

Health & Social Care Work Programme 2016-17 Domain: Hospital Services Priority 1: Communication Project Plan Aim: C (Identify and implement processes to understand how well services are performing)	
1.1 Survey/questionnaire	A number of questions were agreed by task group members which have been used as prompts to find out what people think about communication processes at Kingston Hospital.
1.2 Social media/local press publicity	<p>There has been no publicity or social media activity related to this project.</p> <p>It is suggested that once we identify themes and trends from our outreach sessions we send out a press release detailing what we know. We can also use our website to seek more views from the public.</p>
1.3 Enter & View visits to outpatient departments	See 1.4 below.
1.4 Outreach sessions at designated Kingston Hospital waiting areas	<p>Instead of formal Enter & View visits a number of outreach sessions have taken place as previously reported gaining feedback from 84 patients across 7 outpatient departments.</p> <p>In addition to these sessions an additional session is planned to take place at the Radiology Department in early January 2017. At the time of writing only one HSTG member has volunteered.</p> <p>A draft document has been produced collating all the feedback to date. There are some blanks that will need to be completed by those HSTG members who took notes. Next steps will be to identify themes and trends in preparation for the report phase of this project.</p>
1.5 Focus Groups	No focus groups have taken place.

