

BAA President Blog – 27th June 2022

We had a good Heads of Service and Clinical Leads Day at the Harvest Fields Centre in Sutton Coldfield last week, with a lot of discussion around strategy and quality, with great presentations from all our speakers and two workshops at the end of the day.

I think the take home message for me is that we need to not assume we are delivering the best for our patients, but also continually assess our services. I know that we work to do the best we can, but you 'don't know what you don't know' and Lothian has highlighted this for us.

It was also good to have the manufacturers in the same room with us and engage with them throughout the day.

Conference booking is open, and I look forward to my last conference as President.

On another note, we have had some complicated requests/sort of complaints from patients about how they have been managed recently, and not only at BAA, but over the last week we have had quite a number at work – anyone else noticing this?

I think we need a webinar on complex patients, expectations, and possible solutions. If you have had any, let us know, as more case studies will be useful.

Take care

Kath Lewis