

<i>Susan</i>	GPs and Primary Care	Community Service Providers	Health and Care Providers	Police, Fire, Transport	Civil Society and community Sector	Patients and public representatives	Council and HOSC	Commissioners and Medway CCG Governing Body Members
<i>How would the new pathway improve Susan's experience and her health outcomes?</i>	✓	✓	✓	✓	✓	✓	✓	✓
<i>Given your experience, do you envisage any immediate problems with delivering the new pathway?</i>		✓	✓					✓
<i>Could the new model reasonable provide Susan with more flexibility for her physiotherapy appointment?</i>								
<i>If Susan chooses to go to different clinic locations, how can her continuity of care be maintained?</i>								
<i>Knowing the clear pathways and services available, will this improve the coordination of Susan's care?</i>	✓							
<i>Is there still too many handoffs? I.e. ED to GP then to Diabetes or should it be ED to Diabetes team?</i>								
<i>How will the model establish the links for Susan, to the necessary voluntary and community services, to reduce her anxieties and increase her awareness?</i>			✓		✓		✓	
<i>Susan is not being managed by an MDT, how do all parties stay informed / up to date with her care / progress?</i>								

Laura	GPs and Primary Care	Community Service Providers	Health and Care Providers	Police, Fire, Transport	Civil Society and community Sector	Patients and public representatives	Council and HOSC	Commissioners and Medway CCG Governing Body Members
<i>How would the new pathway improve Laura's experience and her health outcomes?</i>	✓	✓	✓	✓	✓	✓	✓	✓
<i>Given your experience, do you envisage any immediate problems with delivering the new pathway?</i>		✓	✓					✓
<i>How will the model ensure GPs are involved in MDTs?</i>	✓							✓
<i>What level of information about Laura should be shared with all professionals involved in her care?</i>								
<i>What if Laura does not want her information shared?</i>								
<i>How will the new model prevent Laura from having multiple appointments on the same day?</i>								

Barbara	GPs and Primary Care	Community Service Providers	Health and Care Providers	Police, Fire, Transport	Civil Society and community Sector	Patients and public representatives	Council and HOSC	Commissioners and Medway CCG Governing Body Members
<i>How would the new pathway improve Barbara's experience and her health outcomes?</i>	✓	✓	✓	✓	✓	✓	✓	✓
<i>Given your experience, do you envisage any immediate problems with delivering the new pathway?</i>		✓	✓					✓
Will the model achieve the correct balance of support for both mental and physical health?								
How will the model better support the husband?								
Will the single point of access prevent Barbara going to A&E?								
Will the proposed coordination of care anticipate Barbara's needs?								
Considering the number of professionals involved in Barbara's care, can it be reactive in moments of crisis?								