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your voice counts

## **Scottish Health Council**

### **Patient Focus and Public Involvement Network North Region Event**

**26 September 2006  
Inverness**

## **FEEDBACK REPORT**

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## **The event**

The Scottish Health Council held its first Patient Focus and Public Involvement Practitioners' Network North event in Inverness on the 26<sup>th</sup> of September 2006.

The event was intended to lead to the formation of a network of people with an interest in community involvement and in developing patient/user focused services. The purpose of the network is the promotion of more effective involvement of people in the development and provision of services affecting their health and wellbeing.

The programme (attached as appendix A) included short, theme-setting presentations on Patient Focus and Public Involvement and on working in partnership. This was followed by two one-hour sessions offering a range of interactive and participative workshops. These focused on the effective involvement of people in the development and provision of services affecting their health and wellbeing, and on the development of the network. A brief outline of the workshops that were offered is attached as appendix B.

## **Follow up**

The Scottish Health Council undertook to produce and circulate a report on the event and to investigate, and if possible implement, the suggestions raised by participants, whether through their contributions to the workshop on 'making the network work for you' or through the comments they entered on the evaluation forms (these are reproduced in full in appendices C and D). Copies of the theme-setting and workshops presentations were included in the delegates packs and are therefore not included in this report, please feel free to contact us if you missed out on one or more of these and would like a copy.

While we will need a little bit of time to investigate the feasibility of some of the more challenging and resource-intensive suggestions, we have already started to implement a few of the simpler ones. For example, we are sending out consent forms to prospective members, to allow us to share contact details among members of the network, and we have re-issued invitations to submit case studies for publication on the Scottish Health Council website.

We intend to send members updates on the development of mechanisms to facilitate the network as they take place. In the meantime we have included a list of addresses for a number of websites (appendix E) which you may find useful and we cordially invite you to contact us to share both problems and solutions.

We also intend to learn from the comments made by participants regarding the event itself; we trust you will be able to join us at next year's event on Wednesday 26 September 2007 to assess our progress!

## Appendix A – Programme

- 10.30 ARRIVAL/REGISTRATION
- 11.00 WELCOME AND INTRODUCTION  
*(CAROLYN ADAMS, REGIONAL MANAGER NORTH, SCOTTISH HEALTH COUNCIL)*
- 11.10 Current themes and issues around Patient Focus and Public Involvement (PFPI) in Scotland  
*(RICHARD NORRIS, DIRECTOR, SCOTTISH HEALTH COUNCIL)*
- 11.20 The development role of the Scottish Health Council  
*(Rosemary Hill, Development Manager, Scottish Health Council)*
- 11.30 Public Involvement through working in partnership  
*(BILL WEIR, PARTNERSHIP DEVELOPMENT OFFICER, VOLUNTARY HEALTH SCOTLAND)*
- 11.50 Break for Workshops
- 12.00 Workshop session 1 – a range of interactive and participative workshops on the effective involvement of people in the development and provision of services affecting their health and wellbeing
- 1.00 LUNCH
- 2.00 Workshop session 2 (Repeat of morning sessions)
- 3.00 Next steps in establishing a practitioners' network in the North  
*(Carolyn Adams, Regional Manager North, Scottish Health Council)*

## **Appendix B – outline of workshops on offer**

### **Workshop A – Mary MacLean, NHS Western Isles**

#### **‘Fas Fallain’ Health Improvement through Community Development in the Western Isles**

A short presentation on developing community resources and achieving collective aspirations through a process of needs assessment and community engagement, followed by 45 minutes of open discussion. *[this workshop was cancelled, see note]*

### **Workshop B – Christina McMellon, Penumbra**

#### **‘Heads Up’; Young people are the experts in being young people Young people’s participation in issues that affect their mental health.**

Short presentations about participation, including feedback from 1 or 2 young people regarding their experiences of participation projects, followed by 35 minutes of questions and discussions, both about the young people’s experiences and about the challenges for practitioners.

### **Workshop C – Carolyn Adams, Scottish Health Council**

#### **‘Making the network work for you’**

A participative workshop looking for your ideas on the best ways to develop and maintain a network of people with an interest in community involvement and in developing patient/user focused services.

### **Workshop D – Fiona Wardell, Scottish Health Council**

#### **Ethical Issues of Patient Focus and Public Involvement (PFPI)**

When involving patients and the public in developing and delivering services staff should be aware of the ethical and legal dimensions of this work. This workshop will explore issues which staff should consider. *[this workshop was cancelled, see note]*

### **Workshop E – Paul Nelis, Community Health Exchange (CHEX)**

#### **Involving Users in Healthy Living Centres; an effective approach to addressing health inequalities in the community**

The workshop will focus on Healthy Living Centres in Scotland that have been established with an emphasis on user involvement as a means of addressing health inequalities in the community. The Community Health Exchange (CHEX) will provide an overview of what’s happening in Scotland in terms of Community Development approaches to health and the issues for projects on the ground. Healthways will provide an insight to their unique approach to Health inequalities and user involvement in the community. There will be an opportunity for questions and discussions after the presentations.

