

Seizing the Future – Member Workshop

Durham – 16 May 2008

Patient experience & access – key issues	Ranking
Standard of medical care	1
Length of stay – ensure balance is right	2
Preventative	3
Problems accessing services when feeling unwell e.g. NHS Direct delayed callback – out of hours services needed	4
Staff attitude	5
MAU – Bed delays from A&E	6
Environment	7
Communication Problems i.e. access to consultant	8
Emotional support	9
Ease of contact	10
Re-admission	11
Holistic care – 1 stop	12
Hospital at home	13
Length of stay – ensure balance is right	14
Ensure access based on need – clinical priority whilst still being fair	15

Fully supported 'Care in the Home' wherever possibly	16
Waits for diagnostics – not running full time resources	17
Happy to travel to get the best service – may not be the same for all patients	18
Physiotherapy access – will enable patient to 'get fit	19