

## **CAN A HOSPITAL BASED SERVICE BE RESPONSIVE TO WOMEN'S' NEEDS?**

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This presentation will outline how a large public institution providing public abortion and contraception can of itself present barriers to women requiring access those services. In this context, the practice of patient centred care can provide a more timely and responsive model of care. Examples of patient feedback, focus groups, satisfaction surveys staff training and retraining will be presented that have resulted in informed changes to the service delivery model that has led to improved access. Further future potential changes will also be outlined.