

Seizing the Future – Member Workshop

Derwentside – Shotley Bridge – 14 May 2008

| Patient experience – key issues | Rank |
|--|------|
| Clear and consistent communication and advice | 1 |
| Issues around choose and book – can set you off on strange pathways | 2 |
| Friday discharge – handover to GP – at the weekend | 3 |
| More services in primary care is a good thing | 4 |
| Experience relates to expectations | 5 |
| It would help if GPs and consultants talked | 6 |
| Interface between out of hours and minor injuries – “I can’t see you without an appointment” | 7 |

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| Patient access – key issues | Rank |
|--|------|
| Location not the primary issue – getting the right service | 1 |
| Car parking – cost and convenience, and out of hours and coming into hospital in an emergency – similar to arrangements for maternity – is this a communication issue? | 2 |
| Clinics out of hours | 3 |
| Drop off/pick up area | 4 |
| Dermatology out of hospital is a big improvement in Derwentside | 5 |
| GP follow up | |
| Shorter waits for appointments and diagnostics – good thing | |