

## What will happen next

At the end of March the LINK will look at all the suggestions it has received and draw up a set of questions that the NHS can ask patients and their carers in hospital settings and another set of questions it can ask in doctors' surgeries and dentists' practices, and in other services based in the community.

Over the next twelve months the questions will be asked in a wide variety of healthcare services and settings - so the chances are that you will come across them at some point in the year.

The LINK will monitor how the questions that have been developed with your help are being used, and what the answers people give say about the levels of satisfaction with local NHS services. It will also report on how the answers are being used to address the key issues identified by patients and carers.

## Receiving feedback

If you would like to find out how your involvement has been used to improve local NHS services, please give your name and contact details below and we will get in touch with you later in the year.

- Name
- Address
- Email
- Telephone

And whether you write or call, it would really help if you could also please tell us your:

- Postcode
- Age
- Ethnicity
- Gender

In accordance with the Data Protection Act, Telford & Wrekin LINK will store your personal information securely and will not share it with any other organisation without your express permission.

## How to contact Telford & Wrekin LINK

### If you want to visit us:

Telford & Wrekin LINK  
Suite 1  
Conwy House  
St George's Court  
Donnington  
TF2 7BF

### Or write using the freepost address:

Telford & Wrekin LINK  
Staffordshire University  
FREEPOST ST655  
Beaconside  
Stafford  
ST18 0BR

Telephone: 01952 614180 Email us: [enquiries@telfordandwrekinlink.org.uk](mailto:enquiries@telfordandwrekinlink.org.uk)  
Or visit our website at: [www.telfordandwrekinlink.org.uk](http://www.telfordandwrekinlink.org.uk)

*"Ask Me Another"*  
Focus Group



## What questions would YOU like to be asked after you've visited your doctor, or your dentist, or the hospital?

Cast your mind back to the last time you used the National Health Service... perhaps you were a patient in the Princess Royal Hospital, or maybe you went to see your family doctor or your dentist, or maybe a district nurse visited you in your own home.

Did the experience leave you feeling that everything was as good as it could have been? Or were there aspects of the visit and the treatment that you feel could have been better?

*For example, were you completely satisfied with:*

- the way your appointment was made?
- the way the staff spoke to you?
- the amount of time the doctor spent with you?
- the cleanliness of the building and equipment?
- the parking facilities?

The local NHS has asked Telford & Wrekin Local Involvement Network (LINK) to help it find out what questions patients and carers would really like to be asked when they use local health services. This will help the NHS to identify ways in which local services can be improved.

To this end the LINK will be asking a wide range of community groups and interested individuals in the local area to come up with the questions that really matter to them by taking part in focus groups, questionnaires and telephone surveys throughout the month of March.

To find out how you can help the NHS to get better please turn over...

## Telford & Wrekin LINK wants to hear what people with different healthcare needs think is important when they use local health services

### How to have your say

1. You can have your say by taking part in one of the LINK's **Ask Me Another!** focus group sessions. These will be held on the following dates and times:
  - 1-3pm on Monday 8 March in the Lichfield Room at Meeting Point House, Southwater Square
  - 10.30-12.30pm on Thursday 11 March in the Newson Room at Meeting Point House, Southwater Square
  - 10.30-12.30pm on Friday 12 March at the LINK offices, Suite 1, Conwy House, St George's Court, Donnington
  - 12-2pm on 18 March at the LINK offices, Suite 1, Conwy House, St George's Court, Donnington

(To find us turn into St George's Industrial Estate by the Arc carwash, which is opposite Asda. Drive to the end of the road and park outside Conwy House, which is the last building on the left.)

### There is no need to book

The LINK will provide light refreshments and reimburse your travel costs (either bus fares or car mileage from home @ 40p per mile plus parking charge).

2. If you belong to a community group such as a lunch club, playgroup, tenants' group or a youth club you can have your say by inviting the LINK along to **Ask Me Another** at your own venue at a time and date of your choosing.

You can arrange a session by calling the LINK on 01952 614180.

3. If you can't make it along to one of the sessions mentioned above you can still have your say by making a list of four or five questions you think the NHS should be asking you and e-mailing it to [enquiries@telfordandwrekinlink.org.uk](mailto:enquiries@telfordandwrekinlink.org.uk) or posting it (no stamp needed) to:

Telford & Wrekin LINK  
Staffordshire University  
FREEPOST ST655  
Beaconside  
Stafford  
ST18 0BR

### You might set out your list like this:

I think that asking the following questions will help the organisations that provide local NHS services to find out what they need to do to make things better for patients:

- Question 1
- Question 2
- Question 3
- Question 4
- Question 5

If it is more convenient you can call 01952 614180 during office hours and tell us what your suggestions for questions are and we will fill in the list for you.

(Note: If there is no-one in the office when you call please leave a message and your telephone number and we'll get back to you.)

