

KIDS Intensive Care and Decision Support

Patient Experience Report – December 2013

	Number
Positive Comments	23
Suggestions/Areas to Improve	3
Total comments	26

'The service was absolutely perfect from the moment we met you till we arrived at the other end. Can't thank you enough'

'The chocolate and Ribena juice were brilliant as the parents had not eaten all day and mom was 33 weeks pregnant. Mom and dad were very happy with this'

Suggestions/Areas to Improve	Action
<p>'The local team first told us I couldn't come in the ambulance, then I was told I could & then I was told I could not'</p> <p>[On KIDS team arrival the situation was clarified – and parent came in ambulance]</p>	<p>KIDS increasingly aware that local teams not always aware that we will take at least 1 parent in ambulance</p> <p>KIDS/BCH 'volunteer' recruited to undertake large scale telephone call out to all wards/EDs in West Midlands, >400 posters stating we will take parents in ambulance posted out.</p> <p>Complete – Mar 2014</p>
<p>'The team were at the DGH a long time'</p>	<p>Stabilisation time being reviewed</p> <p>On-going</p>

