

Seizing the Future – Member Workshop

Sedgefield – 22 April 2008

Patient experience – key issues	Ranking
Single sex wards – day surgery	1
HCAI - staff understanding necessity for cleanliness – seen to exist – perceptions – contracted cleaning – visiting	2
Administrative failures – moving appointments, losing notes etc	3
Earlier discharge: Readmission!	4
Elderly people living alone – co-ordination with social care	5
Bedside manner	6
Patient access – key issues	Ranking
Choice of appointment times – is an improvement	1
Car parking! Esp when going to an unfamiliar site in an unfamiliar town – and cost! (basic/cheap)	2
Quality of information	3
Outreach clinics into the community by specialists	4
(Maternity) one stop shop	5