

# News release



24 January 2005

## **RESEARCH INTO PATIENTS' VIEWS**

The majority of patients are satisfied with the Intermediate Care and Treatment that they receive, according to new research conducted by the Southern Health & Social Services Council and the Southern Health & Social Services Board. Intermediate Care is the name given to the group of services aimed at promoting faster recovery after discharge from hospital or to prevent avoidable admission to hospital.

The research was conducted on 122 patients who were admitted into an Intermediate Care scheme between 1 April and 30 June 2003, with 65 of the patients taking part in interviews. The respondents were generally well satisfied with the treatment received, had positive views about the staff offering the service and the information that they received about their condition and treatment. However, there were some problems experienced in relation to transport to and from one scheme.

As a result of the research a number of recommendations have been made to the Board to improve the services and better meet the needs of patients and relatives. These include providing patients and relatives with information as to how the patient's rehabilitation can be continued and/or maintained both during and after their discharge from a scheme, examining ways in which additional physiotherapy, occupational therapy

and home-help services can be provided in schemes and ensuring that transport meets the needs of users.

If you would like to receive a copy of the research report or a summary of the main findings, please contact the office, Tel: 028 3834 9900

Ends

#### **Notes to Editors:**

- **The Southern Health and Social Services Council is one of 4 Health and Social Services Councils set up in 1991 to represent the views of patients and users of the health and social services. The Council has a total of 24 members, 40% of whom are nominated by District Councils in the Southern Area. The remainder are appointed by the Department of Health, Social Services and Public Safety – 30% voluntary/community representatives and 30% are nominees with an interest in health and social care.**
- **Health and Social Services Councils have a right to be consulted by Health and Social Services Boards about and plans for development of services, or where significant changes are being considered. Councils play an important part in representing the views of consumers of services to the decision makers, and provide advice and support to patients and service users in relation to complaints procedures.**

**If you require any further information please contact :**

**Mrs Stella Cunningham, Chief Officer. Tel: 028 3834 9900**

**The Council's website address is: [www.shsscouncil.net](http://www.shsscouncil.net)**