### **Workshop F – Kara Leslie, NHS Orkney**

#### **Orkney’s Sexual Health and Relationship Strategy – Working together to develop and deliver; how service users have contributed to the development of Orkney’s Sexual Health and Relationship Strategy and how they continue to be involved in service development.**

The workshop will begin with a short presentation (15 to 20 minutes) on how Orkney went about developing its Sexual Health and Relationship in partnership with a wide range of service user including young people the presentation will cover what worked well and the lessons learned. We will speak about how service users continue to be involved in the delivery of the local strategy, including how they contribute to service

development. We will pick up on issues that we feel may be particularly relevant to working with the public in a remote and rural area. The workshops will then provide an opportunity to discuss the themes from the presentation so that others can also share their experiences

**Workshop G – Nada Kadhim, Golden Jubilee National Hospital  
Towards an organisation that cares**

An overview of patient involvement at the Golden Jubilee, from strategy to practical implementation, followed by an opportunity for participants to share their experiences of supporting patients and carers.

***Please note:            disruptions to the national transport system on the day of  
the event resulted in workshops ‘A’ and ‘D’ being cancelled.***

# Appendix C – Flipchart Notes from workshop C: ‘Making the Network Work for You’

## Morning session

### Suggestions

- Sharing contacts
- Smaller local events
- Learning opportunity
- Advance ‘warning’ – calendar of events
- Face to face benefits those working in isolation
- Range of methods
- Budget – look at from start
- Link with existing groups
- Sharing information between groups/organisations
- Use video conferencing more
  
- Consider people with disabilities & people with other challenges when using video conferencing
- Consider anonymity
- Need initial funding to set up quality networks
- Tele conferencing
- Involve ‘the public’ – listen – feedback
- Link to voluntary organisations forums
- Main group/network which reaches out to other areas (hub & spoke)
- Police/fire/public service, etc all have video conference
- Cannot be tokenism – meaningful
  
- Electronic communications – need managed & maintained – hosted
- Get ‘joe public’ involved, engaged and let them know they can have a voice – they want to be involved
- Use newsletters
- Consider literacy issues – visual, dvds
- Be clear about what people will get out of it and ‘sell the concept’
  - Offer something meaningful in their context
- Bring and share expertise
- Use website and develop it as focus and have downloadable information
- How then who then how - good practice – there already
- Rural affairs network in inverness

### Issues

- Time and money
- Not relying on ‘events’
- Travel – waste time
- Budgets

## **Afternoon session**

### **General**

- Seek consent from participants to share contact details
- Re-issue invitation to submit examples for web fronted database
- Electronic discussion forums
- Orkney, Shetland & the Western Isles used to have 'ad hoc' tele conference meetings
  - needs equipment or BT facilitation
  - needs regular programme of meetings
- Follow up from face to face meetings with 1:1 contact (e.g. by email, phone etc)
- SHC should ask 'practitioners' 'what are the burning issues?' e.g. use 'survey monkey'
- Should offer video-link to all events (recent SHC event on review of self-assessment worked well)
- How do we involve 'the public' in the practitioners' network? Are there any issues around 'confidential conversations'?

### **CHEX (Community Health Exchange) experience:**

- Focused events with networking, informal time allocation
- 2 annual newsletters
- E-forums and e-networks
- Some people got involved and contributed to discussions
- Some only 'listened' and were reluctant to contribute
- Need moderator/facilitator

### **'Knowledge Exchange' – NHS**

- An existing web-based facility (address <http://www.theknowledgexchange.co.uk/>) that can be used in a number of ways, including:
  - to share information or seek advice from other members. Post up documents, reports, policies and images, promote local events and initiatives or avoid re-inventing the wheel by finding out how others are tackling the issues you are working on (*exchange*)
  - to keep up with the weekly health and social care news, customised to your registration profile (*bulletin*)
  - to discuss the latest issues in health and social care (*viewpoint*)
- Users register their interests (e.g. public involvement)
- UK wide
- Recently re launched

### **Investigate the setting up of a facilitated/moderated e-forum**

- North pilot?
- National? (e.g. Linked to web)
- Discussions summarised by moderator?
- Linked to e-library?
- Initiatives and events emerging from discussions?
- 'Live' chat rooms?
- Investigate what is already there
- Must be adequately resourced i.e. actively facilitated

## Appendix D – Evaluation Forms

### How accessible was the venue?

OK, but car park limited. Internal layout of hotel not ideal – different floors, lots of stairs etc however, good central location.

