

## County Durham LINK Meeting/Event

<b>Date: 4<sup>th</sup> May 2010</b>
<b>Event: North of England Cardiovascular Network Patient and Call Event</b>
<b>Number/range of attendees: unknown</b>
<b>Purpose of meeting/event: To share stories and experience to help improve services and future patients.</b>
<b>Record completed by: Mary Mitchell</b>
<p>Questions asked to both Cardiac and Stroke patients.</p> <ol style="list-style-type: none"> <li>1. What worked well for you and your family?</li> <li>2. What didn't work well for you or your family?</li> <li>3. What do you think would make the service better?</li> <li>4. How can we make it easier for patients and carers to get involved in the planning, development, delivery and evaluation of services.</li> </ol> <p>Points raised :</p> <p>Patient Pathways – many not aware that this is what should happen (particularly the time scales on waiting lists. eg 6-12 weeks. GP to consultant 6-12 weeks to treatment and may be 6-12 weeks to post, intervention is 18-24 weeks in total).</p> <p>Role of nurses – some very positive comments on role of cardiac nurse both in treatment support and communication.</p> <p>Hospitals – Freeman – in patient positive experience but the RVI was not a good experience, particularly the cleanliness.</p> <p>Diagnosis of both conditions sometimes a bit flaky by clinicians.</p> <p>Carers and families had to positively address the problems and to pass on the symptoms then support units were very good as was internal hospital treatment was good. Worrying because often family background knowledge pushed the diagnosis.</p> <p>Drugs good information from nurses and pharmacists to A&amp;E.</p> <p>There should be more patient involvement, sign positive, use of local groups and workshops. These groups could provide welcome support to patients by passing on experience and knowledge.</p>
<b>Actions:</b>



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