



新界西醫院聯網聚焦(關注)小組

新界西醫院聯網為新界西區內超過一百萬居民提供全面的醫護服務，聯網質素及安全全部與屯門醫院社區關係小組，於二零零八年開始計劃成立聚焦小組，目的是主動搜集公眾對我們素求及意見，以改善聯網質素及提升優質醫護服務，與病人及家屬建立互信及良好伙伴關係。

聚焦小組參與者指引

參與者的權利及參與者的責任

1. 參與聚焦小組與否，是由參與者自行決定。
2. 參與聚焦小組與否，不會影響參與者日後接受任何有關醫療服務的權利。
3. 參與者有權知道參與聚焦小組的目的及程序。
4. 參與者有權知道所收集資料的用途。
5. 參與者給予本院的個人資料絕對保密。
6. 完成聚焦小組後，參與者將獲發紀念品乙份。
7. 完成聚焦小組後，參與者有權向相關職員查詢本院之跟進及改善進度。
8. 若對聚焦小組安排有任何不清楚地方，參與者可隨時向相關職員表達及查詢。
9. 參與者須自行安排往返參與聚焦小組地點之交通。
10. 參與者參與聚焦小組前須填寫錄音/錄影同意書乙份。
11. 參與者必須準時出席聚焦小組，並填寫出席記錄表。
12. 在進行聚焦小組時，參與者須配戴本院提供之名牌以茲識別。
13. 參與者須真誠地表達及分享其個人之經驗及感受。
14. 參與者須主動提出意見。
15. 參與者應提出正面的反映。
16. 參與者須尊重其他參與者表達意見之權利，細心聆聽及不作人身攻擊。
17. 參與者完成聚焦小組後須填寫意見調查問卷乙份。
18. 如因事，或身體不適而未能依時出席聚焦小組，參與者應盡早通知相關職員，以便作出適當的安排。
19. 參與者應彼此尊重。
20. 參與者在參與聚焦小組前應充分了解其權利及責任。



Patient Focus Group in NTWC

In this client-centered era, high quality hospital service is demanded by the citizens in New Territories West Cluster (NTWC). Patient Focus Group is formed as one of the most effective programs to collect the service takers' opinions so as to enhance better quality of hospital services.

Guidelines and instructions to all focus group participants:

1. The focus group participants can decide to attend the meeting by themselves.
2. Participants attending in focus group do not affect the participants to accept medical services in future.
3. Participants are entitled to know the purpose and procedures of the focus group.
4. Participants should inform the purpose of the collected information.
5. Participants should have positive thinking on the feedback and feeling.
6. Participants have the right to know the usefulness of the information collected.
7. All personal information of the participants is kept confidential.
8. After the completion of focus group, all participants will receive a souvenir.
9. After the completion of focus group, all participants are entitled to have a staff on all follow-up and improvement action.
10. If any arrangement of the focus group is not clear, participants can express at any time or inquiries to the appointed staff.
11. It is the responsibility of the participants to arrange their transport to participate in focus groups.
12. Participants are requested to complete before the audio / video consent.
13. Participants must be punctual, and complete attendance record sheet.
14. Participants must wear a brand-name identification which is hospital provided.
15. Participants have to be sincere in sharing their personal experience and feelings.
16. Participants have to respect the rights of other participants to express their views, listen and do not make personal attacks.
17. At the end of the focus group, all participants are requested to complete the survey questionnaire.
18. Those participants who are physical discomfort or unable to attend focus group, they should notify the relevant staff to make appropriate arrangements before the meeting.
19. All participants should respect each other.
20. Focus group participants should fully understand their rights and responsibilities before the meeting.