

KIDS Intensive Care and Decision Support

Patient Experience Report – October 2013

	Number
Positive Comments	30
Suggestions/Areas to Improve	10
Total comments	40

'The team arrived quickly and really polite. We were glad we could travel in the ambulance with our child'

'It all happened so quick - so hard to feel anything. Very quiet and calm in the ambulance. I felt included and that baby was safe'

Suggestions/Areas to Improve	Action
<i>"An ETA and knowing where you were coming from would have been helpful"</i>	<p>Jan 2014 – Discussed KIDS Child and Family Steering Group</p> <p>To ring referring hospital with ETA</p> <p>Reminder to be printed on Transport Chart</p> <p>Complete – April 2014</p>
<i>'Local team didn't know who or what was coming. Not their fault because were busy caring for baby but 6 to 7 hours is a long time'</i>	<p>Jan 2014 – Discussed KIDS Child and Family Steering Group</p> <p>To ring onto referring hospital with ETA.</p> <p>Reminder to be printed on Transport Chart</p> <p>Complete – April 2014</p>

