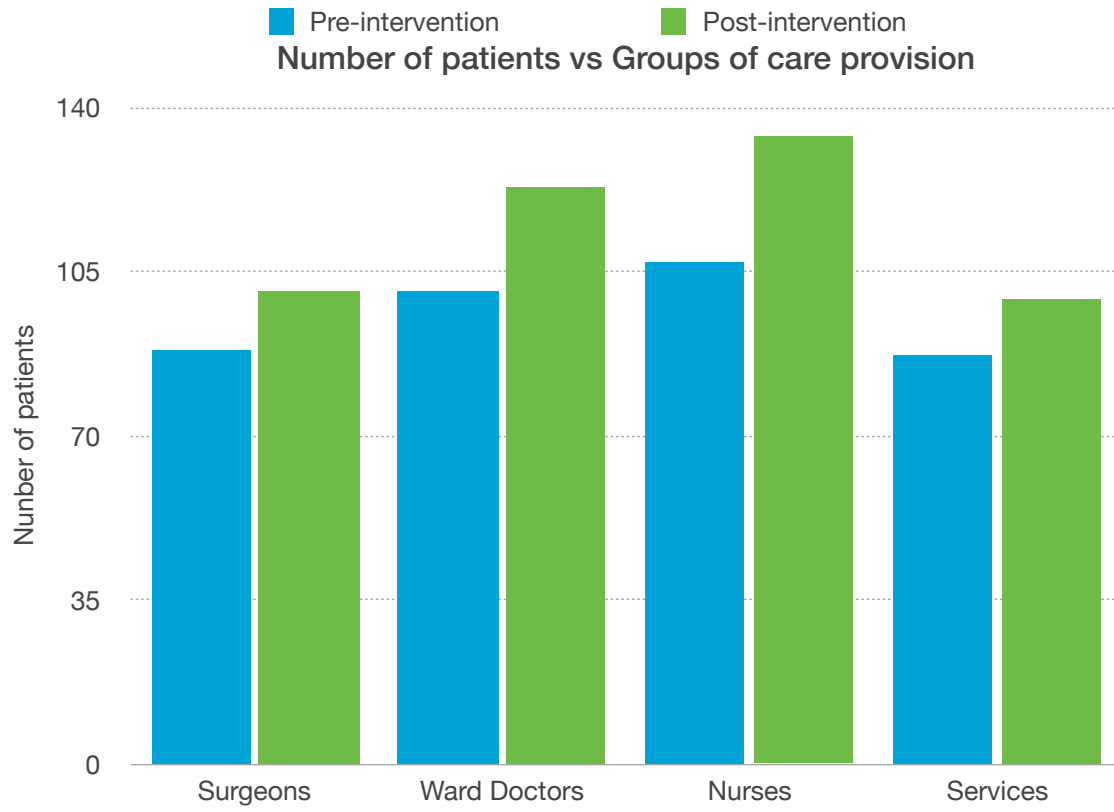


**Graph 1: Representation of improvement of number of patients pre and post-intervention**



**Table 1. Strengths and areas needing improvement**

	<b>Strengths</b>	<b>Weaknesses</b>
<b>Neurosurgeons</b>	Good explanation of reasons for patients' treatment.	More patient involvement in discussions of treatment.
	Overwhelming majority satisfied with results of their operation.	More attention and time give to listen to what patients have to say.
	Great confidence of patients in being under the neurosurgeons care.	
<b>Ward Doctors</b>	Good attitude towards patients.	Need to give more understandable explanations to questions that patients have.
	Patients are confident in being under their care.	Need to give more attention to the patients.
		Improve communication with doctors from other services involved in patients' care.
<b>Nurses</b>	Pleasant and professional attitude.	Prevent misinformation from being given to patients with regards to their illness and their future course of stay in the ward.
	Give enough attention to patients.	
	Listen to patients attentively.	
<b>Services</b>	Transportation facilities, both internal and external.	Better quality food.
	Cleanliness.	Need more interpreters.
	Adequate facilities provided for those with disabilities/special needs.	Increase number of HDU beds