

Seizing the Future – Member Workshop

Darlington – 21 April 2008

Patient experience – key issues	Ranking
Attitude of staff	1
High standards, nursing care	2
Clinical expertise / joined up care	3
Treating the patient not the disease	4
Information in layman's terms	5
Clean hospital	6
Patient access – key issues	Ranking
Information to inform choices	1
Transport for further a field appointments	2
Appointments available outside '9-5'	3
Parking	4
Transport inks	5

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Patient experience – key issues	Ranking
Punctuality – overbooking & both patients and clinicians who do not attend	1
Process of appointments – length of time from agreeing date & the appointment	2
Staff attitude (incl. clinicians) – customer relations/care training (equality & diversity)	3
Minimum qualified staff on ward (particularly at night)	4
Hand washing – staff need to do it! – access to gel	5
Reliability of equipment	6
Patient access – key issues	Ranking
Latex allergy – denied access as 1 item of latex in the room	1
Bus passes are not valid until 9.30am – out of hours clinics required	2
Specialist services on specific sites – NHS to arrange transport	3

Message – Vast majority think services are excellent

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Patient experience – key issues	Ranking
Staff attitude	1
High standard of nursing care	2
Clinical expertise and joined up care	3
Treating patient and not the disease	4
Clear information on condition based on individual need	5
Clean Hospital	6
Linking up of appointments/record sharing	7
Confidence in professionals	8
Specialist services on specific sites – NHS to arrange transport	9
Use of layman’s terms	10
Communication e.g. Ward routine	11
Parking	12
Patient access – key issues	Ranking
Need information to inform choices	1
Transport for further a field appointments	2
Outpatient clinics outside ‘9.5’ hours	3
Parking	4
Public transport links	5

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Patient experience – key issues	Ranking
Seeing the right specialist	1
No late cancellations	2
Clean wards! Well maintained environment	3
MRSA free	4
No smoking on site	5
Standards e.g. cleanliness, should be the same on all sites	6
Single sex wards	7
More involvement of carers and relatives in decisions etc	8
Patient access – key issues	Ranking
Speed of access	1
Foreign language patients	2
Availability of ambulance service for upper Dales	3
Good, timely information for appointments etc	4
Scheduling of appointments – one stop	5
Local hospital for screening	6

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Patient experience – key issues	Ranking
Communication (respect, as an individual, clinical/non clinical, first impressions)	1
Infection concerns, hand washing	2
Best care, not just best service by all staff (quality)	3
Parking, worth going to BAGH for parking	4
Environment – ‘icing on the cake’	5
Patient access – key issues	Ranking
Specialisation, central/well trained/expertise vs. localisation	1
Transport/accommodation (basic/cheap)	2