

### Service Delivery Matrix

		1	2	3	4	5	6	7	8	
		Transport	Reception	Diagnosis/Testing	Clinical Treatment	Clinical Nursing	Discharge	Follow On	Community	
Patients/Carers	Advice/Information	01	01.1	01.2	01.3	01.4	01.5	01.6	01.7	01.8
	Carer Involvement	03	03.1	03.2	03.3	03.4	03.5	03.6	03.7	03.8
	General Comment	05	05.1	05.2	05.3	05.4	05.5	05.6	05.7	05.8
	User Involvement	07	07.1	07.2	07.3	07.4	07.5	07.6	07.7	07.8
Systems	Administration	09	09.1	09.2	09.3	09.4	09.5	09.6	09.7	09.8
	Admission	10	10.1	10.2	10.3	10.4	10.5	10.6	10.7	10.8
	Booking	11	11.1	11.2	11.3	11.4	11.5	11.6	11.7	11.8
	Cancellations	13	13.1	13.2	13.3	13.4	13.5	13.6	13.7	13.8
	Data Protection	15	15.1	15.2	15.3	15.4	15.5	15.6	15.7	15.8
	Referral	17	17.1	17.2	17.3	17.4	17.5	17.6	17.7	17.8
	Medical Records	19	19.1	19.2	19.3	19.4	19.5	19.6	19.7	19.8
	Medication	21	21.1	21.2	21.3	21.4	21.5	21.6	21.7	21.8
	Opening Times	23	23.1	23.2	23.3	23.4	23.5	23.6	23.7	23.8
	Planning	25	25.1	25.2	25.3	25.4	25.5	25.6	25.7	25.8
	Registration/Access	26	26.1	26.2	26.3	26.4	26.5	26.6	26.7	26.8
	Support	27	27.1	27.2	27.3	27.4	27.5	27.6	27.7	27.8
	Telephone	29	29.1	29.2	29.3	29.4	29.5	29.6	29.7	29.8
	Timing	31	31.1	31.2	31.3	31.4	31.5	31.6	31.7	31.8
Waiting List	33	33.1	33.2	33.3	33.4	33.5	33.6	33.7	33.8	
Values	Choice	35	35.1	35.2	35.3	35.4	35.5	35.6	35.7	35.8
	Cost	37	37.1	37.2	37.3	37.4	37.5	37.6	37.7	37.8
	Language	39	39.1	39.2	39.3	39.4	39.5	39.6	39.7	39.8
	Nutrition	41	41.1	41.2	41.3	41.4	41.5	41.6	41.7	41.8
	Privacy/Personal Property	43	43.1	43.2	43.3	43.4	43.5	43.6	43.7	43.8
	Quality	45	45.1	45.2	45.3	45.4	45.5	45.6	45.7	45.8
	Sensory	47	47.1	47.2	47.3	47.4	47.5	47.6	47.7	47.8
Stimulation	49	49.1	49.2	49.3	49.4	49.5	49.6	49.7	49.8	
Environment	Catchment/Distance	51	51.1	51.2	51.3	51.4	51.5	51.6	51.7	51.8
	Environment/Layout	53	53.1	53.2	53.3	53.4	53.5	53.6	53.7	53.8
	Equipment	55	55.1	55.2	55.3	55.4	55.5	55.6	55.7	55.8
	Hazard/Infection	57	57.1	57.2	57.3	57.4	57.5	57.6	57.7	57.8
	Hygiene	59	59.1	59.2	59.3	59.4	59.5	59.6	59.7	59.8
	Mobility	61	61.1	61.2	61.3	61.4	61.5	61.6	61.7	61.8
Travel/Parking	63	63.1	63.2	63.3	63.4	63.5	63.6	63.7	63.8	
Staff	Omission	65	65.1	65.2	65.3	65.4	65.5	65.6	65.7	65.8
	Security/Conduct	67	67.1	67.2	67.3	67.4	67.5	67.6	67.7	67.8
	Staff Attitude	69	69.1	69.2	69.3	69.4	69.5	69.6	69.7	69.8

