

# KIDS Intensive Care and Decision Support

## Patient Experience Report – February 2014

	Number
<b>Positive Comments</b>	<b>38</b>
<b>Suggestions/Areas to Improve</b>	<b>12</b>
<b>Total comments</b>	<b>50</b>

*'Thought the team done everything superbly - how they arrived, how they came in, how they looked, how they talked, how they talked to us. Like angels landed'*

*'Charger for telephone was excellent.....Chocolate and juice for breakfast... lush! Confident in the care given. Loved the hugs and support. Welcome booklet and information was excellent'*

Suggestions/Areas to Improve	Action
<i>'Not all of the staff had clearly visible name badges, difficult to read in the heat of the moment.'</i>	KIDS to ensure all staff wear name-badges  KIDS to participate in #hellomynameis  <b>On-going</b>
<i>'If the hospital had some KIDS leaflets and Birmingham info we could have read it while we were waiting. Once you were here we more concentrating on what you was doing'</i>	KIDS volunteer to post out more leaflets to referring departments  <b>On-going</b>

