

*Your LINK for improving health and social care*

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## Annual Healthcheck 2008/09

Issues arising out of LINK survey:

- ▶ Cleanliness and hygiene
- ▶ Confusion over use of hand gel/hand washing policies
- ▶ Good practice in involving patients/carers
- ▶ Perceived poor consultation with patients/carers

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- ▶ Some inequalities in the way patients treated
- ▶ Lack of service
  - Speech Therapy, Medway
- ▶ Privacy and dignity
  - Mixed sex wards
  - Lone ambulance person being sent to female patient with acute abdomen