Very accessible.

Loop system in main auditorium great. I need to find ways so I can hear better in workshops and let you know.

Very – apart from stairs – I need to signpost lifts etc.

Very.

Limited parking, stairs not good for access.

Excellent – Inverness very accessible for Orkney.

Adequate.

Very...once I got here (late) from Orkney!

Very.

OK.

No problems that were not resolvable.

Good – central.

Very.

### What did you find most helpful about this conference?

Networking with colleagues, the chat at lunch and in group discussions.

Meeting people and discussing ways of developing a network.

Reassurance that my practice is good; I have the right ideas and more confidence to go ahead and do them! Also hope that there will be a “tool” to allow sharing that will let this continue.

Awareness - raising of other participants.

Meeting people.

Networking with others.

Well organised – Lynn was very help/efficient on our arrival.

Golden Jubilee presentation.

To be honest very little.

Meeting other people from the more far flung point.

Workshops, hearing local information and ongoing work to improve the health of the general public.

Meeting other volunteers and workshops – very impressed meeting Carolyn Adams very easy to talk to her, felt I could ask her any questions and not feel foolish.

Workshop C was most helpful for me personally.

### What was least helpful?

Presentations poorly pitched. Felt like I was being lectured at, but at the same time, I didn't learn anything new, *[one of the presentations]* was rather insulting.

Initial presentations – didn't get any new information.

Little opportunity to share my good practice and so feel presentations were more lecturer preaches to the converted.

Workshops cancelled. Quality/content of some of the presentations, nothing to learn from or get support from.

Not having workshops I was interested in. Not really learning anything new nor learning more about support for NHS – a website not particularly helpful.

Day was a touch disjointed.

Hot room!  
The weather.  
Pace first thing.  
Cancelled workshops.  
Nothing a very enjoyable well run event.

### **What should we have done differently?**

SHC should reflect on the development/support role. Respond to identified gaps/weaknesses in practice and help NHS/other people to describe and share good experience/practice and to understand what evaluation of activity really means. Less presentations, more emphasis on workshops and smaller group discussions. More opportunity to share networking that already exists and build on that through agreement. Reconsider main presentation, ask potential delegates what would be useful for them rather than top down. Too long spent on large lunch. Ask people what would be helpful. More of the partnership working. More specific with outcomes that could be taken away.

### **How could we build on this event?**

Future events should be more practically focused, Forget the speakers – unless they have something useful to say. Focus on 1-real experiences and 2- developing an understanding of how to evaluate effectiveness of involvement. Develop workshops further and perhaps include email contacts on delegate list (if people consent when booking) so people can follow up. Send out what has been said to provide opportunity for us all to add our own good practices to it and you share that amongst us. Try and involve public. Not sure. Feedback and appoint a facilitator to drive the network forward. If having an event in each region make sure that one has a video link so that those who don't have the budget/time can join in. More objective workshops with aims at the end not just general chat. Have service users give their accounts of the local health services/boards. Personally I would appreciate more. I enjoyed networking and the speakers were excellent using plain simple English.

### **Any Other Comments**

Enjoyed day and found it helpful.  
A good opportunity to hear views of others re health in North of Scotland.  
Thanks for inviting me to deliver a workshop – really useful for our work.  
Look at what others are doing so that you aren't repeating what is already out there.  
Thought the opportunity was missed as it appeared more to have a basis for Scottish Health Council and not to the participants.  
A most enjoyable day.

## Appendix E – a few useful resources

[www.scottishhealthcouncil.org](http://www.scottishhealthcouncil.org)

[www.scotland.gov.uk](http://www.scotland.gov.uk)

[www.sehd.scot.nhs.uk](http://www.sehd.scot.nhs.uk)

[www.nhsgetinvolved.com](http://www.nhsgetinvolved.com)

[www.vhscotland.org.uk](http://www.vhscotland.org.uk)

[www.scotconsumer.org.uk](http://www.scotconsumer.org.uk)

[www.nhshighland.scot.nhs.uk](http://www.nhshighland.scot.nhs.uk)

[www.nhsgrampian.org](http://www.nhsgrampian.org)

[www.wihb.scot.nhs.uk](http://www.wihb.scot.nhs.uk)

[www.ohb.scot.nhs.uk](http://www.ohb.scot.nhs.uk)

[www.shb.scot.nhs.uk](http://www.shb.scot.nhs.uk)