**Supplementary File 2:**

**Final versions of data extraction frameworks**

**Table 1: Thematic framework for Review 1 - Aspects of health service delivery and care experienced that matter to children & young people**

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| **Themes:** 1. Continuity in health care staff
2. Healthcare staff respond to requests for help
3. Treatments and medications are provided on time
4. Staff being knowledgeable about the CYPs condition and its management
5. Being skilled in performing medical procedures
6. Being calm when providing clinical or personal
7. Understanding the CYP’s non-verbal communication
8. Care is thorough and careful
9. Minimising physical suffering
10. Explaining and preparing CYP for treatment and procedures
11. Offering CYP choice and control over what they are told about their health
12. Empathetic delivery of medical information
13. Clear and understandable medical information
14. Encouraging CYP to be hopeful during active treatment
15. Offering choice and control over involvement in decisions that impact on health outcomes)
16. Being consulted about how clinical procedures are undertaken and care is provided
17. Kind behaviour
18. Treating the CYP as an individual
19. Taking CYP’s wider life into account when organising medical care and treatment
20. Respectful personal care
21. Time and effort invested in caring for the CYP
22. Responding to the CYP’s emotional needs
23. Responding to CYP’s play and/or social needs
24. Facilities to enable the CYP to be physically close to parent
25. Responding to the CYPs need for privacy
26. A comfortable ward environment
27. An accessible ward environment
28. Food that is pleasant
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**Table 2: Thematic framework for Review 2 – Aspects of health service delivery and care experienced that matter to parents**

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| **Themes:** 1. Continuity in health care staff
2. Coordination of care
3. Staff take information and advice from other specialisms into account
4. Communication between staff on the ward/unit about the CYP’s treatment/care
5. Agreement between staff about child’s treatment and care plan
6. Parent’s access to health care staff
7. Responding to the parent’s health/medical information needs
8. Preparing parents for the changes they will see in their child
9. Being willing to answer questions
10. Giving parents information on how the unit/ward works
11. Health/medical information paced according to parent’s needs
12. Keeping parents updated on changes in their child’s condition, treatment & care
13. Clear and understandable health/medical information
14. Empathetic communication of health/medical information
15. Delivering bad news in private
16. Open and honest communication of health/medical information
17. Staff who are positive
18. Being able to question/challenge professional opinion
19. Being given a choice over involvement in making significant decisions
20. Respecting the parent’s knowledge and expertise on their child and their health
21. Acknowledging the impact of the situation on family
22. Being kind
23. Comforting parents
24. Talking to parents about life outside the hospital
25. Taking an interest in and get to know the family
26. Taking family life into account when organising medical care and treatment
27. Supporting involvement in personal care of the CYP (i.e. washing, feeding, toileting)
28. Supporting involvement in medical/health care of the child
29. Parents having time with their child
30. Parent being physically close to the CYP
31. Advice on welfare benefits
32. Recognising and responding to parent’s physical health needs
33. Checking how parent is feeling
34. Access to psychological support
35. Recognising and responding to parents need for privacy with CYP
36. Spiritual, religious and cultural needs
37. Providing opportunities to meet other parents
38. Consulting the parent before talking to the child about their health
39. Supporting parents with talking to their child about their health
40. Supporting parents was talking to siblings about the child’s health
41. Toilets for parents on wards
42. Rooms for parents who need a break
43. Access to interpreters
44. Staff were calm
45. Staff were polite
46. Staff are committed to caring for the child
47. Treating the CYP like they matter as much as any other CYP
48. Staff going above and beyond
49. Staff who are emotional about the situation the child and family are experiencing
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