give them as much information as possible. You may find your notes or stick diagram helpful

#### REASON/SOLUTION

Tell them if you have an idea of what is going wrong and what will help

#### UPDATE

The nurse/doctor will update and discuss the plan of action with you and this will be recorded in the notes

I need to talk to you about my child as I am worried

I am worried that he is sleeping too much

He has been sleepy since his pain medication was changed

The nurse has come back to me they have spoken to the doctor who will review his pain medicine and get back to us.

Adapted from Honey L, Montgomery H (2014), Shine 2012 Final Report Listening to You, Health Foundation, London