

KIDS Intensive Care and Decision Support

Patient Experience Report – July 2013

	Number
Positive Comments	32
Suggestions/Areas to Improve	6
Total comments	38

'Several journeys with KIDS now, KIDS Team diffuse the stress as soon as they arrive

Nothing I can say, no amount of money could ever say thank you to KIDS enough. We've spoken to other families who KIDS have moved and none of us can believe how amazing it is.

Suggestions/Areas to Improve	Action
<i>I am a breastfeeding mum and I was really hungry – a drink would have been lovely</i>	2 nd time this has come up – review options Discuss with BCH Charities
<i>Doctors' singing needs to improve!</i>	Reported to KIDS Clinical Lead!
Mum told that she couldn't travel in ambulance by local team, only to find out that KIDS was happy to let her come in ambulance	ACTION Posters being distributed

