

# KIDS Intensive Care and Decision Support

## Patient Experience Report – September 2013

	Number
Positive Comments	20
Suggestions/Areas to Improve	4
Total comments	24

*'Excellent information given to parents about getting to destination hospital'*

*'Ambulance driver made the ambulance nice and warm, he made us feel comfortable and safe and his driving was brilliant - he was very kind.'*

Suggestions/Areas to Improve	Action
Better communication to parents regarding which PICU the patient is going to.	Discussed at KIDS Child and Family Steering Group – Oct 2013.  To increase awareness/training of communicating this to family  <b>On-going</b>
KIDS Website is difficult to find	Discussed with BCH Digital Communication Team. Plan in place to make it more accessible  <b>On-going</b>