

## Seizing the Future – Member Workshop

**Chester-le-Street – 9 May 2008**

Patient experience – key issues	Ranking
Good quality information helps you help yourself	1=
Gathering/publishing information about the good experiences	1=
Good communication is a joint responsibility of the hospital and the patient and the GP	1=
Treated as a person not just another number	2
“You can’t go home because there isn’t a registrar to clerk you in” – staying in control, staff taking account of your personal circumstances	
You are always frightened coming into hospital – need to know you are being well cared for	
The gap – between discharge from hospital and social care plan	3
Links between hospital and community pharmacist	
Care of people in an acute hospital who have dementia – attitude of staff, “postcode” prescribing	
Torn ligament – information on discharge from A&E, no follow up treatment	

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Patient access – key issues	Ranking
Distance	1=
Length of wait	1=
Issues around health literacy	3
Telephone booking makes it easier for patients	
Shorter waits have been a huge improvement	
Lost notes if moving between sites!	
Don't mind travelling for sooner treatment as long as logistics are right - BUT issues around public transport – DMH 40 mins from Chester-le-Street!	
Lobby the bus and rail companies	
Volunteer drivers – linking in with services provided for GP practices	
Good to have all pre and post operative care at local hospital	
Evening clinics – where demand – but problems with patient transport at night	
Not all consultants available at all sites	

Having a choice of appointment location and time	
Best service as quickly as possible	