

KIDS Intensive Care and Decision Support

Patient Experience Report - April 2013

	Number
Positive Comments	19
Suggestions/Areas to Improve	11
Total comments	30

"Staff were friendly, we could travel in the ambulance, we were kept informed as to which hospital we were heading to"

"Was in a daze at how quick and organised KIDS was. Team amazing and the driver was amazing too"

"I was grateful I was able to travel with my daughter in the ambulance. I couldn't have asked for more"

"Very comforting and made us feel relaxed, extremely friendly, absolutely fantastic service all throughout"

Suggestions/Areas to Improve	Action
<i>"Hospital didn't seem to know much about KIDS, some staff thought that a 999 ambulance was coming"</i>	KIDS Referral Posters resent out to all DGHs Completed June 2013
<i>"Handover seemed to take a long time with lots of discussions when we were anxious to get going, our crew had to swap and it would have been better if that hadn't happened"</i>	Review of when teams swap over. Staff reminded to inform parents when crew handovers likely Completed July 2014

