

**Issue Date 9 April 2008**

## **Has Your Friend or Relative Recently Been Referred for or Received Treatment at the RUH?**

The RUH is looking for participants to take part in two focus groups to be held at the hospital on Tuesday 29 April at 1pm and 6pm. The focus groups are being run as part of a pilot funded by the Department of Health. This pilot is designed to look at how the trust communicates with patients around shorter waiting times.

The RUH is working hard to bring down waiting times.

The hospital wants to improve the way it communicates to patients about waiting times so that they know what to expect when they come in for an out-patients appointment or treatment. The trust wants to get patient's views so they can be incorporated into how the hospital communicates with the public.

The two focus groups will take place at the RUH on Tuesday 29 April - one at lunchtime (1pm) and one after work (6pm).

Patients over the age of 16 are being encouraged to attend - either recently referred for treatment or who have recently received their treatment. They will be asked to join in a small friendly group discussion about the kind of communications which they have received from the NHS.

If you might be willing to take part, please call Jane Nichols on 01225 821859 or email [jane.nichols@ruh-bath.swest.nhs.uk](mailto:jane.nichols@ruh-bath.swest.nhs.uk)

All responses are anonymous and patients will not be asked to discuss their medical details.

Refreshments will be provided.

This is part of a pilot funded by the Department of Health and so a £20 M&S Voucher will be offered to those who take part, by

way of a “thank you”. It’s expected that the discussion groups will last about an hour and a half. Parking expenses will also be refunded.

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