



Circular HSC (SQSD) (NICE NG204) 3/22

Subject: NICE Clinical Guideline NG204 - Babies, children and young people's experience of healthcare

For action by:

Chief Executive of HSC Board – **for distribution to:**
All HSC Board Directors – for cascade to relevant staff

Director of Integrated Care, HSC Board – **for cascade to:**
Head of Dental Services
Head of Ophthalmic Services
Head of Pharmacy and Medicines Management
Family Practitioner Services Leads – for cascade to relevant
Family Practitioner groups

Chief Executive of Public Health Agency – **for distribution to:**
Director of Public Health and Medical Director – for cascade
to relevant staff
Director of Nursing and AHPs – for cascade to relevant staff

Chief Executives of HSC Trusts – **for distribution to:**
Medical Directors – for cascade to relevant staff
Directors of Nursing – for cascade to relevant staff
Heads of Pharmaceutical Services – for cascade to relevant
staff
Directors of Acute Services – for cascade to relevant staff
HSC Clinical and Social Governance Leads
Directors of Social Services – for cascade to relevant staff
Directors of Finance – for cascade to relevant staff
AHP Leads – for cascade to relevant staff

Chief Executive, Regulation & Quality Improvement Authority – **for cascade to:** relevant independent healthcare establishments

Chief Executives of HSC Special Agencies and NDPBs

For Information to:

Chair of HSC Board
Chair of Public Health Agency
Chairs of HSC Trusts
Chair of RQIA
NICE Implementation Facilitator NI
Members of NI NICE Managers' Forum

Summary of Contents:

This guideline describes good patient experience for babies, children and young people, and makes recommendations on how it can be delivered. It aims to make sure that all babies, children and young people using NHS services have the best possible experience of care.

Enquiries:

Any enquiries about the content of this Circular should be addressed to:
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Circular Reference: HSC (SQSD) (NICE NG204) 3/22

Date of Issue: 17 January 2022

Related documents:

HSC (SQSD) 3/13
NICE Clinical Guideline CG138 - Patient Experience in Adult NHS Service

Superseded documents

None

Status of Contents:

Action

Implementation:

As per circular. Generally, Clinical Guidelines should be implemented within 12 months of endorsement.

Additional copies:

Available to download from
<https://www.health-ni.gov.uk/topics/safety-and-quality-standards/national-institute-health-and-care-excellence-nice>

Dear Colleagues

NICE Clinical Guideline NG204 - Babies, children and young people's experience of healthcare - <https://www.nice.org.uk/guidance/ng204>

The Department has recently reviewed the above NICE guidance and has formally endorsed it as applicable in Northern Ireland.

In accordance with the process outlined in circular HSC (SQSD) 3/13, the following actions should be taken (<https://www.health-ni.gov.uk/sites/default/files/publications/dhssps/hsc-sqsd-3-13.pdf>)

1. HSC Board / PHA
 - a. Identify a Professional Lead who will consider the commissioning implications of the Clinical Guideline and co-ordinate with any other relevant commissioning teams. This Lead will identify any areas where regional planning / investment / commissioning are required, or where there is material risk to safety or quality. These will then be actioned immediately through normal commissioning arrangements or through bespoke arrangements reflecting the nature of the issue / risk.
 - b. Ensure that relevant guidance is sent to the appropriate Family Practitioners and other Integrated Care Services as appropriate/relevant.
 - c. Seek positive assurance from the HSC Trusts and Integrated Care that the required initial actions have been undertaken within a 3 month period, and that the Guideline has been implemented within a further 9 months (unless otherwise notified by the HSC Trusts).
 - d. Where significant investment/ commissioning needs cannot be met within the usual timeframe, agree appropriate arrangements with HSC Trusts. Report to DoH as required at 6 monthly accountability meetings.
2. HSC Trusts
 - a. Proceed with targeted dissemination, agree a clinical/management lead to coordinate implementation and consider what has to be done to achieve implementation using a risk based assessment and baseline review as appropriate to support planning. These initial actions should be undertaken within a three month period.
 - b. Implement the Guideline within a further 9 months (apart from any elements where significant issues have been raised with the HSC Board/PHA).
 - c. Provide positive assurances to the HSC Board that required initial actions have been taken within the 3 month planning period and that the Guideline has been implemented within a further 9 months, where appropriate.
 - d. Where significant investment/ commissioning needs cannot be met within the usual timeframe, notify the HSC Board/PHA at the earliest opportunity through the bi-monthly director level meetings and agree appropriate arrangements with them to achieve implementation.
3. RQIA
 - a. Disseminate the Guideline to the independent sector as appropriate.
4. HSC Special Agencies and NDPBs
 - a. Take account of this Guideline in training and other developments as appropriate.

To inform the planning process, please find attached details from the Departmental review. You should consider and take account of other relevant Departmental policies and strategies in your planning, as well as any legislative / policy caveats identified in the course of the Departmental review.

A full current list of NICE guidance endorsed for application in Northern Ireland can be found on the Department's website at <https://www.health-ni.gov.uk/topics/safety-and-quality-standards/national-institute-health-and-care-excellence-nice>

A rectangular box containing a handwritten signature in black ink. The signature appears to read "Dr L Geoghegan".

