

# Consultation 10: Improving the patient experience

**IN LINE with the NHS Constitution, the Trust is continually seeking ways in which it can improve the patient experience and involve patients and their families in the care they receive.**

Part of the quality of the patient experience involves accessibility and flexibility of services not only to the patient, but also to patient's families and carer's. We are seeking your views on visiting times and patients internet access whilst in hospital.

Your feedback is important to us and the Trust invites you to contribute to this month's Consultation Corner by taking a moment to answer these questions.

Please help us to improve by completing this form and returning it to:-

**FREEPOST: RRZB RRAU TGET,  
Communications Department, Trust  
Headquarters, Blackpool Victoria Hospital  
by Friday, December 30th 2011.**

1.	Are you a public or staff member?	Public <input type="checkbox"/>	Staff <input type="checkbox"/>
2.	Are current visiting times flexible enough for you to visit?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
3.	If, no, how could visiting times be made more flexible?	<input type="text"/>	
4.	Should the Trust review visiting times to allow visitors (ie family/carers/ loved ones) to support the care of the patient?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
5.	Should visiting be restricted?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
6.	If so, how and who to?	<input type="text"/>	
7.	Would access to the internet be beneficial to patients in the hospital?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
8.	Would patients be willing to pay for this additional service?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
9.	What do you think would be a reasonable cost? 15 minutes: <input type="text" value="FREE"/> 3 Hours: <input type="text" value="£"/> 1 day: <input type="text" value="£"/> 1 week: <input type="text" value="£"/> 1 month: <input type="text" value="£"/>		
10.	Do we need to restrict the times that patients have access to the internet?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
11.	If so, how and who to?	<input type="text"/>	
Please enter your details below (optional):			
Name: <input type="text"/>		Address: <input type="text"/>	
<input type="text"/>			
Postcode: <input type="text"/>		Tel: <input type="text"/>	