

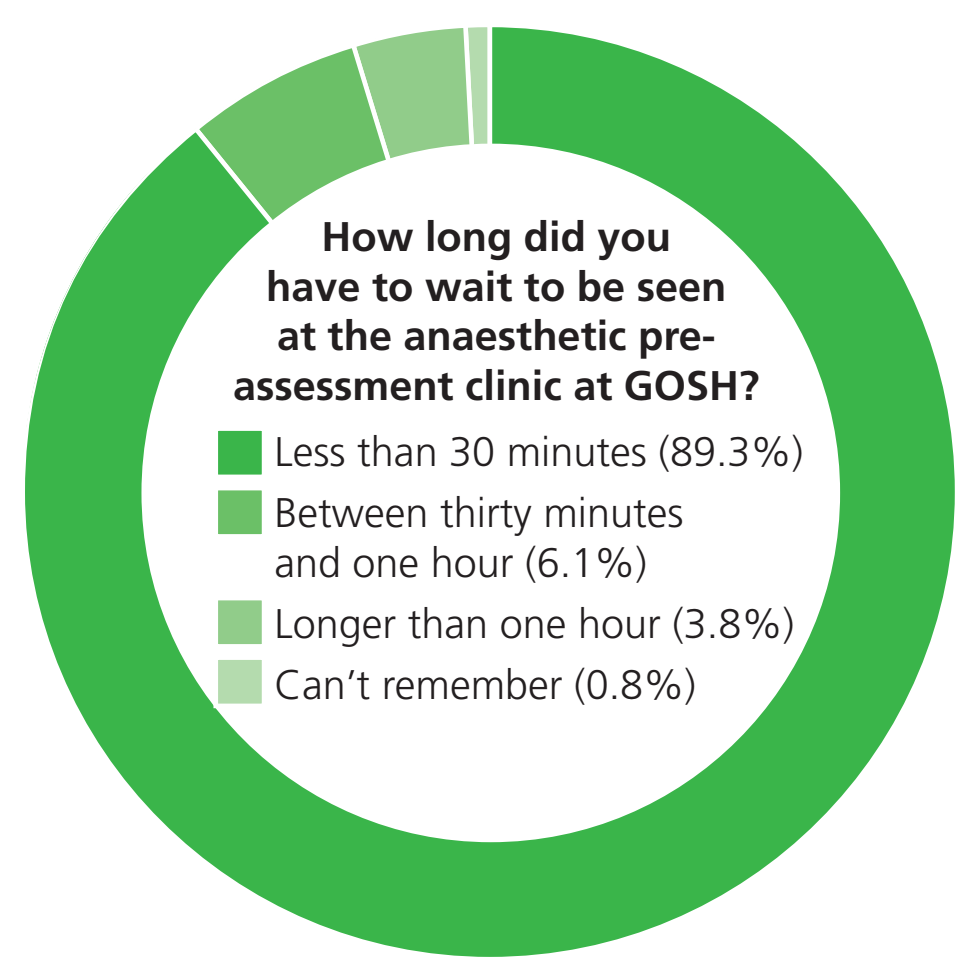
# Patient Experience

Maine Clark-Taylor and APOA Team