Dr Lourda Geoghegan
Deputy Chief Medical Officer

Appendix 1

Endorsed NICE guidance - Details from Departmental review

Reference Number	NICE Clinical Guideline – NG204 https://www.nice.org.uk/guidance/ng204
Title	Babies, children and young people's experience of healthcare
Summary of guidance	<p>This guideline describes good patient experience for babies, children and young people, and makes recommendations on how it can be delivered. It aims to make sure that all babies, children and young people using NHS services have the best possible experience of care.</p> <p>The guideline includes recommendations on:</p> <ul style="list-style-type: none"> • overarching principles of care • communication and information • planning healthcare • consent, privacy and confidentiality • advocacy and support • improving healthcare experience, including healthcare environments • accessibility, continuity and coordination <p>The recommendations in this guideline apply to all healthcare experiences, but for some babies, children and young people, interaction with healthcare services will be less frequent (for example, visits to a dentist or GP), while for others interactions will be frequent or ongoing (for example, inpatient stays), so a personalised approach to implementation is needed.</p> <p>NICE has also produced Clinical Guideline:</p> <ul style="list-style-type: none"> ➤ CG138 - Patient experience in adult NHS services: improving the experience of care for people using adult NHS services (endorsed by DoH in July 2012) - https://www.nice.org.uk/guidance/cg138
Related strategically relevant DoH/ HSC policies	None
Inter-Departmental interest	None

Legislative / policy caveats

This advice does not override or replace the individual responsibility of health professionals to make appropriate decisions in the circumstances of their individual patients, in consultation with the patient and/or guardian or carer. This would, for example, include situations where individual patients have other conditions or complications that need to be taken into account in determining whether the NICE guidance is fully appropriate in their case.

The *Mental Capacity Act 2005* does not apply in N.I, but work is under way to implement the *Mental Capacity Act (Northern Ireland) 2016*, which incorporates mental capacity and mental health provisions. The first phase of implementation of the *Mental Capacity Act (N.I) 2016* has now been completed – Phase One introduced new provisions in relation to Deprivation of Liberty, Money & Valuables and Research. The *Mental Capacity Act (Northern Ireland) 2016* and accompanying Code of Practice also gives advice on how to determine whether a person aged 16 and over has capacity. More information on the *Mental Capacity Act (N.I) 2016* can be found in the MCA website – www.health-ni.gov.uk/mca

This guidance refers to the *Mental Health Act 2007*. This should be interpreted within the Northern Ireland legal framework of the *Mental Health (Northern Ireland) Order 1986*. Available at:

<http://www.legislation.gov.uk/nisi/1986/595>

This guidance refers to the *Children's Act 1989*. This should be interpreted within the Northern Ireland legal framework of *The Children (Northern Ireland) Order 1995*. Available at:

<http://www.legislation.gov.uk/nisi/1995/755>

The *Care Act 2014* does not apply in N.I. The following legislation should be read in place of the *Care Act 2014*;

Health and Personal Social Services (Northern Ireland) Order 1972 - <http://www.legislation.gov.uk/nisi/1972/1265>

Health and Social Care (Reform) Act (Northern Ireland) 2009 - <http://www.legislation.gov.uk/nia/2009/1/contents>

The Mental Health (Northern Ireland) Order 1986 - <http://www.legislation.gov.uk/nisi/1986/595>

This guidance refers to the *Equality Act 2010*. Northern Ireland healthcare professionals should refer to *Section 75* of the *Northern Ireland Act 1998*. Available at:

<http://www.legislation.gov.uk/ukpga/1998/47/section/75>

This guidance recommends access to an independent advocate on a statutory basis, such provisions have not yet commenced within the *Mental Capacity Act (N.I) 2016*. More information on the *Mental Capacity Act (N.I) 2016* can be found in the MCA website – www.health-ni.gov.uk/mca

This guidance refers to the *Access to Health Records Act 1990*. Northern Ireland healthcare professionals should refer to the *Access to Health Records (Northern Ireland) Order 1993*. Available at:

<https://www.legislation.gov.uk/nisi/1993/1250/contents/made>

This guidance refers to the *Accessible Information Standard*. Northern Ireland healthcare professionals should refer to *Making Communication Accessible for All - A Guide for Health & Social Care (HSC) Staff*. Available at:

<http://www.hscboard.hscni.net/download/PUBLICATIONS/PHYSICAL%20AND%20SENSORY%20DISABILITY/Making-Communication-Accessible-for-All-Guide.pdf>

The *Health and Social Care (Reform) Act (NI) 2009* came into force on 1 April 2009. Section 19 of the Act places a legal obligation on the Department and HSC organisations to prepare and put in place Personal and Public Involvement Consultation Schemes outlining their commitment to ensuring that all service users and carers are actively involved in the planning and delivery of the health and social care services they receive. This will ensure that the views and opinions of service users and their carers will play a crucial role in shaping the future of their care delivery.

The recommendations in this guideline are directed primarily at clinical staff however, given that Northern Ireland has an integrated health and social care system, Social Care Professionals should take account of this guideline and the broad principles underpinning it.

The *NHS Constitution* does not apply in Northern Ireland.

This guidance makes reference to NICE Social Care guidance which has not been endorsed by the DoH.