

Seizing the Future – Member Workshop

Stanhope – 30 April 2008

Patient experience – key issues	Ranking
Cleanliness	1
Clinical expertise	2
Transport	3
Ancillary services –Physio, feet, speech	4
Air ambulance - funding	5
Patient access – key issues	Ranking
Transport	1
Close to home and family	2
GP telephone lines	3

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Patient experience – key issues	Ranking
Awareness of processes to avoid delays	1
Explain processes so patients understand why it is happening	2
Follow the process as explained	3
Transport	4
Communication of services available	5
Being allowed to have someone other than a relative at a consultation	6
Patient access – key issues	Ranking
Access to local screening and procedures	1
Services available i.e. MOT for over 60s	2
Location of services	3