



OPPORTUNITY TO PARTICIPATE IN WORKSHOPS TO IMPROVE PATIENT CARE

Bendigo Health wants to make its services better, and we're inviting you to help us! We need 1 or 2 community members to join workshops with our staff to help us improve.

About the Workshops We have two workshops for each of these areas:

- **Specialist Clinics Referral Process**
 - Workshop 1: Wednesday, August 21, 9:30am to 1:00pm
 - Workshop 2: Monday, September 9, 9:30am to 1:00pm
- **Urology**
 - Workshop 1: Thursday, August 22, 9:30am to 1:00pm
 - Workshop 2: Tuesday, September 10, 9:30am to 1:00pm
- **General and Respiratory Medicine**
 - Workshop 1: Friday, August 23, 9:30am to 1:00pm
 - Workshop 2: Wednesday, September 11, 9:30am to 1:00pm
- **Orthopaedics**
 - Workshop 1: Monday, August 26, 9:30am to 1:00pm
 - Workshop 2: Thursday, September 12, 9:30am to 1:00pm
- **General Surgery**
 - Workshop 1: Tuesday, August 27, 9:30am to 1:00pm
 - Workshop 2: Friday, September 13, 9:30am to 1:00pm
- **Cardiology**
 - Workshop 1: Wednesday, August 28, 9:30am to 1:00pm
 - Workshop 2: Monday, September 16, 9:30am to 1:00pm

What to Expect The workshops will use co-design, which means working together to find ways to improve.

- **First Workshop:** We will look at the patient experience and find any issues. We will share trends and methods to help understand this experience.
- **Second Workshop:** We'll review what we learned from the first workshop and discuss possible solutions. Your input will be very important here.

The workshops will help create a report with suggested improvements and priorities for our services.

About the Workshop Leaders Complete the Picture Consulting (CTPC) will lead the workshops. Mark Mackay and Nigel Bean, both experienced in health data and design, will guide us. They have been working in this field for over 20 years.





What is Co-Design? Co-design means working together with people who use the service to make sure we meet their needs. We'll explain more on the day.

Why am I invited? You are a key community member, like a patient or a general practitioner. Your experience can help us improve.

No Co-Design Experience? Don't worry if you don't have experience in co-design. We'll give you the information you need at the workshop. No special skills or drawing ability required.

Do I need to prepare? No preparation is needed.

What should I bring? Just bring a pen and paper if you want to take notes. An iPad or similar device is okay but not necessary. Most importantly, come with a positive attitude and be ready to have fun! We will provide morning tea.

Will I be Paid? Yes, you will receive \$140 per workshop (\$40 per hour).

Questions? For more information or to confirm which workshops you would like to attend, please email consumers@bendigohealth.org.au or call 03 5454 9079.

Yours sincerely,

A handwritten signature in black ink, appearing to read "David Rosaia".

David Rosaia
Chief Operating Officer

A handwritten signature in black ink, appearing to read "Brenton Dillon".

Brenton Dillon
Director of Nursing Surgical Services

