

KIDS Intensive Care and Decision Support

Patient Experience Report – November 2013

	Number
Positive Comments	33
Suggestions/Areas to Improve	14
Total comments	47

'Couldn't thank the team enough, very grateful of drink and snack given by KIDS. Received the use of the phone charger well, very appreciative'

'I think the service is fantastic. I remember when my child needed PICU care it was disorganised and scary, now I ask if they (local hospital) will wait for KIDS to come before intubating. I have had the same nurse the last two times consistency of care is great'

Suggestions/Areas to Improve	Action
<i>'Local team said I could not travel and this really stressed me. Why did they not know that I could travel with my baby'</i>	<p>Jan 2014 – Discussed at KIDS Child and Family Steering Group</p> <ol style="list-style-type: none"> To ask more parents if local teams were aware they could come in ambulance Communication strategy to be planned <p>Complete – Mar 2014</p>
<i>'The information and price for concessionary parking was out dated, therefore should of have been cross checked before issuing'</i>	<p>Information packs revised</p> <p>Complete – Jan 2014</p>

