

What are the opportunities?

- More emphasis on physical and exercise. Loss of facility at CIC
- Access as an outpatient?
- Better facilities in the community
- No supervision at the Sands Centre

- Sands Centre
- Exercise on referral. No referral involved (self refer)
- Social support and assessment for... Are they routinely done?
- Assessment should be delivered to understand what support could be available.

- Better skilled staff
- Staff retention
- Better recruitment
- Better co-ordination between services etc. One centre. 3rd party

- Clinician education
- One to one.

HASU – recruitment – it is harder to two services

Wider expertise

- Improved number of beds
- Planning where best to have beds
- All patients in same space.
- All team in same space.

Look into how to combat shock in both patients and family.

Opportunity to improve information about what to expect. Impact of stroke.

Discussion of individual needs of patients. And different personality types.

- Zone of access
- Capacity
- Response
- Equality of access
- Coordinate primary care, secondary care and third sector
- Champions / response centre

What are the challenges?

Persuade people that they will get an improved service

Credibility – evidence based

Transport – funding issues – they will do it

Combatting shock of having stroke

Recovery made difficult by shock of situation

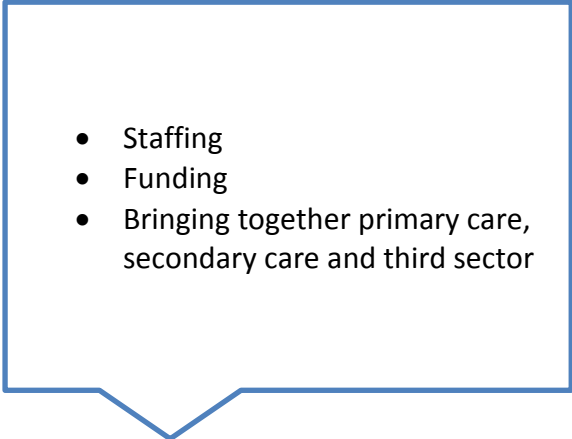
Informing people of ongoing opportunities

Difficulty for clinicians communicating on wards as so many patients to help.

Distances to get to the HASU not just for patients but for family etc.

Recruitment and retention.

Time to train up the workforce

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- Staffing
 - Funding
 - Bringing together primary care, secondary care and third sector

What do patients and families want clinicians to consider and be aware of?

Workforce:

- Physio
- Speech and language

Need to give relatives more information. Or find ways to include them in care.

Funding.

Carlisle stroke club don't receive much help. Need more help from Stroke Association.

Neurological pathways. Re-programme the brain. Note as very important factor.

Communication. Progression – knowledge you can move from hospital bed to home. Have life back.

Longer term rehabilitation
Knowing what to do for the best.

Advice side of hospital = poor

Communication

- Fast, good service with clear information
- Access to clinicians by families/carers
- Support in a coordinated manner
- Personalised care plan
- Coordination of health and social care.