

Getting It Right For Adolescents: What Do They Want? Patient Experience Of A Hospital Stay

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Introduction

Adolescence is a vulnerable age where patients fall into a grey area between paediatrics and adults. While hospitals have policies as to which wards these patients should be admitted, this is not always black and white and may affect their quality of care. Anecdotally, some patients felt this was inappropriate, however the evidence supporting this is sparse.

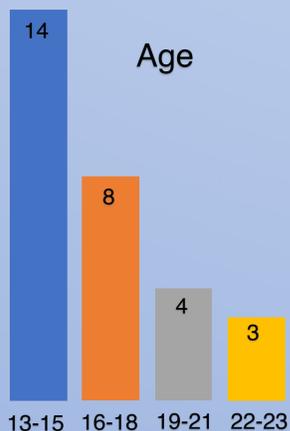
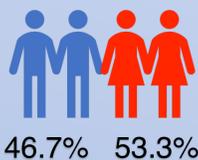
As such, in this project, we aimed to assess the experiences of adolescent patients in an inpatient setting at a large tertiary hospital in London.

Methods

From October 2018 to March 2019, patients aged 13-23 were identified using the electronic record system and were approached to complete an anonymous 29-question survey. The survey asked participants about their well-being, appropriateness of ward and awareness of adolescence-related services.

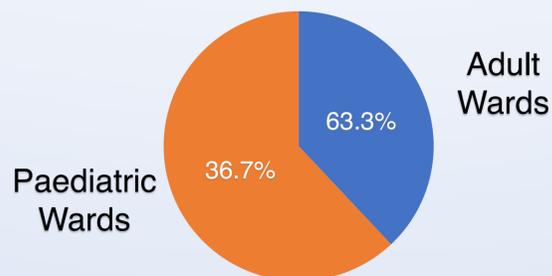
Demographics

30
Patients

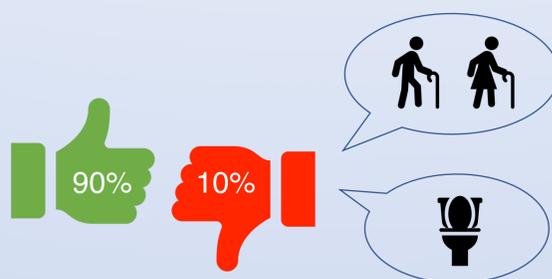


Results

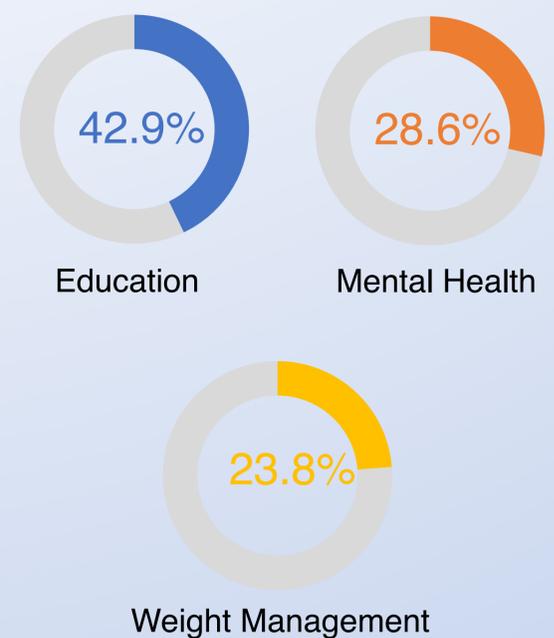
Allocated Wards



Appropriateness



Most Desired Topics of Discussion



Patient's Voice



Areas of Improvements

- 1 Improved facilities e.g. private space
- 2 Better entertainment options
- 3 Quicker discharge



Conclusion

Although most were satisfied with their wards, a small number felt this was inappropriate due to interactions with older patients in adult wards. Healthcare professionals could consider placing them in side-rooms to improve privacy. Finally, there was a lack of knowledge about adolescence-related services in the community. More efforts should be made to raise awareness of services such as mental health, sexual health and addiction support.