

Riverside video transcript: What Goes On In There?

Sam (spoken thought): It's really scary in here.

Parent: You play here Sam; I'll check you in for your appointment.

Sam (spoken thought): I'd rather just get this over with...

Sam (spoken thought): I wonder if they don't like coming here either?

Sam (spoken thought): I bet they are going to do something horrible to me!

Sam (spoken thought): A robot – Yes!

Sam pretending to be the Robot: You will do as I say!

Sam (voiced): OK!

Sam (spoken thought to Figure 1): I'll check you in for your appointment.

Sam pretending to be a robot: Next!

Health Worker: Lisa Monroe please.

Sam (spoken thought): Uh oh!

Sam (spoken thought): I wonder what happens in there.

Sam pretending to be a Robot: Come in alone – no mums!

Sam pretending to be a Robot: Patients do as you told!

Sam pretending to be a Robot: PATIENT NUMBER 60219 NEXT!

Sam pretending to be a toy figure: Help me please I'm feeling nervous...

Sam pretending to be a Robot: Do more exercise!

Sam pretending to be a toy figure: But?

Sam pretending to be a Robot: Eat more carrots!

Parent (out of shot): Keep it down Sam.

Sam pretending to be a Robot: You're turn!

Sam pretending to be a second toy figure: I'm coming in today because it's not getting any better.

Sam pretending to be a Robot: Not interested!

Sam pretending to be a second toy figure: But...

Sam pretending to be a Robot: NEXT, NEXT, NEXT, NEXT!

Sam (spoken thought): I want them to listen to me.

Clinician: Sam Jones, please?

Parent: Sam, it's our turn. Put them back in that box now please.

Parent: Come on Sam.

Sam: I'm taking these.

Sam (spoken thought): She seems alright.

Health Worker: It's good to see you – you haven't been here before have you?

Health worker: What have you got there, Sam?

Sam: It's toys from the toy box.

Health worker: Can they come into my room and we can see if they can have a look around with us?

Sam: Yeah.

Sam (spoken thought): I think this is going to be fine.

TITLE: At CCHP we want to make sure that young people have a good experience at health appointments.

Young Person 1: It is our mission

Young Person 2: to make sure

Young Person 3: that your experience of health care

Young Person 4: is always

Young Person 1: listened to



Young Person 2: and understood.

Young Person 3: Involve

Young Person 4: include

Young Person 3: and listen to everyone.

Young Person 4: Use

Young Person 3: your

Young Person 1: right

Young Person 2: to

Young Person 4: be

Young Person 3: heard.

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