

# KIDS Intensive Care and Decision Support

## Patient Experience Report – August 2013

	Number
Positive Comments	32
Suggestions/Areas to Improve	4
Total comments	36

*'So grateful for letting us both travel - we would have been very stressed if we were separated. Thank you for all you have done in helping our daughter. Very grateful'*

*'Calm, cool, collected. I felt safe in knowing my 5 year old son was in very capable hands. Staff are totally unflappable, in fact I forgot how poorly my son was. This team are invaluable'*

Suggestions/Areas to Improve	Action
<i>'My mobile phone had run out of battery and she had no phone charger - would it be possible for ambulance to contain phone charger to ease this worry especially as travelling on my own'</i>	Multi-adapter phone chargers available in all KIDS ambulances <b>Completed</b> <b>September 2013</b>
<i>'Better map of BCH with parking areas including local car parking areas in nearby street and public car parks'</i>	More information carried and given to parents by Amb. Crews <b>Completed</b> <b>October 2013</b>

