

KIDS Intensive Care and Decision Support

Patient Experience Report – January 2014

	Number
Positive Comments	40
Suggestions/Areas to Improve	12
Total comments	52

'Both dad and I were traumatised that day. They were calm, spoke to us well. Even putting DVD on for her, they offered us drinks and snacks. First things we had had that day!'

'They were totally brilliant. As soon as they arrived my stress levels came down. So polite, so kind, washed their hands and treated us amazingly. Can't thank them enough. Chocolate and drink was great, perfect and calming for stressed mums!'

Suggestions/Areas to Improve	Action
<i>'Local team didn't think we could come in the ambulance, It would be good if they knew'</i>	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. Complete – Mar 2014
<i>'They didn't really let me know how my baby was doing along the journey'</i>	Reminder to team to update family Communication training provided On-going

