**Results** During the initial 4 week period, 24 cards were received and during the period of re-audit, 28 cards were received. This compared with 1 letter of feedback every 4 weeks prior to introduction of the card. 94% of feedback was in the most satisfied category. Written feedback has been instrumental in structuring and planning of service delivery. 

**Conclusions** The introduction of feedback card led to significant increase in written feedback and helped in re-shaping delivery of care by working with patients. Ongoing use of the feedback card will ensure continued restructuring of the service and review of training needs taking into account patients perspectives and placing patients at the heart of delivery of safe, effective care.

**Methods** This was a cross-sectional analysis of ED return admissions within 15 days after an initial visit, from August 1, 2013 to September 1, 2013. Patients aged 16 years or younger were enrolled in the study.

**Results** A total of 1418 children were seen in the ED during the study period and the return admission rate was 3.74% (n = 53). Patients had a mean age of 52.44 months (52.44 ± 43.94). Respiratory conditions were more likely to return (48%), laboratory tests or X-ray were necessary in 54.9%, complications due to the primary condition was present in 45.1% and 88.2% of the patients were regular followed by private doctors.

**Conclusions** This study suggests that readmissions are frequently, costly and contributes to emergency room crowding. Like other analyses, child’s age, infection diseases and respiratory illness were the most important reasons for the readmissions. Further studies should be performed to understand this phenomenon and to test specific interventions to parental education and improvement of information system.

**Methods** In the Netherlands, a training program named TULIPS was set up by young scientists to stimulate other talented young researchers in paediatric science. The program aims to stimulate the potential to increase the quality of research and improve the care for sick children.

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