

KIDS Intensive Care and Decision Support

Patient Experience Report – Mar 2014

	Number
Positive Comments	36
Suggestions/Areas to Improve	8
Total comments	44

'They were brilliant. Really caring, really lovely, professional and had amazing equipment with them. I'm a nurse myself and I was well impressed!'

'Amazing team who transferred my son yesterday from another hospital to the PICU. Professional and competent clinicians who were friendly and reassuring too. The drink and chocolate bar were very welcome at midnight too. Thank you very very much.'

Suggestions/Areas to Improve	Action
'Team thought the photocopying was being done but it wasn't. We were all ready to go and then there was a bit of a delay in the pod'	'Photocopying delays' being explored Team reminded to ask early for photocopying to be done On-going
<i>'The ambulance step was high. Someone standing by when I got in would have been nice because I was feeling wobbly'</i>	Team reminded about assisting parents/standing by on entering ambulance On-going