

Seizing the Future – Member Workshop

Barnard Castle – 19 May 2008

Patient experience – key issues	Ranking
Clean hospitals – toilets, visible supply of hand gel	
Good food	
Professional standard of care being delivered, staff treating you in a professional manner and also looking the part, having confidence in staff	1
Being treated as a person, being talked to on a level not over your head by consultants, being approachable	
Good and consistent patient information leaflets, and that you can take away with you	2
Information about consultant performance available	
Good explanation of what's going to happen to you during a hospital visit	
Shorter times between having a scan and getting results and a diagnosis from consultant – prompt feedback & results	3

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Patient access – key issues	Ranking
Car parking – availability of spaces, being charged	
Public transport – bus services to hospital sites	