

	You said	What we are doing	How can you help? (How can patients, carers, members of the public help)
Information	<p>People want better communication whilst waiting to access the service, including length of expected waits and details of the service offer and what people/carers can expect</p> <p>Following discharge, people didn't like the word 'final review' and would like the option of support post discharge</p>	<p>We will look to improve our communication with people on the waiting list and ensure we use a variety of formats to do that</p> <p>We will provide details of the current service offer, and set expectations regarding elements to be delivered at home / in other community settings</p> <p>We will not use the word 'final review'. We will ensure that patients and carers are sign posted to voluntary third sector organisations and peer support groups once therapy/treatment has finished for further information and support. Digital tools will also be provided which will help with future self-management</p>	<p>Make sure that the service has your correct contact details and that you have told us the best time and preferred way to get in touch.</p> <p>Let us know what a "good discharge" would look like to you. We are always keen to hear feedback as your views and experiences can help shape the service. In addition, any ideas on which support groups/organisations you would find useful are always welcome.</p>

<p style="writing-mode: vertical-rl; transform: rotate(180deg);">Accessibility</p>	<p>If inpatient rehabilitation is needed people prefer to be seen in local hospital and community settings rather than big general city hospitals</p> <p>People need to be given a range of options of how to access the service</p>	<p>A location/offer for in-patient stays for rehabilitation has not been identified yet, but we will not be looking at a big general city hospital, for provision of this</p> <p>We want to make the referral process as easy as possible.</p> <p>The referral form will be reviewed to ensure it is accessible and easy to use for health care professionals and that they are aware of the service.</p> <p>For re-referral we will provide you with clear information on how to come back to the service if you need to following discharge.</p>	<p>Talk to the service about the re-referral process once you are discharged and the range of options available. Make sure you keep hold of the information to contact the service if you need to</p>
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<p>Quality of service</p>	<p>Carers, friends, and families want to be more involved and would value more flexible visiting times for inpatient stays (if inpatient rehabilitation is needed)</p>	<p>We will look at doing some more engagement around this area to identify specifically what carers, friends and families value about being more involved and how we can improve inpatient stay experience when this is needed.</p>	<p>Help us identify what being involved looks like to you to help shape this.</p>
<p>Equality of access</p>	<p>People from diverse communities need more assurance about what to expect before they arrive for their inpatient stay and / or enter the service</p>	<p>A detailed communication plan around the new service model will be drawn up which will include a variety of forums/formats/languages to ensure it is accessible to all. We will also look at the idea of filming a video of what to expect which can be sent to patients.</p>	<p>Get involved and tell us what you think of our communication plan and help shape what the video could include.</p>