



Your LINK for improving health and social care

www.themedwaylink.co.uk

www.thekentlink.co.uk



Debate Notes

***Please note:**

These discussions will be treated as confidential, all notes taken will be used in the report but with no way of linking the information back to an individual so please make sure you have your say.

1. Discussion Point One:

Using your recent experience (or within the last year) of patient transport services please discuss:

- What worked well, did you have a positive experience? (we can learn from good experiences and share best practice with others)
- What didn't work so well, were you unhappy about something relating to the patient transport? (please give an example so we can use it as evidence of something that needs looking at)
- What do you think needs improving to ensure patient experience improves? (please also make some suggestions for specific improvements)

2. Discussion Point Two:

Communication is often the biggest barrier for people who want to access patient transport or the alternative options for those who are not eligible.

When booking or using patient transport:

- What information was available to you?
- What wasn't available that you feel would have been helpful?
- If new information resources are to be developed
 - i. What information do you think should be included?
 - ii. What format should that information be available in?
 - iii. Where should it be available?

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