

Programme - Community Conversation Workshops

How to Access Health Services

Workshop One

- 1. Introduction**
- 2. Icebreaker**
- 3. Ground rules**
- 4. Opening discussion regarding NHS services**
 - Who gets the best service from NHS?
 - Who does not get good service?
 - Evaluation Wheel (Pre and Post evaluation)

Workshop two

- 1. NHS Functions**
 - The role of independent contractors within NHS e.g. GP, Dentist.
- 2. How to access Community Services**
- 3. Question and answers**

Workshop Three

- 1. Acute**
 - 2. Patients rights**
 - Right to Health
 - Right to Interpreters (Interpreting Policy, what are the vulnerabilities)
 - Right to Complain
 - Right to Travel Expenses (Cashier's Office)
 - Money Matters
 - Visiting patients in the hospital
- (Written information on the above also provided in other languages.)**

Workshop Four

1. **Sandyford Initiative**
 - Information regarding this sexual health service and related local services.
2. **Patient Opinion Online**
3. **Cost of missed appointments**
4. **Cancellation of appointments**
5. **Post Evaluation**

Pre and Post Evaluation Web