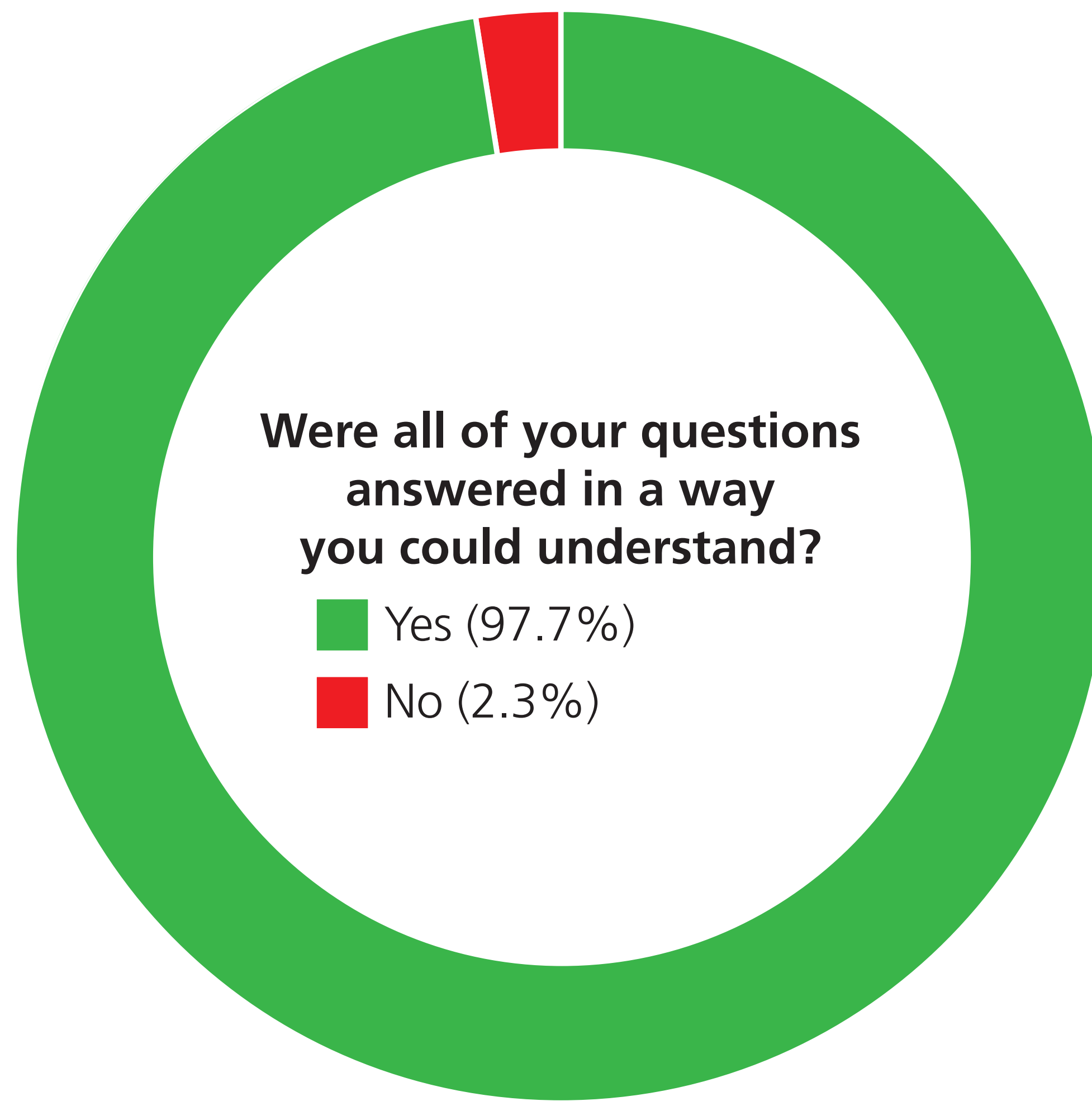
Great Ormond Street   
Hospital for Children  
NHS Foundation Trust

