

Seizing the Future – Member Workshop

Bishop Auckland – 28 April 2008

Patient experience – key issues	Ranking
Better use of resources	1
Nursing care	2
Staff attitude	3
Patient access – key issues	Ranking
Timing of clinics	1
Maximise use of Bishop Auckland Hospital	2
Localisation where possible	3

Patient experience – key issues	Ranking
Car parking availability	1
Staff attitude	2
Noisy wards	3
Patient access – key issues	Ranking
Timing of clinics – Evenings & weekends, OPD, Elective	1
Local access – Fracture clinic, OPD Vs Impact on choice and location	2
Role of Bishop Auckland Hospital and future use	3

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Patient experience – key issues	Ranking
Professionalism and communication	1
Staff prepared to engage with the patients	2
Making sure patients don't wait too long for follow up – Planning the pathway	3
Seeing the best clinician	4
Patient access – key issues	Ranking
Support from specialist nurses to keep services local	1
Need to maximise the use of Bishop Auckland hospital	2
Local follow up access	3
Better communication to patients about their appointments and co-ordination	4
Local urgent care services	5
Charges for parking	6

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Patient experience – key issues	Ranking
Waiting times	1
Attitude of staff	2
Cleanliness	3
Better use of resources – more availability of 24/7 staffing	4
Local provision of scans, bloods etc where possible	5
Evening/weekend clinics/flexi hours	6
Self referral/direct access – Diagnostics	7
Waiting times – pathways of care	8
Communication, involvement with patient's relatives	9
Patient access – key issues	Ranking
Car parking	1
Visiting Numbers	2
One stop clinics	3
Outreach teams	4
Nurse specialists	5
Safe, affordable, achievable	6

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Patient experience – key issues	Ranking
Nursing care, elderly feeding etc	1
Ensure no short staffing including midwives	2
Maximise time spent with patients	3
Professional staff with patients and visitors	4
Personal and sensitive care	5
Appropriate information given in the appropriate way	6
Speed of treatment	7
Transport provision	8
Patient access – key issues	Ranking
Information available for choice	1
Bed capacities vs location	2
Transport for patients and visitors	3
Waiting times	4