



## **Draft Workplan 2010/11**

- 1. How well are mental health service users being involved in designing services ?**
- 2. Based on their experience of nursing care what changes do patients want to see ?**
- 3. How well are people who require dialysis being supported emotionally?**
- 4. Are frail older people receiving the care and support that they want?**
- 5. Are people able to get an appointment when they need to see their doctor?**
- 6. Are people getting information about health and social care services in the way they need it?**
- 7. How can people influence the way services are planned, commissioned and delivered?**