## Results

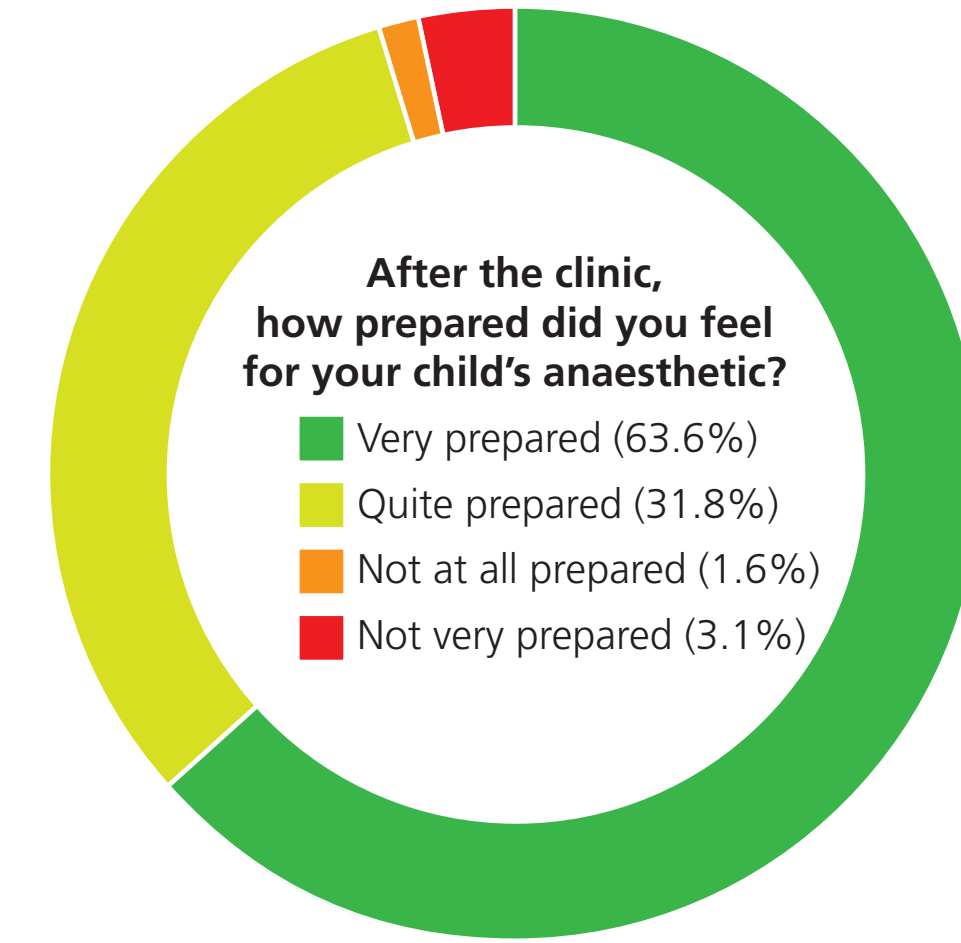
