

Action Plan For:	Perioperative Form
------------------	--------------------

Overview/Details of the forum:

A Perioperative Consumer Forum was held on Monday 17th July 2019, inviting past patients who have utilised EGHS' Perioperative Services within the past 24 months and those whom are awaiting surgery in the near future. This forum was utilised to provide feedback, giving us an idea on how to improve their experiences and the services provided.

Unfortunately no one attended the evening, however we sent out several emails and provided feedback forms on discharge to which we received 21 back.

Most of the feedback was positive, with only one action as follows.

PROGRESS KEY		not due to commence
		no progress/worsening
		some progress, but risk/delay
		progress on track
		complete

Rec #	Recommendation	Feedback	Action	Comment/Status	Progress	Estimated Completion Date	Responsible Person
1	Limit human noise levels	<p>“Beware of human noise level.”</p> <p>“Staff were talking quite loudly about personal issues, which made me feel uncomfortable.”</p>	K. Carr to liase with staff regarding appropriate dialogue and vocal level.				K. Carr