

Audit Conducted:	Surgical Consumer Forum
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PROGRESS KEY		not due to commence
		no progress/worsening
		some progress, but risk/delay
		progress on track
		complete

Rec #	Recommendation	Auditor Priority Rating	Action	Comment/Status	Progress	Estimated Completion Date	Responsible Person
1	Review Community Centre services eg. Physio, Dietician, Podiatrist follow up procedures for appointments prior to and following surgery		J. Smith to contact Debbie Schulz to discuss.	Consumers complained they were forgotten about. They had left messages that weren't followed up at Community Centre.		March 2016	J. Smith D. Schulz
2	Review procedures to inform consumer of surgeon's or anaesthetist cancellations or alterations		J. Smith to discuss with Debbie Schulz re: cancellation of surgical consultations and notifying patients. J. Smith to discuss with Garry Hurst at AMC regarding changes to anaesthetists.	Consumers experienced several cancellations for surgical consult. Different anaesthetist on the day of surgery		March 2016	J. Smith D. Schulz J. Smith
3	Discuss BYO food options for allergy sufferers with Support Services Management		J. Smith discussed Michael Kelly and S. Kerr.	It was decided that options for allergy sufferers should be met here rather than patients bringing in their own food		Feb 2016	J. Smith

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4	Discuss more suitable and greater food options for allergy sufferers		J. Smith to discuss with Michael Kelly.	Coeliac's only alternative to a plate of sandwiches following surgery was a roast. S. Kerr to discuss with M. Kelly and develop a suitable menu.		March 2016	J. Smith
5	Implement transport arrangements post-operative, for patients without their own mode of transport		J. Smith to discuss with Pre Admission. To ensure patients are aware that they will need to travel to some appointments after certain types of surgery.	Elderly patient struggled to get home and return for follow up appointments after having knee surgery, public bus stop too far from her home.		February 2016	J. Smith
6	Implement process to print up-to-date Medical History Card at discharge		J. Smith to discuss with Olga Karia on her return from leave.	A patient suggested this as it is easy to carry in a purse or wallet.		March 2016	J. Smith