

APPENDIX C: WRITTEN COMMENTS FROM ATTENDEES

Table 1: Written comments and questions collected during event	
Topic	Comments
<p>Integrated Care (including care plans and personal budgets)</p>	<p>General questions about how it will work</p> <ul style="list-style-type: none"> • Who instigates the integrated care plan? Where does it start? With the GP? • Who will manage putting this together at a very local level? • Care Programme approach does not work in mental health despite it being Government Policy • People complain about too much bureaucracy and paperwork already. • Brent has problems to do with complex needs. <p>Care plans and personal budgets:</p> <ul style="list-style-type: none"> • Is every patient going to have a Care Plan? • What's the role of the patient in setting up the Care Plan? • Will the patient manage the budget for the care provided? • Care Plans: Starting with the people who are most at risk (e.g. going into hospital with multiple conditions); also anybody over 75 from April. Care plan meant to be co-designed with patients: active partner. <p>Staffing/resources:</p> <ul style="list-style-type: none"> • How can we get this Care Co-ordinator with appropriate skills/knowledge? • What happens what Care Coordinator is "off" when other staff are "off" or vacant posts (i.e. district nurses, community midwives, etc) • Integrated care - look at patient as a whole person. All providers of care come together. Care coordinators will be key to this. • Are there enough staff to support the idea? Especially for continuity of care? • Is there enough money to make this happen? • Why can't we have integrated care in hospitals/GPs now? • Is social care the poor relation? What proportion of Better Care Fund will go on adult social care and what proportion on health? • Budget - social care entitlement for personal budget to meet needs. Personal health budget coming in soon <p>Hospital care</p> <ul style="list-style-type: none"> • Can we talk about integrated care in hospitals? People able to talk about their multiple issues/conditions
<p>Housing</p>	<ul style="list-style-type: none"> • How can housing organisations be included given the impact on health of poor housing?
<p>Leadership & Accountability</p>	<ul style="list-style-type: none"> • How do we hold the Health & Wellbeing Board to account? • How do you intend to embed long-term sustainable leadership?
<p>Information sharing</p>	<ul style="list-style-type: none"> • Information Sharing - No!

Table 2: Comments made on post-event evaluation forms	
<i>What would you change about the content or design of the event if it were run again?</i>	
<p>More time (17 comments)</p>	<ul style="list-style-type: none"> • Start earlier / make it 2.5 hours • More time x 2 / More time - last session felt rushed • More time for questions • A bit rushed / don't rush things • A little more time in group sessions • More time and some difficult individual queries • Two hours seemed too short • Would like to see the discussions more involved and not so rushed to get questions and answers across: covering too much in a short time • Allocate more time for specific workshops • Event was far too broad to cover in two hours • All went too fast and there was no chance to ask questions. Gathering questions by table meant that many were overlooked. There was no time to get into the second set properly after the break. • More prep time for the audience to understand how to get the best from the forum • Be more interactive in discussions and limit the meeting to one topic that can be looked at in detail.
<p>Information in advance (8 comments)</p>	<ul style="list-style-type: none"> • Please send out information in advance • Distribution of information related to the main subject • Pre-meeting material circulated in advance • Provide background information in advance • Distribution of information related with the main subject • Send out status summary in advance • Brief of this in advance • The agenda and the matters to be discussed should be presented to the participants
<p>Clearer information during meeting</p>	<ul style="list-style-type: none"> • Get speakers to introduce themselves • Identify key speakers - name and role • Explain to first-timers what the Health Partners Forum is • Explain more. • Clarify objectives
<p>Better publicity / better attendance</p>	<ul style="list-style-type: none"> • Much better advance publicity needed - 5 Willesden and Kilburn GPs had not poster and not informed • More publicity • Promote much more effectively (if you get more people, will have to work out how to organise) • Some communities missing

	<ul style="list-style-type: none"> • Invite more people to attend • More participation from health providers • Brent Carers Centre was not invited to provide an information stand
Facilities / catering	<ul style="list-style-type: none"> • Access for pedestrians and disabled parking bays • Get microphone that works immediately at all times • Last time and this time facilitators were not at all tables • Volume of "film" not raised early enough! • A few more tables • Not enough food - especially vegetarian (finished before six)
Forward planning	<ul style="list-style-type: none"> • Agree a forward agenda for specifics (e.g. interaction with third sector) • Involve patients in planning • Maybe include some patient reps in the planning next event
General comments	<ul style="list-style-type: none"> • All very good • A very good event • I really enjoyed today's event • Chairs very good - good seat cushions. • Info stands - Age UK - excellent help provided • I am pleased that you plan to integrate hospital appointments • This form is very badly designed!! • Facilitator excellent

Are there any issues, which you feel were not raised in the event?

<p>Clinical issues not raised</p>	<ul style="list-style-type: none"> • Respite care • Dementia cases • The need for physiotherapy in care plans (perhaps through greater use of sports centre (Vale Farm/Willesden) • STARRS is an effective service. It currently remains a reactive service. Equip other services to work in a similar model, having services together
<p>Other issues not raised</p>	<ul style="list-style-type: none"> • The plan to encourage GPs to form provider groups to bid to deliver specialist out-patient care with financial incentives • Individual funding for patients re. operations and treatments • Blame culture • What about those people who are not deemed vulnerable!! • Has this system been developed in any other areas? Was it a success? What was learnt? I have concerns that it will not work with better resources and money! Communication has to be better outside of hospital. How will everyone who needs to be involved turn up to meetings to carry this out. • Provision of housing in difficult situations • Assessment by Social Services biased in the interest of their own financial benefit. Not taking the view of close relatives and patients. • Maybe feedback from other forums – posters • Get some of the social care staff to answer questions “with hands on experience”. Maybe more hands on experienced people to this Forum. • Outcome of people's feedback on the event • Community Engagement - use all forums available including Brent Connects, Digital and Social Media • No self-care plan • Integrated system • The need for the end user to be in control • When things do not work out well, how will this be reviewed in a timely fashion to improve efficiency and effectiveness and working collaboratively? • Detailed plans that have been prepared so far <ol style="list-style-type: none"> 1. How the voluntary sector will be involved/engaged without going through the whole procurement exercise. 2. Integration of the third sector. 3. How will we review what's working and what's not?

General comments about event	<ul style="list-style-type: none">• Inevitably lots [missing], but it was right to have a specific focus and get as much as possible within a fixed time.• Nothing was specific and precise (e.g. how staffing would cover / how funding would be in place / how the culture would be developed). There were lots of intentions and wishes but nothing concrete. A lot of this is a rehash of past ideas not fully implemented.• Many – [issues missing]• No / None / Not that I can think of / Not sure yet [issues missing]• There is a debate to be had about the ultimate value of this type of "we ask you" event
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