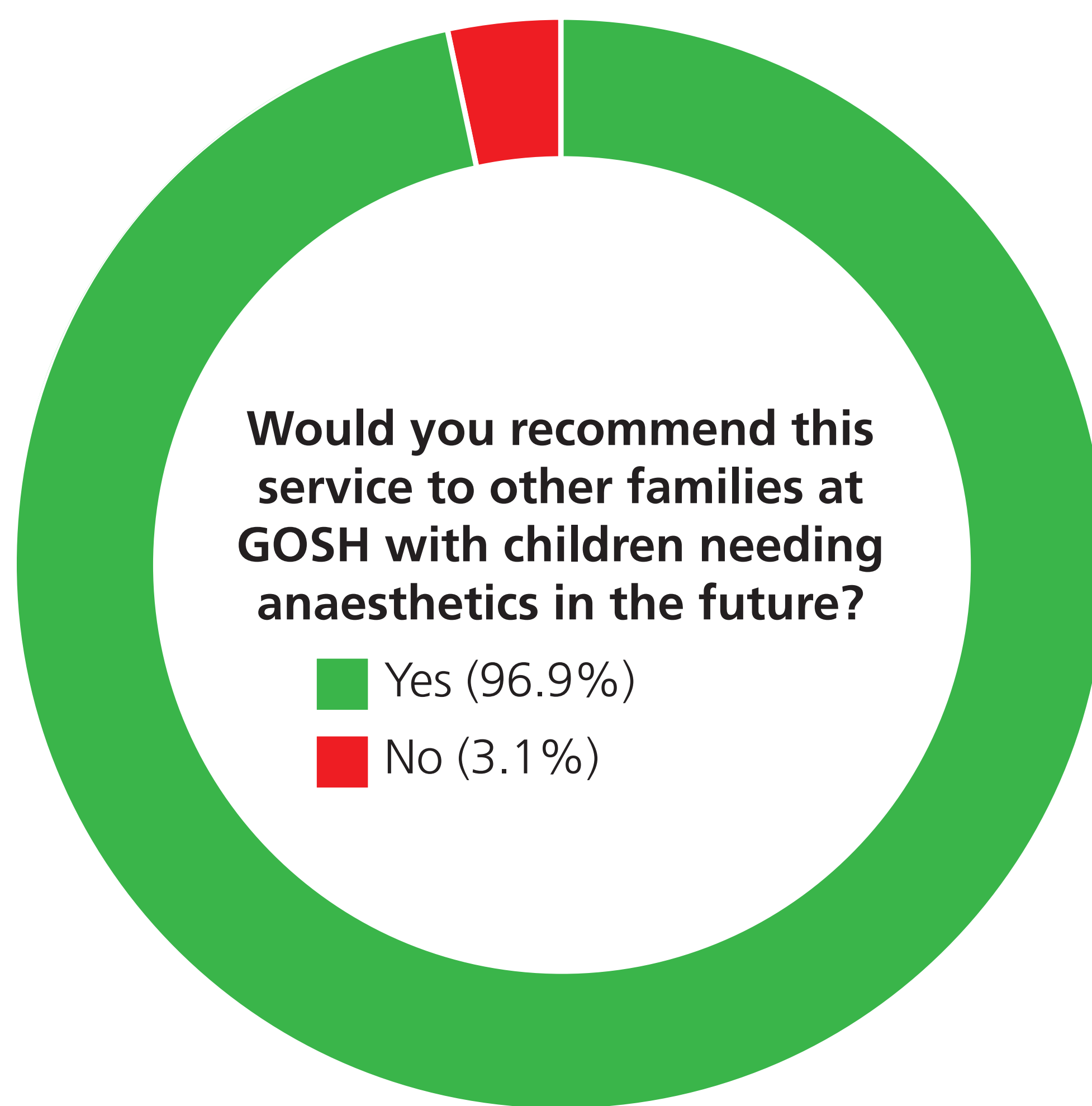
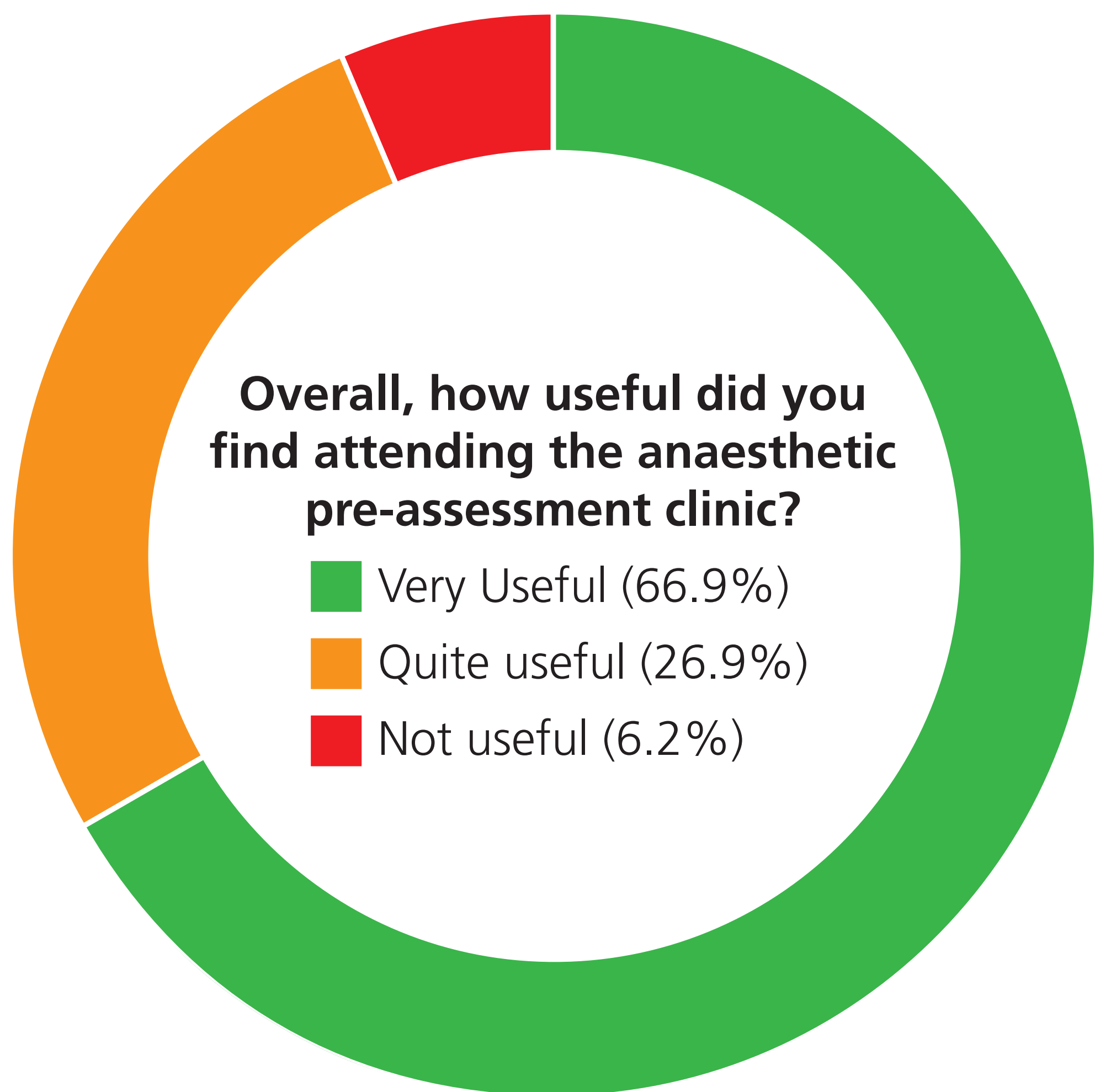
Feedback was received from 131 families



