



## WHO ARE WE?

The Participation Group consists of 12 members of the public from across the Borders area supported by BGH staff and managers.

## WHAT DO WE DO?

Respond to issues raised by patients and their families and friends who attend the Borders General Hospital.  
Attend short-life Working Groups discussing operational and clinical matters.

## WHAT SORT OF ISSUES DO WE GET INVOLVED WITH?

Over the last few months we have discussed:

**Patient Handbook** Helping you to find all the information you may need either as an out-patient or as someone coming in for treatment. We hope that we have provided the information that is relevant to you but please let us know if we have omitted anything you would have found useful. We can always update this information on the internet or include it in the next edition of the Handbook.

**Discharge Policy** How does this impact on patient care? 'The issue of patient discharge has been under discussion for some time now. NHS Borders is under continuing pressure to make more beds available to an increasing number of patients. To do this safely and effectively they need to closely monitor how patients are safely discharged from hospital. The members of the Group have been involved in ongoing discussions regarding the use of the Discharge Lounge. If you would like to comment on discharge policy in general or on the use of the Discharge Lounge do get in touch.

**Planned Surgical Care Flow** The changes which will improve theatre capacity.

**Remodelling Medicine** Changes in ward routines, redesigning medical footprints, and developing capacity models for medical specialities. Designed to meet the increasing demands on an increasingly aged population.

## We have also investigated the following issues on behalf of hospital-users:

Use of hot air hand dryers	Lack of dental services at the Borders General Hospital
Use of Discharge Lounge	Lack of information regarding car parking
Music in waiting areas	

## INTERESTED IN WHAT WE DO? WOULD YOU LIKE TO RAISE ANY ISSUES WITH US? PLEASE CONTACT:

SUSAN HOGG

Tel. 01896 826701

NHS BORDERS

Email: [susan.hogg@borders.scot.nhs.uk](mailto:susan.hogg@borders.scot.nhs.uk)

PUBLIC INVOLVEMENT OFFICER