

KIDS Intensive Care and Decision Support

Patient Experience Report – June 2013

	Number
Positive Comments	34
Suggestions/Areas to Improve	11
Total comments	45

'The KIDS ambulance is like a Childrens Hospital on wheels, amazing'

'Everything was perfect, we knew we were in good hands. They said KIDS were coming and they were here, You looked after me and my baby I knew you you'd look after my baby but you really looked after me too'

'Team were very attentive to my baby, so I felt reassured that he was permanently being cared for and observed and responded to. Team were relaxed which was reassuring, I was able to stay in the room with him and go in the ambulance. Ambulance driver gave excellent information to my husband to find the hospital and department'

Suggestions/Areas to Improve	Action
'Provide mum with a snack and a drink'	BCH Charities funds snack packs for parents (Drink /Chocolate Bar) Completed Nov 2013
<i>'Music calms my little boy more than DVD's, perhaps play some music'</i>	Selection of music CDs now available on KIDS Ambulances Completed Nov 2013