'It's nice that nurse takes time to speak to family'

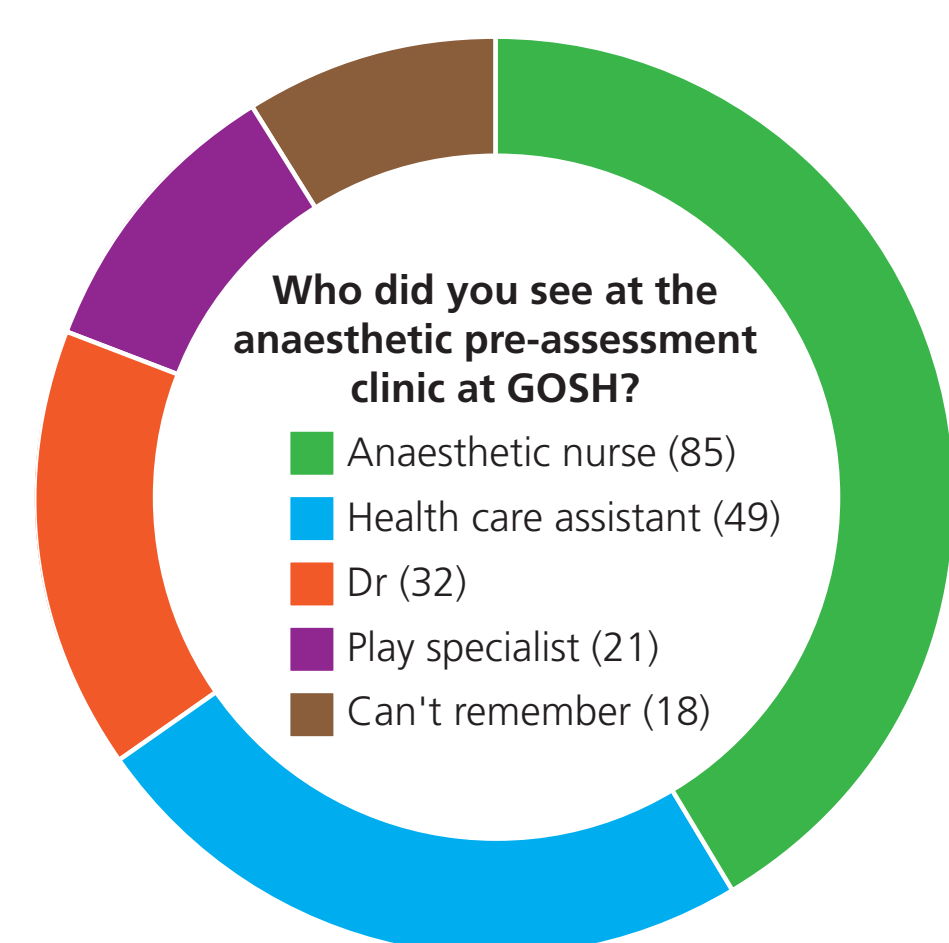


'We were given what we needed to deal with my child's anxiety'

