

## Patients in Partnership

Wednesday 16<sup>th</sup> May 2007

### Questions and Answers

Question number	Question	Response
1	What do you mean by 18 week pathway? How does this compare with now?	“By 2008 no one will have to wait longer than 18 weeks from GP referral to hospital treatment”. <i>NHS Improvement Plan, June 2004.</i> Currently health care tends to be delivered in silos. With the 18 week programme we will manage patient pathways as a whole to ensure the smooth transition between stages i.e. outpatients, diagnostics and inpatients
2	If a patient’s appointment is cancelled is this measured in the 18 week wait?	Yes. However if a patient chooses to cancel an appointment we have the ability to suspend and restart the clock as necessary
3	What is PACS?	Picture Archiving and Communications System. PACS provides an x-ray image on a consultant’s desk top in clinic
4	What is “Ordercoms”? Is paperwork still retained?	A GP can request tests and receive results electronically. Yes, paperwork is retained
5	Could we have the same sex professional providing ECG?	This would depend upon availability. A patient should not feel guilty asking to be seen by a same sex professional
6	The Chairman had said previously that the new hospital build would be signed off in June. Is this still the case?	The PCT signed off the revised Outline Business Case yesterday. The document is due to go to the SHA at the end of June
7	Why are expectant mothers being told that there is a cost of £3 to obtain a copy of their baby’s scan?	The cost of £3 is to cover the cost of printing. This practice occurs in other hospitals

8	Why is it that a chaplain is not allowed to go on to wards?	A chaplain is allowed to visit a patient if there has been a request received from a patient/family/member of staff. There is a booklet titled "help" on every ward and whatever the faith a contact can be made. The new nursing documentation will include a section on religious belief and also whether a patient would like a visit
9	Perhaps there is a need on each ward to advertise the chaplaincy service	The trust is currently reviewing its chaplaincy service. We also include a reference to the chaplaincy service in our hospital inpatient magazine
10	Paramedic and technicians wear the same uniforms. If you ring 999 are they technicians or paramedics?	We cannot answer this question as we don't manage the ambulance service.