

KIDS Intensive Care and Decision Support

Patient Experience Report - May 2013

	Number
Positive Comments	16
Suggestions/Areas to Improve	2
Total comments	18

"Felt immediately reassured by the way the team took control of the situation in handover from Worcester. They were very professional, clear, focused. Included me and Mom in what was going to happen. Professional manner, focused, child centred friendly and realistic, no false hope/promises etc. Team work obvious between driver, nurse and consultant benefitted the whole process"

"Phoned to let us know you were leaving to get consent and what time you were leaving, worked well for us because we couldn't be there"

"Brilliant, very helpful, really quick professional and yet caring. I'm a doctor and it was excellent"

Suggestions/Areas to Improve	Action
"Had to wait in corridor, had to keep asking 'can I see my child' I was walking up and down the corridor asking when I could see my child"	Team reminded to liaise with hospital staff about where parents are Completed July 2013
Hospitals need to know more about KIDS	Posters distributed to local hospitals – website upgrades commenced Completed Oct 2013

