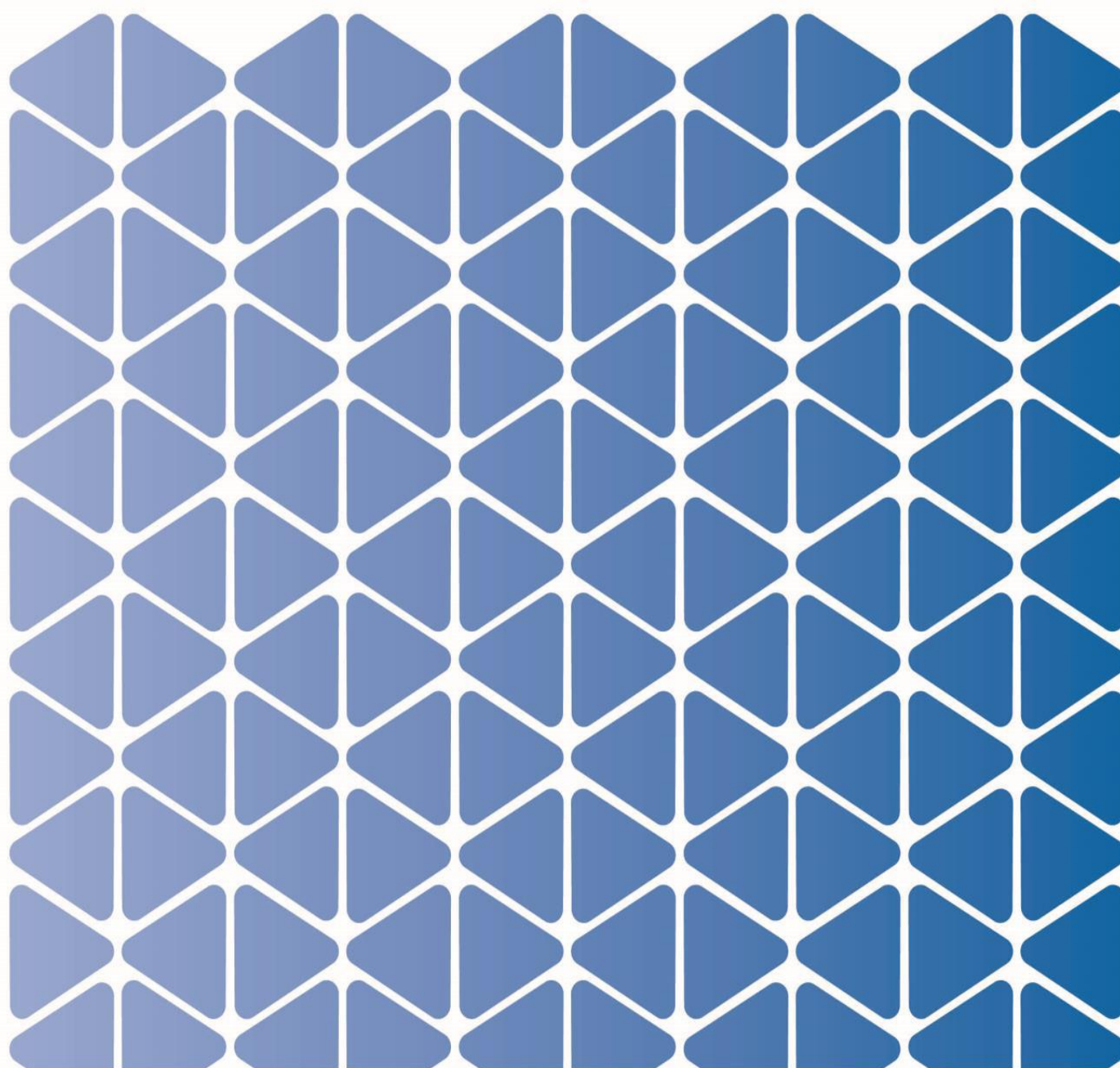


INFORMATION
FOR PARENTS AND CARERS

PAEDIATRIC HIGH DEPENDENCY DATA COLLECTION & AUDIT



What is a clinical audit?

A clinical audit is a process that gathers information to examine whether healthcare providers are delivering care in accordance with established standards. The aim is to make sure the equality of care delivered is to a high standard and identify areas where improvements could be made.

What is the Paediatric High Dependency Data Collection & Audit?

This is a local audit that is completed to help monitor, improve and develop the paediatric high dependency care that is delivered at Worcestershire Acute Hospitals NHS Trust.

By participating in the audit it helps us capture high dependency activity, identify any trends and observe the efficacy of the treatment we provide.

As your child is currently receiving paediatric high dependency care we would like to collect data from your child's admission.

Why do we need this information?

- To collect accurate details about the care of the children who need high dependency care
- To monitor paediatric high dependency care activity
- To plan and develop the service within your area to ensure we are providing high quality evidence based care to our patients
- To audit activity and produce reports that highlight areas of good practice

What information do we collect

- Your child's NHS Number
- Your child's hospital number
- Your child's date of birth
- Your child's sex
- Your postcode
- Your child's condition, treatment and outcome
- The number of days your child has spent in High dependency

Who Collects the Data?

The high dependency lead/link nurse will collect the data. It will then be stored on a secure system, within the Hospital Trust.

How is the information collected?

We collect the information from the medical notes and nursing records.

Who will see the information?

Only the people who care for your child see all the details.

By law, everyone who works for the NHS must keep all personal information confidential.

No information about your child will be given to unauthorised people.

If you would like more information on our high dependency data collection process please speak to the nurse looking after your child and they will be able to provide further information.

Patient Experience

We know that being admitted to hospital can be a difficult and unsettling time for you and your loved ones. If you have any questions or concerns, please do speak with a member of staff on the ward or in the relevant department who will do their best to answer your questions and reassure you.

Feedback

Feedback is really important and useful to us – it can tell us where we are working well and where improvements can be made. There are lots of ways you can share your experience with us including completing our Friends and Family Test – cards are available and can be posted on all wards, departments and clinics at our hospitals. We value your comments and feedback and thank you for taking the time to share this with us.

Patient Advice and Liaison Service (PALS)

If you have any concerns or questions about your care, we advise you to talk with the nurse in charge or the department manager in the first instance as they are best placed to answer any questions or resolve concerns quickly. If the relevant member of staff is unable to help resolve your concern, you can contact the PALS Team. We offer informal help, advice or support about any aspect of hospital services & experiences.

Our PALS team will liaise with the various departments in our hospitals on your behalf, if you feel unable to do so, to resolve your problems and where appropriate refer to outside help.

If you are still unhappy you can contact the Complaints Department, who can investigate your concerns. You can make a complaint orally, electronically or in writing and we can advise and guide you through the complaints procedure.

How to contact PALS:

Telephone Patient Services: 0300 123 1732 or via email at: wah-tr.PALS@nhs.net

Opening times:

The PALS telephone lines are open Monday to Friday from 8.30am to 4.00pm. Please be aware that you may need to leave a voicemail message, but we aim to return your call within one working day.

If you are unable to understand this leaflet, please communicate with a member of staff.