

# The Charter of Promises

**We will feed you interesting and healthy food**

**We are here to help you; our staff will be friendly and helpful whether it's day or night**

**We will pay attention to you and your pain**

**We will give you activities and games to keep you occupied when you're in hospital**

**We know that it's important for you to spend time with family and friends**

**We will make our leaflets and posters easy to read and understand**

**We will reassure you and make sure you know what is happening and why**

**We will give you plenty of opportunities to tell us how we have done and involve you and your opinions when we need to make changes**

**We want children and young people to be involved in and to help make decisions about their care**

**We will talk to you in a way that you understand**

**We will try our best to be on time to see you; if we are running late we will let you know**

**We will make sure that you know what you can and can't do while in hospital**



Blackpool Victoria hospital, as part of Blackpool Teaching Hospitals NHS foundation trust has agreed to a list of promises which our staff will work towards to make sure that your time in hospital is a good experience.

These promises were written by a group of young people who are part of Victoria's Voice, the hospital youth forum.

We want all children and young people to know that we are working towards all of these promises and that you can tell us if we are or aren't doing them, either by talking to a member of staff or by writing us a comment.