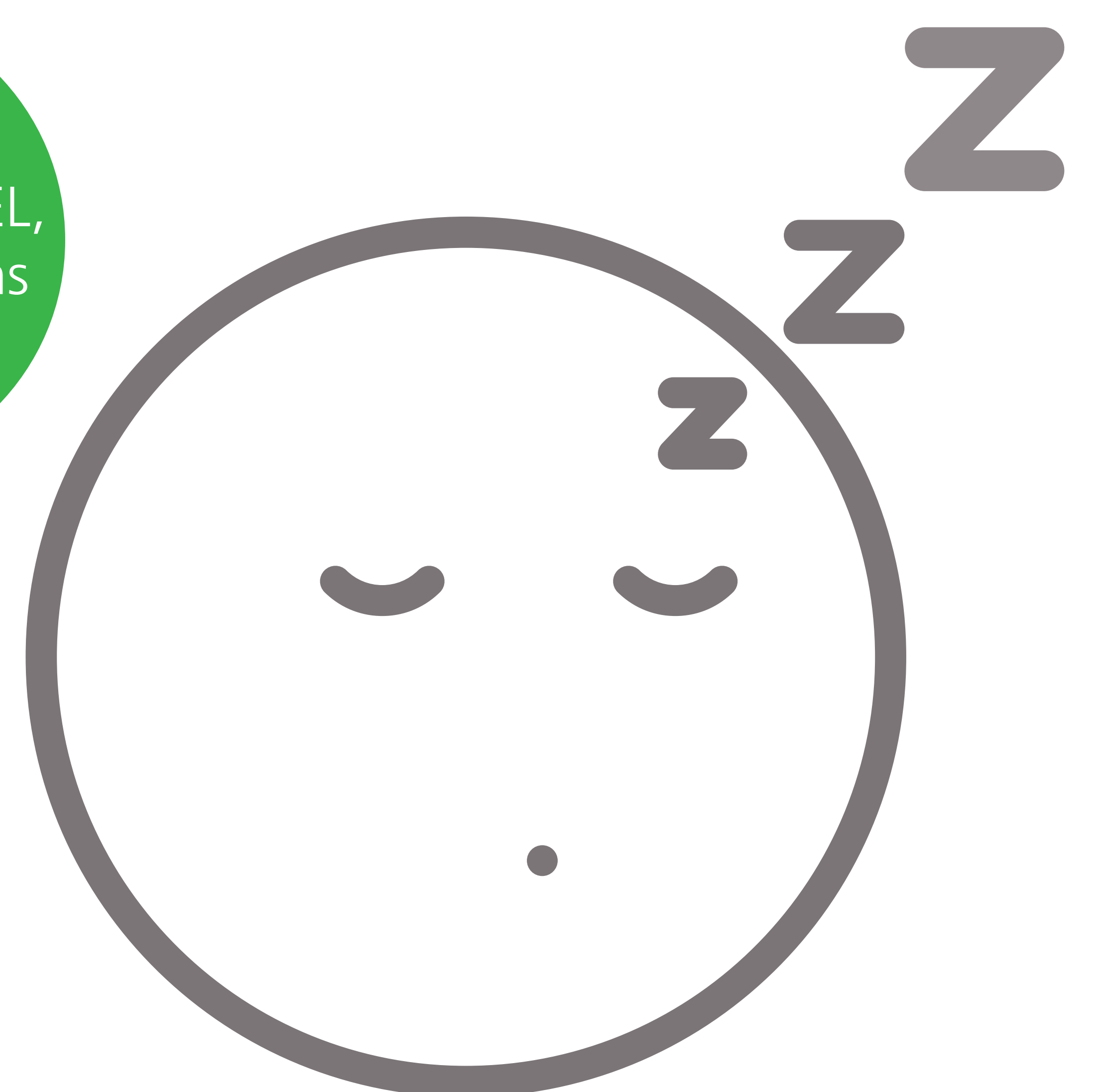
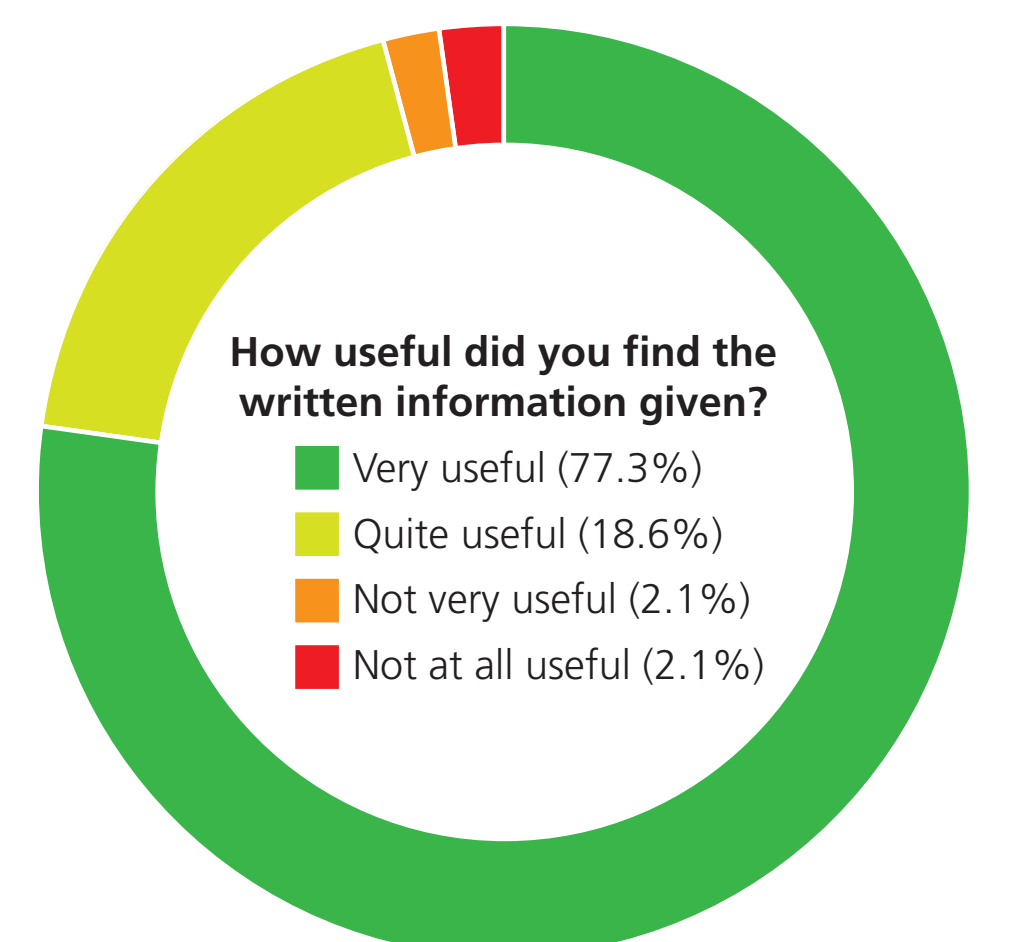
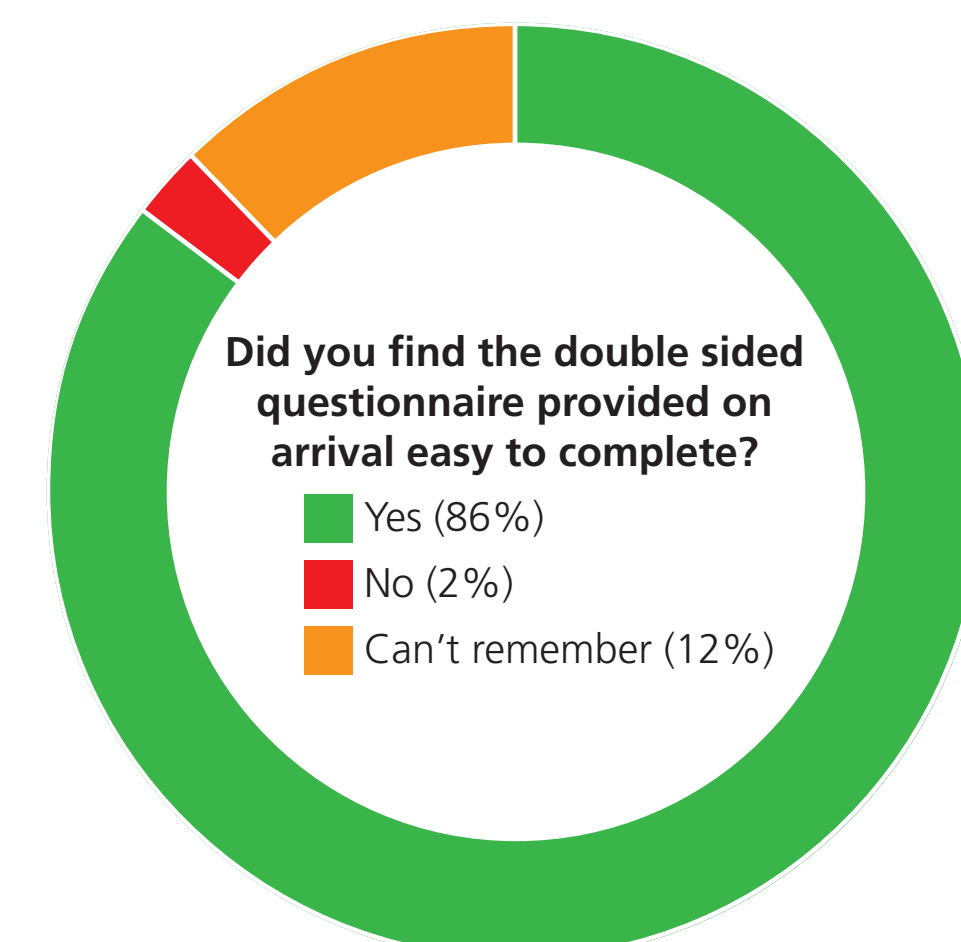


'All straight forward'

'I thought the process was fantastic'



'Would have preferred POATEL, many operations previously'



## Aims of the audit

To find out if as a new clinic we are making a difference to patient experience.

To learn how we can improve our service and in turn optimise families' surgical journey at GOSH.

To highlight any areas we are doing well and should continue.

**APOA**  
Anaesthetic Pre-Op